

Have you recently been affected by a Natural Disaster?

Help is available if your property was damaged or your ability to repay your mortgage was affected by a recent natural disaster. We can help with insurance claims, payment plans and other servicing options during your recovery from the disaster. Assistance may vary depending on the type of disaster and if the disaster qualifies as a Presidentially declared disaster. You can check if your property falls under the Presidentially declared disaster on FEMA's (Federal Emergency Management Agency's) website at:

www.DisasterAssistance.gov under **LIST OF DISASTERS**.

I was affected by a Presidentially Declared disaster

If your county or municipality is included in a Presidential Disaster Recovery Declaration which includes an Individual Assistance Program, special options may be available to you specific to the disaster type and severity in your area.

Please contact a Customer Service Specialist on our Disaster Line at **888-796-0538**.

Our Specialists will provide you with information on options available specific to your location as well as other servicing options which may assist you.

I was affected by a Natural Disaster which was NOT determined to be a Presidentially Declared disaster

If the natural disaster in your area did not reach the level of a Presidentially Declared disaster, assistance may still be available to you. Our Customer Service Specialists can assist with insurance claims information, options if you are unable to make your payments timely and other services.

Please contact a Customer Service Specialist on our Disaster line at **888-796-0538**.

How to contact FEMA

You may encounter circumstances where your personal insurance will not cover the damage from a disaster event. If this occurs, please contact FEMA at **(800) 621-3362** or TTY **(800) 462-7585** for potential additional assistance. You can also contact FEMA at www.DisasterAssistance.gov.