

# COVID-19

## Relief Resources for Homeowners

ServiceMac



The response to the COVID-19 is rapidly evolving. During this difficult time, ServiceMac is committed to providing you with guidance on payment relief options so that you can focus on the safety of yourself and your family.

### Help Is Available

If you are experiencing a hardship due to: loss of employment, income reduction, illness or other related impacts from COVID-19, help is available.



#### Payment Assistance

Offering the ability to temporarily suspend or reduce your monthly payment for a limited period of time, which is also known as a Forbearance plan.



When selecting a forbearance plan, it is important to keep in mind that you will have to repay any missed or reduced payments. Repayment options vary by loan type and in most cases allow for installments over time.



#### Get Started

You will need to enter your social security number, loan number, and zip code to locate your loan and register. If you have any questions when registering or selecting your plan, contact us at (844) 478-2622.

[Click Here to Begin](#)

Interested in learning more? Continue to the next page for additional resources.

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### Credit Reporting and Late Fees

We understand the importance of credit scores. ServiceMac will not report negative data to credit bureaus or assess late fees for customers actively performing on Forbearance plans (reduced or suspended payment agreements).



### Foreclosures and Evictions

The initiation of new foreclosures, foreclosure sales and evictions are suspended through August 31, 2020.

### Helpful Links

Are you interested in learning more? Here are a few resources to assist you while navigating through the available options.

[What is mortgage forbearance?](#)

[Guide to coronavirus mortgage relief options](#)

[Forbearance Scams](#)

[CDC COVID-19 Page](#)



CARES Act Mortgage Forbearance:  
What You Need to Know



If your conventional loan is owned by Fannie Mae, please see this helpful video about options after your COVID-19 forbearance.

### Questions? Contact Us

Monday - Friday 8:30 am to 8:00 pm ET

Saturday 9:00 am to 3:00 pm ET

(844) 478-2622 | [support@servicemacusa.com](mailto:support@servicemacusa.com)