

# PROGRAM OVERVIEW

[INFO@CAMORTGAGERELIEF.ORG](mailto:INFO@CAMORTGAGERELIEF.ORG) | 1-888-840-2594



# Agenda

- Program Overview
- Who is Eligible
- How to Apply
- Fraud and Scams
- Additional Resources
- How You Can Help
- Questions

# Program Overview

## California Mortgage Relief Program

One-time financial assistance to eligible homeowners facing pandemic-related financial hardship for:

- ✓ Past due mortgage payments
- ✓ Unpaid property taxes
- ✓ Reverse mortgage arrearages

\$1 billion in federal funds from the American Rescue Plan Act's Homeowner Assistance Fund

20,000 – 40,000 estimated households to be served

Grants up to \$80,000 for past-due mortgages; up to \$20,000 for missed property taxes – per household

Grants never have to be paid back

Grants distributed on a first come first serve basis

Part of the state's Housing is Key Initiative



# Who is Eligible

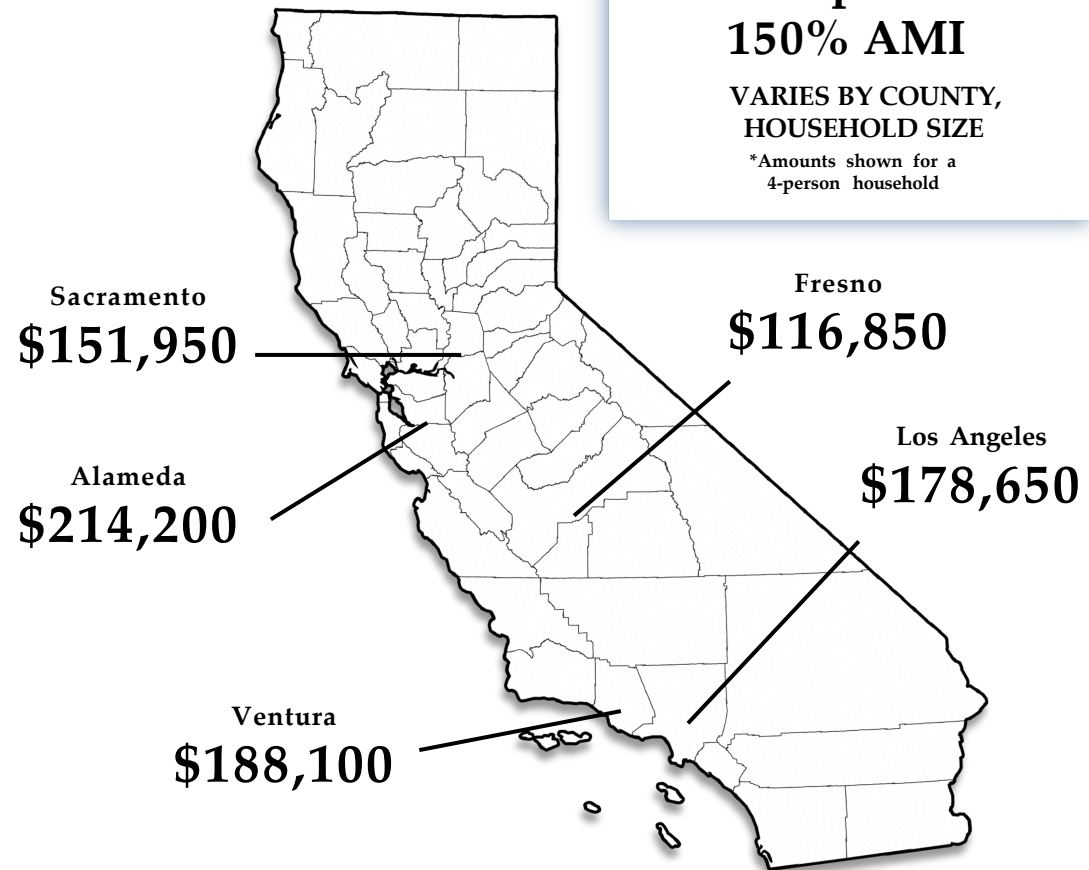
## Who is Eligible?

- **Applicants must meet ALL of the following criteria:**
  - ✓ Household income eligibility requirements based on Area Median Income
  - ✓ Own/occupy and single-family home, condo or permanently affixed manufactured home in California
  - ✓ *Mortgage Assistance:*
    - Behind 2+ payments on their mortgage before June 30, 2022, and currently delinquent
  - ✓ *Property Tax Assistance:*
    - Missed at least one property tax payment before May 31, 2022
  - ✓ Faced a pandemic-related financial hardship after Jan. 21, 2020

# What is Area Median Income (AMI)?

## Area Median Income (AMI)

- AMI developed by HUD to determine eligibility for various government-funded programs.
- AMI represents the midpoint of a region's family income distribution and changes from year-to-year.
- The Homeowner Assistance Fund has its own set of income limits and is listed on the HUD website.
- For the CA Mortgage Relief Program, AMI varies by county and household size.



# AMI Calculator

To find out if you might meet income requirements, enter your information below.

County

People in Household

Go

If an applicant's household income is at or below this amount, you may be eligible for the California Mortgage Relief Program

AMI Calculator can be found on

[CaMortgageRelief.org](https://CaMortgageRelief.org)

Scroll down website and enter county name and household size

# How Does the Program Work?

## How Does the California Mortgage Relief Program Work?



# Reverse Mortgages

## Mortgage Arrearages

- Homeowners with reverse mortgages can receive assistance.
- Payment of owed taxes and any forced place insurance on reverse mortgage loans to fully reinstate to a “current” status.
  - Exclusions: Any loan already being considered or approved for a partial claim or modification is ineligible
- Homeowners must provide copies of their tax and insurance bills showing the amount due.





# Property Taxes

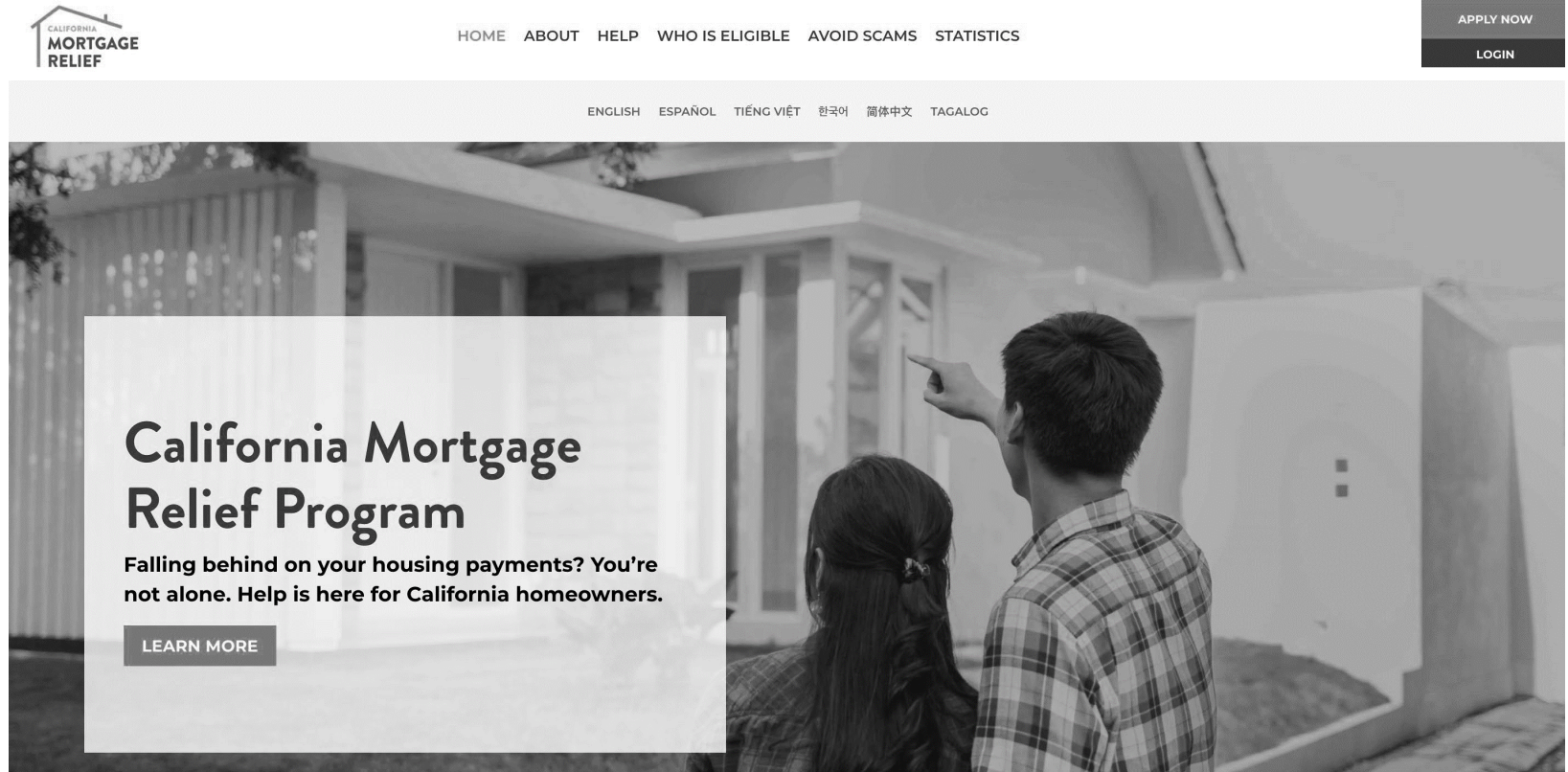
## Property Tax Assistance

Available for all eligible homeowners

1. If bundled with mortgage payment through an escrow account
2. Covered for reverse mortgage holders
3. **NEW:** Assistance available to mortgage-free homeowners and those whose mortgage payments are current.
  - Grants for up to \$20,000 for missed property tax payments
  - Must have missed at least one payment prior to May 31, 2022.



# How to Apply



Homeowners should visit

[CaMortgageRelief.org](https://CaMortgageRelief.org)

and click **Apply Now**

# How to Apply

**Homeowners will be asked  
to complete a simple  
questionnaire to determine  
if they may qualify**



## California Mortgage Relief Program

[English](#) [Español](#) [Tagalog](#) [中国人](#) [한국어](#) [Tiếng Việt](#)

### Application Questionnaire



The first step to apply to the California Mortgage Relief Program is to complete the application questionnaire below.

Check all that apply:

- I/we experienced a COVID-19 related financial hardship after January 21, 2020
- I/we missed at least 2 mortgage payments prior to December 27, 2021
- I/we only own one residential property
- This home is my/our primary residence (where you live)
- I/we are applying for assistance on our primary mortgage loan
- A business (LLC, LP, LLP) is listed as the homeowner on my mortgage



# Required Documentation

## Documents needed to apply

- Mortgage statement
- Bank statements
- Utility bill
- Income documentation (i.e. paystubs, tax returns, or unemployment document)

*\* Additional documents may be needed – depending on homeowner's unique circumstance.*



# Applicant Support

## Where can homeowners receive help?

### **California Mortgage Relief Program Contact Center: 888-840-2594**

If a homeowner has started an application and needs technical assistance, they can call the California Mortgage Relief Program Contact Center. Phone number will be provided once the application is started.

### **HUD-Certified Housing Counselor/Mortgage Servicer**

If assistance is needed, homeowners should contact their mortgage servicer or a HUD-certified housing counselor at 1-800-569-4287.

### **[Info@CaMortgageRelief.org](mailto:Info@CaMortgageRelief.org)**

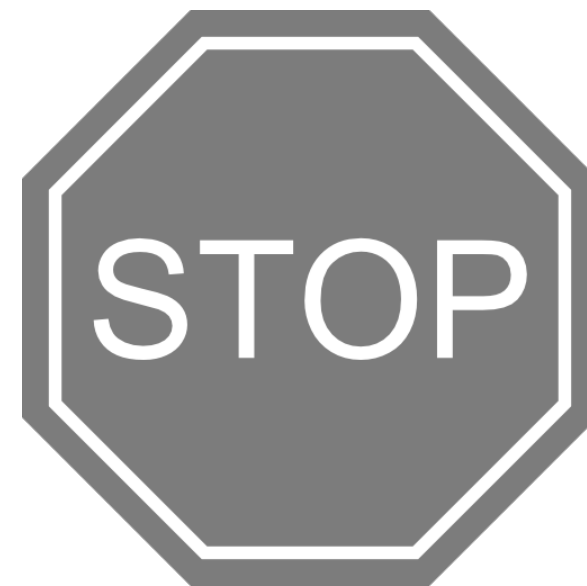
General program questions should be sent via email. All emails will receive a response within 3 business days



# Fraud and Scams

## Scammers May:

- ✓ Pressure homeowners to act immediately.
- ✓ Ask homeowners to pay by cashier's check or wire transfer.
- ✓ Try to convince homeowners to transfer the deed of their home to them.
- ✓ Use different stories to pressure homeowners into paying them.
- ✓ Ask homeowners to sign papers
- ✓ Say homeowners should start making payments to someone other than their servicer or lender
- ✓ Tell homeowners to stop making mortgage payments altogether



# Fraud and Scams

## Important Things to Remember:

The California Mortgage Relief Program is provided as a free service, with no application costs or fees.

The one-time financial help received never has to be paid back. The money awarded is in the form of a grant which means it does not need to be repaid.

The money awarded to homeowners will be sent directly from the California Mortgage Relief Program to homeowner's loan servicer to completely reinstate their past-due amount.



# Other Resources

## Additional resources for those who don't qualify:

- To find out alternative options, contact a HUD-certified housing counselor at 1-800-569-4287
- Other resources can be found here:  
[CaMortgageRelief.org/help/](https://CaMortgageRelief.org/help/)





# Program Positive Feedback

- “I just want to say thank you. COVID has been finically hard.”
- “Thank you for giving me hope.”
- “Thank you for creating this program. It is a huge relief for many of us behind on our mortgage”
- “It sounded too good to be true, but I applied anyway. Just sent in a few documents and was delighted to be approved in about 30 days.”
- “Thank you very much for being there for us to get back on our feet again.”
- “The program was very responsive and helpful in bringing my mortgage current.”
- “Receiving assistance from the program is like a God send.”



# HELP US SPREAD THE WORD



- Ensure Californians behind on their mortgage payments stay housed
- Reach the most underserved Californians
- Build trust and awareness



# JUST RELEASED!

## [CaMortgageRelief.org/partner-resources](https://CaMortgageRelief.org/partner-resources)

- Program Overview
- FAQs
- Fact Sheet
- Web Buttons
- Social Media Posts and Graphics

# HELP US SPREAD THE WORD

## #1 Spread the Word via Social Media

- We need your help to post, share, and re-tweet California Mortgage Relief Program content.
- Our multi-cultural social media content can be found on our website at [CaMortgageRelief.org/partner-resources](https://CaMortgageRelief.org/partner-resources).



# How You Can Help

**#2 Follow us on Instagram, Facebook and Twitter!**

## **#GetCaughtUp**

- **Instagram:** [@CaMortgageRelief](https://www.instagram.com/CaMortgageRelief)
- **Facebook:** [@CaMortgageHelp](https://www.facebook.com/CaMortgageHelp)
- **Twitter:** [@CaMortgageHelp](https://twitter.com/CaMortgageHelp)



# How You Can Help

## #3 Distribute Collateral Materials

Available in several languages, all materials can be found at

[CaMortgageRelief.org/partner-resources](https://CaMortgageRelief.org/partner-resources)



# Questions

## Application Information/Resources

**Apply Today:** [CaMortgageRelief.org](https://CaMortgageRelief.org)

**Get Help At:** 888-840-2594

**Email:** [Info@CaMortgageRelief.org](mailto:Info@CaMortgageRelief.org)

