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Homeowner / Counselor Operational Bulletin

How to Apply for Assistance by the Recent Natural Disasters

Overview. Hope LoanPort (HLP) has made significant changes to its platform in response to the recent events surrounding Hurricane Harvey, Hurricane Irma and the wildfires in the western United States.

HLP - the de facto industry standard for managing data and documents – has **implemented new solutions to help homeowners impacted by a natural disaster**. This bulletin will provide you with information about the steps you need to take to register your claim and/or submit workout packages directly to your servicer if you have been affected.

What Do I Need to Know? Homeowners affected may be able to suspend their mortgage payments for up to 12 months or take advantage of other relief offers from their mortgage servicer. HLP has **developed a streamlined Disaster Assistance Form** that will allow homeowners to submit information about their situation and the condition of their home through a single, short informational form that does not require any documents. The procedure is simple:

- 1. Register via Homeowner Connect.** Go to HomeownerConnect.org to fill out the Disaster Assistance Request Form. This form takes less than 5 minutes to complete and requires the following information:
 - Servicer;
 - Borrower Name;
 - Property Address;
 - Contact email or phone number; and
 - Brief description of how this disaster has impacted your home.
- 2. Submit your Form to your Servicer.** Once you hit the “Submit” button, your Disaster Assistance Form, containing all the information pertinent to your case, will be generated. HLP will deliver this information to your designated Servicer.

That’s it! Once your Servicer receives your case, they will contact you about the next steps to take to process your request.

Questions or Requests? We appreciate your use of HLP, so please contact us with questions at support@HLP.org.