

ARE YOU A HOMEOWNER WHOSE HOME WAS AFFECTED BY HURRICANE HARVEY?



Once you're safe and your immediate needs are met, here's what you should do to minimize Harvey's financial impact on you and your family's home.

1.) Call your insurance company first

2.) Call your mortgage company if you have been impacted by the storm.

Let them know if :

- Returning to your home after the flood recedes
- Moving in with relatives or friends out of state
- Changing your contact number
- Leaving your property
- Making an insurance claim
- Unemployed for a long period of time
- A member of the National Guard or Military Service and called to provide disaster assistance

List of HOPE NOW Mortgage Servicers:

Bank of America Home Loans
855-729-1764

Bayview Loan Servicing
888-203-4635

Caliber Home Loans
800-401-6587

Carrington Mortgage Services, LLC
800-561-4567

Citigroup, Inc. (Citi Mortgage & Citi Residential)
1-800-283-7918

Fay Servicing
1-800-495-7166

Freedom Mortgage
855-690-5900

Chase
Special Care Line: 1-888-356-0023
Managing Insurance Claims: 1-866-742-1461

Mr. Cooper (Nationstar)
888-480-2432

Ocwen
800-746-2936

OneWest Bank (A Division of CIT Bank, N.A.)
1-800-781-7399

Quicken Loans
800-508-0944
NaturalDisasters@Quickenloans.com

Selene Finance
(877) 735-3637

Select Portfolio Servicing, Inc.
Hazard / Flood Insurance: 1-800-641-2754
Loan Solutions: 1-888-818-6032
Customer Service: 1-800-258-8602

Seterus
866-570-5277

SunTrust Mortgage
1 (800) 634-7928

US Bank
888-287-7817

Wells Fargo
1-888-818-9147

For a complete list, visit <https://www.mba.org/news-research-and-resources/hurricane-harvey>

Register for Disaster Assistance:

Insurance Policies vary, see if FEMA Housing Assistance program is available

Document the conditions of your home. Keep all the receipts (hotels and meals)

Avoid scams, all Officials carry an ID badge and will not request money.

If you do not have flood insurance, apply for Disaster Assistance

Important Assistance Numbers:

800-985-5990 Disaster Distress Helpline

800-621-3362 FEMA Disaster Assistance Registration

866-720-5721 FEMA Disaster Fraud Hotline

800-462-7582 FEMA Disaster Assistance for hearing and speech impaired

HOPE NOW is planning outreach events in the Houston area to help families recover.

For more information, visit <http://www.hopenow.com/>