

NATIONAL MORTGAGE SETTLEMENT: LOAN MODIFICATION APPLICATION TIMELINE

If your mortgage servicer is Bank of America, Citi, GMAC/Ally, JPMorgan Chase, or Wells Fargo, your mortgage servicer should review your *first lien* loan modification application on the following schedule, per the National Mortgage Settlement:

LOAN MODIFICATION APPLICATION PROCESS

1. You submit a loan modification application. HUD-certified housing counselors are good resources to help you organize your documents and complete the application. These counselors are free. Locate one near you by visiting www.hud.gov or calling (800) 569-4287.
2. You should hear from your mortgage company within 3-5 business days of receiving your application.
 - o Your mortgage company must provide you with written acknowledgment that it received your application within 3 business days.
 - o If your mortgage company notices any documents missing from your application, it must send you a complete list of all missing documents within 5 business days of receiving your application.
3. If your mortgage company asks for more documents, they must give you at least 30 days to send additional documents. Your mortgage company must not deny your application during this time.
4. Once your loan modification application is complete, your mortgage company must decide whether to approve or deny your application within 30 days.
5. If your loan modification application is denied, and you submitted a complete application more than 37 days before any scheduled foreclosure, the mortgage company must notify you in writing. The denial letter must:
 - a. Include the *reasons for the denial*.
 - b. Include the *factual information considered*.
 - c. Inform you that you have 30 days from the date of the denial to provide evidence that the eligibility determination was in error.
 - d. If the first lien modification is denied because the investor disallowed it, include the name of the investor and reasons for the investor denial.
 - e. If the first lien modification is denied due to the result of a net present value (NPV) calculation, include the monthly income and property value used by the mortgage company.
6. If your loan modification application is approved, your mortgage company will typically place you into a three-month trial loan modification. After you make the required number of timely trial period payments, your mortgage company must promptly convert your trial loan modification into a permanent loan modification.
7. If your mortgage company grants you the loan modification, it must provide you with a signed copy of the agreement within 45 days of receiving a copy that was signed by you.

If you believe your mortgage company is failing to comply with these rules, please visit <http://californiamonitor.org/contact-us/> for information on contacting the California Monitor Program.