



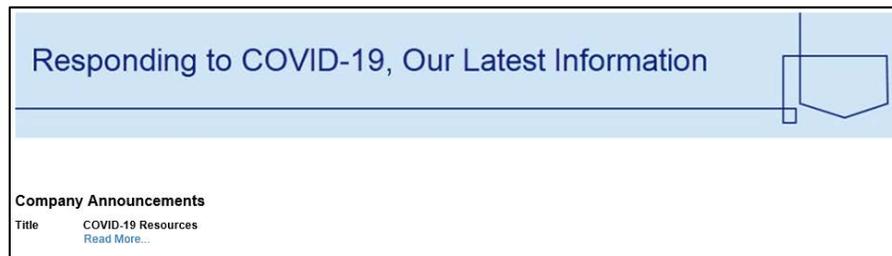
- Correspondent Lending
- Housing Finance Agency (HFA)

### New COVID-19 Resource Page in AllRegs

U.S. Bank continues to closely monitor the ever-changing landscape of our business as a result of the impacts of the coronavirus (COVID-19). We are **committed** to providing home mortgages to customers during the current environment, and to providing information and resources to you so that we may continue to efficiently partner.

- **New Correspondent/HFA COVID-19 Resource Page**

For information about our ongoing work to support our lending partners and customers, we invite you to visit our **Correspondent/HFA COVID-19 Resource Page** within AllRegs for regular updates and the most current information.



- **COVID- 19 Frequently Asked Questions (FAQ)**

We know you have many questions and we are diligently working to address each of them. We have developed a list of [COVID-19 Frequently Asked Questions](#) and will continue to update this document on a regular basis to keep you informed of process and policy updates.

The FAQ provides guidance for temporary relief of policies due to COVID-19. Please continue to reference the U.S. Bank Seller and HFA Lending Guides as primary resources for all U.S. Bank policies.

### Supporting our Borrowers: Loan payment assistance

If a borrower is experiencing hardship as a result of COVID-19, now or in the future, regarding a mortgage or, home equity line or loan, we have available options and the customer can call **888.287.7817** to get assistance.

- If a borrower is unable to make their mortgage payment, we offer several customer assistance programs that may allow them to have mortgage payments suspended for up to 180 days (6 months). With our customer assistance programs, borrowers will not be charged any late fees and their account will be reported as current to all credit agencies and allow for payments to be suspended for up to 180 days.
- If, after the initial 180 days suspension of payments their hardship has not been resolved, we will continue to work with them. Options If they are unable to pay the suspended installments in full, options such as extending the forbearance program up to an additional 180 days, repayment plans, or a loan modification may be available if they meet requirements.

For additional information about our ongoing work to support customers, we invite you to visit [U.S. Bank's COVID-19 support site](#) for regular updates and the most current information.

### Questions



**Correspondent:** Please contact your Account Executive or the Client Support Area at 800.200.5881, option 1.

**HFA:** Please contact the Housing Finance Agency Hotline at 800.562.5165, option 1 for the HFA Customer Care Team.

