



# *Louisiana Housing Corporation*

Dear Homeowners,

Most people have a loan that is owned or in a security by one of the Government Sponsored Enterprises: Fannie Mae, Freddie Mac, Ginnie Mae (USDA, FHA, and VA). The mortgage company where the monthly payment is made is considered the Master Servicer of the loan. The Louisiana Housing Corporation currently has three Master Servicers as listed below.

Master Servicers are only able to offer the forbearance terms that the loan allows. These forbearance terms are evolving as we learn more about the magnitude of the August 2016 flood event.

If needed, Borrowers must request a forbearance period of 90 days and **if approved**, they will not have to make their mortgage payment during this time. At the end of the forbearance period and in the event there is no further assistance needed, all deferred months of payments come due and the account must be brought current or it will be considered in delinquent status. There is an option at this time to apply for further forbearance or a loan modification but it may or may not be granted depending on the situation of the client.

Below is a list of LHC's Master Servicers and their contact information:

**Bank of America Customer Service Center**

Toll Free number  
1.800.669.6607  
Mon. – Fri. 7 a.m.–7 p.m. (CST)

**Standard Mortgage Corporation**

Toll Free number  
1.800.448.4190  
Mon. – Fri. 8 a.m. – 4:45 p.m. (CST)

**US Bank Default Counseling Team**

Toll Free number  
1.800-365.7900  
Mon. – Fri. 7 a.m. – 10 p.m.  
Sat. 9 a.m. – 2 p.m. (CST)