

Protecting Ohio's Families

Having Trouble Making Your House Payment?

Find out about free mortgage assistance, and learn how to identify foreclosure rescue scams.



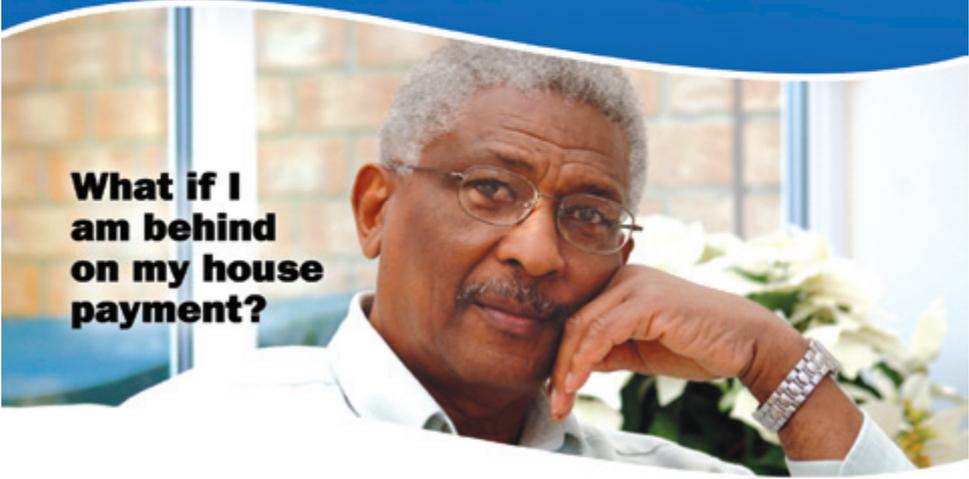
Foreclosure Resources



MIKE DEWINE

OHIO ATTORNEY GENERAL

Frequently Asked Questions



**What if I
am behind
on my house
payment?**

As soon as you know you can't make your payment, take the following steps:

- Call your lender. Ask for the “loss mitigation department.” Be honest about your situation so you can get the best, most realistic options. If your lender does not help you, contact Save the Dream Ohio at www.savethedream.ohio.gov or **888-404-4674** for free assistance.
- Stay in your home. By vacating your home, you may lose some of your rights. Vacancy also can lead to vandalism, and you could be responsible for damage.
- Open your mail. Government and nonprofit agencies may send you information to help you keep your home.
- Beware of scams. Some companies say they can help you save your house. They take your money up front and then do nothing. For more information or to report scams, contact the Ohio Attorney General's Office at **800-282-0515** or www.OhioAttorneyGeneral.gov.

What programs might help me?



Mortgage Settlement

A federal and state settlement with mortgage servicers may be able to help you. Borrowers may receive loan modifications or other forms of direct relief. For more information, go to www.nationalmortgage.settlement.com.

Making Home Affordable

This program may help you refinance or modify your loan. For guidelines and eligibility requirements, go to www.makinghomeaffordable.gov or call **888-995-HOPE (4673)**.

Hardest Hit Fund

Save the Dream Ohio Hardest Hit Fund offers assistance to homeowners who have experienced financial hardship and are currently at risk of mortgage loan default or foreclosure. For more information on the programs and eligibility requirements, go to www.savethedream.ohio.gov or call **888-404-4674**.

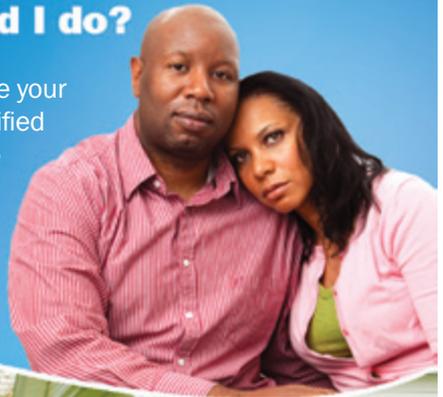
What help can I expect from my lender?

Your lender may be able to offer you one of the following:

- **Forbearance:** A temporary reduction or suspension of your house payment
- **Repayment Plan:** A temporary increase in your house payment for a specific amount of time in order to catch up on missed payments
- **Refinance:** A new loan at a lower interest rate to reduce your house payment
- **Mortgage Modification:** A lower house payment achieved through a lower interest rate, reduced principal amount, or longer term of your current loan
- **Short Sale:** Lender's permission to sell your property for less than the full payoff amount of your mortgage
- **Deed-in-Lieu of Foreclosure:** Permission to give your property to the lender in order to satisfy your debt

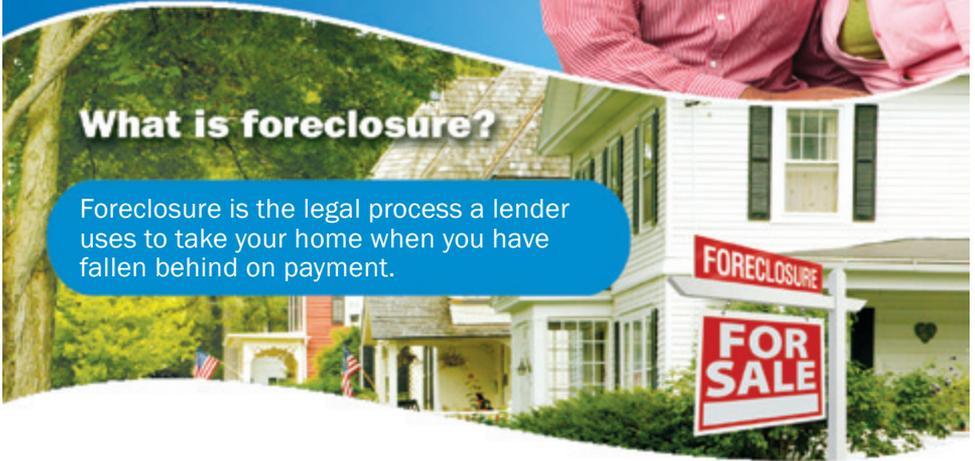
I can't get anywhere with my lender! What should I do?

Contact Save the Dream Ohio and share your story. You will be referred to a HUD-certified housing counselor or a legal assistance agency that will contact your lender on your behalf for free.



What is foreclosure?

Foreclosure is the legal process a lender uses to take your home when you have fallen behind on payment.



What should I do if I get certified mail from the Clerk of Courts?

- If you haven't made a house payment for several months, it may be a foreclosure action. Open it. Don't wait to take action. Contact Save the Dream Ohio for help.
- File a foreclosure answer. You must file an answer with the court within 28 days of notification, even if you are talking to your lender about other options. Failure to file an answer may result in the loss of your home. An answer may be written in a legal format or as a simple letter.
- Ask the judge assigned to your case to refer your case for foreclosure mediation. Foreclosure mediation helps borrowers and lenders reach mutual agreements to resolve the foreclosure problem. For information about mediation, contact the Ohio Supreme Court at **614-387-9420** or **www.supremecourt.ohio.gov/JCS/disputeresolution/foreclosure**.

Don't be **Foiled** by **Foreclosure!** rescue scams!



Listen for
these
'Promises'

'I can help you.'

These scammers advise you to:

1. Give them cash so they can "negotiate" a loan modification for you
2. Ignore your lender's phone calls
3. Ignore your foreclosure case
4. Not contact an attorney

These scammers actually ...

1. Take your money
2. Do not deliver on their promises

'Let us review your documents.'

These scammers tell you:

1. To send them money
2. Their "experts" will review your file

These scammers actually ...

1. Send you a document that looks official but makes no sense
2. Do not file the document with the court, resulting in foreclosure

'Deed your house to us and you can rent it back.'

These scammers say you should:

1. Deed the house to them so they can pay the mortgage and rent the home back to you until your credit improves
2. Buy your house back once your credit improves

These scammers actually ...

1. Do not pay your mortgage, resulting in your eviction when the foreclosure case concludes
2. Pay your mortgage, raise your rent, and evict you

'We work for the government.'

These scammers want you to think:

1. The federal government is sending you a letter
2. If you do not call them, you will "miss out on special bailout funds"
3. You must pay for help

These scammers actually ...

1. Take your money
2. Do not tell you government money goes only to nonprofit housing counseling agencies
3. Do nothing



How to **Avoid** being **Scammed!**

GET

help for free. Contact Save the Dream Ohio at **888-404-4674**.

NEVER

pay an up-front fee for foreclosure rescue assistance.

GET

all promises in writing. Read the fine print. Understand what you sign.

NEVER

sign over the deed to your home unless you are selling it.

NEVER

give out personal information to someone you do not know and trust.

Consumer Resources

Better Business Bureau

Research a business or find local contact information
www.bbb.org

Do Not Call Registry

888-382-1222
www.donotcall.gov

Free Annual Credit Report

877-322-8228
www.annualcreditreport.com
(Other credit report services may charge a fee.)

National Foundation for Credit Counseling

Credit counseling services
800-388-2227
www.nfcc.org

National Mortgage Settlement

www.nationalmortgage-settlement.com

Ohio Department of Commerce

Investor Protection Hotline
877-N VEST 411 (877-683-7841)
www.com.ohio.gov

Ohio Department of Insurance

Consumer Hotline
800-686-1526
www.insurance.ohio.gov

Ohio Department of Veterans Services

877-OHIO-VET (877-644-6838)
www.dvs.ohio.gov

Ohio Legal Services

Legal aid provider
866-529-6446
www.ohiolegalservices.org

Save the Dream Ohio

Foreclosure prevention help
888-404-4674
www.savethedream.ohio.gov



MIKE DEWINE

OHIO ATTORNEY GENERAL

For more information, to report a scam, or to schedule a speaker on consumer protection issues, contact Ohio Attorney General Mike DeWine's office at **[www. OhioAttorneyGeneral.gov](http://www.OhioAttorneyGeneral.gov)** or **800-282-0515**.

For TTY, please call Relay Ohio at **800-750-0750**.