

Loan Modification Processing Follow Up Questions

1. **First Call**
 - Do you have specific paperwork for a loan modification request? If yes, can I get it from your website? If no, what paperwork is required?
 - What fax number should I fax the completed paperwork to?
 - What phone number should I call when I follow up on the status of this modification?
2. **Follow Up Call After Initial Paperwork Sent**
 - Did you receive the modification paperwork?
 - If yes;
 - is anything missing?
 - what are the next steps?
 - what number should I call to follow up?
 - If no;
 - what fax number should it have been sent to?
 - how long does it take for faxes to show up in your system?
3. **General Update**
 - Are there any updates on the modification in process?
 - Has the file been assigned yet? If yes, when and to whom?
 - Where is this modification at in the process?
 - Is anything missing?
4. **Follow Up Call After Additional Paperwork has Been Sent**
 - Have you received the updated paperwork faxed in recently?
 - Does it appear that everything that was requested is there?
 - Is anything else required at this point?
 - What are the next steps?
5. **Follow up After File Has Been Reviewed/Assigned to a Negotiator/Analyst**
 - Has the trial modification been approved?
 - If yes;
 - what is the trial payment?
 - when is the first payment due?
 - what address should the trial payment be sent to?
 - when will the borrower receive paperwork?
 - If no;
 - what is the last update?
 - is anything missing?
 - when should it be complete?
6. **Follow up After Trial Modification Has Been Approved**
 - Has the trial modification paperwork been mailed out?
 - If yes;
 - what is the trial payment?
 - when is the first payment due?
 - what address should the trial payment be sent to?
 - when will the borrower receive paperwork?
 - If no;
 - what is the last update?
 - is anything missing?
 - when should it be complete?
7. **Follow up After Trial Modification Paperwork Has Been Returned to Servicer**
 - Have they received the signed trial modification paperwork?
 - If yes;
 - is everything that is required there?
 - If no, call back again in 2 days and repeat # 7
8. **Follow up After 3 Trial Modification Payments Have Been Made**
 - Has the permanent modification been approved?
 - If yes;
 - what is the payment?
 - when is the first payment due?
 - what address should the payment be sent to?
 - when will the borrower receive paperwork?
 - If no;
 - what is the last update?
 - is anything missing?
 - when should it be complete?