

Gather Your Documents

COVID-19: Important Mortgage Protection Steps You Should Take Now

1. Obtain a transaction history and payoff statement from your mortgage servicer now.
2. Organize your monthly mortgage statements for the last twelve months.
3. Keep any monthly mortgage statements going forward.
4. Organize proof of your mortgage payments.
5. Obtain your real estate tax and homeowner's insurance bills along with your proof of payments.
6. Keep a phone log detailing:
 - i. the date and time of the call;
 - ii. the name, ID number, and department of the agent you spoke with;
 - iii. the telephone number you dialed;
 - iv. any confirmation number used; and
 - v. what the representative said.
7. Send a follow up letter to your loan servicer after each call documenting what was discussed.
8. Make copies of any letters you send.
9. Keep any correspondence you receive.
10. Find out how and when any payments reduced or deferred must be repaid.
11. Get any agreement in writing.