

## FAIR HOUSING AND NEW MORTGAGE SERVICING RULES

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It is against the law for a bank or a servicer of a loan to discriminate against you because of your protected class.

There are new rules that banks and servicers have to follow that will help you:

- You must receive a statement with clear information about how much you have to pay if you are being charged any fees.
- You must be provided with contact information.
- You must be provided with information about housing counselors.

If you fall behind on your house payments and need help you have rights:

- You have the right to apply for a loan modification, allowing you to change the terms of your loan. A modification, for example, can change your payment amount or the interest rate on your loan.
- You have the right to speak with someone by phone.
- Once you submit an application for a loan modification, the bank or servicer has five days to let you know if you if the application is complete.
- If it is not complete, they must tell you what other information you need to provide.
- Even if you have not made a request for assistance, a bank or servicer must try to contact you no later than 36 days after you have missed your payment.

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