



CitiMortgage, Inc.  
 P.O. Box 9446  
 Gaithersburg, MD 20898-9446  
 www.citimortgage.com

Date

Borrower Name  
 Co-Borrower Name  
 Address  
 City, State Zip

RE: CitiMortgage Loan #: < >

Dear CitiMortgage Customer (s):

In response to your recent inquiry regarding assistance with your mortgage, enclosed is a financial information form for you to complete and return to us for review. At CitiMortgage, Inc., we look at mortgages as partnerships. You, of course, are responsible for payments. But it is up to us to help you find the payment arrangement that is right for you. That is exactly what we would like to do at this time. While only available under certain circumstances, it may be possible to avoid foreclosure through the use of a *Workable Solution* alternative. Here are a few of the possible ways we may be able to help you keep your home:

- Repayment Plan / Special Forbearance – after a temporary suspension or reduction of your loan payments, you resume making your regular payment plus a portion of the past-due payments until you are caught up.
- Loan Modification – if you have the ability to make payments but need more assistance than a forbearance plan, we can alter one or more terms of your original loan to allow you to repay the past-due amount over the remaining life of your loan.
- Claim Advance / Partial Claim – if your loan is insured, you may qualify to receive an interest-free loan that will bring your mortgage current immediately.

If we are unable to find a solution to help you keep your home or you do not wish to keep your home, we have additional alternatives to foreclosure that may include monetary assistance to satisfy other lien holders or help pay moving costs:

- Pre-Foreclosure Sale – we can allow you time to sell your home for its market value to a qualified purchaser and pay us the sale proceeds to satisfy the debt, even if the proceeds are less than the total amount owed.
- Deed-in-Lieu of Foreclosure – if you are unable to sell your home after a specified period of time, we may be able to accept the property itself as settlement of the account.

You can also find additional information regarding loss mitigation at the following web site that is hosted by HUD but consists of combined information from various industry partners: "Help for Homeowners Facing the Loss Of Their Home" at

<http://www.hud.gov/offices/hsg/sfh/econ/econ.cfm>

In order to open a file for review in loss mitigation, your request must include financial information from all borrowers who signed the original loan, a statement explaining what caused you to fall behind in your payments, and proof of income; paystubs, unemployment or other benefit statements, or bank statements showing direct deposits. Or, if you are self-employed, please complete the Profit and Loss Statement portion of the Financial Form or submit your own Y-T-D Profit and Loss Statement. As part of the review process, additional information may need to be requested to support a particular *Workable Solution*.

Please return the completed package within 10 days of the date of this letter to the following address:

<b>Surface Mail:</b>	<b>Overnight Mail:</b>
P.O. Box 9446	5280 Corporate Drive
Gaithersburg, MD 20898	Frederick, MD 21703

Or, you may fax the information to: 301-696-4473

Please be advised that by offering you these options, CitiMortgage does not waive any of its legal rights under the Note and Mortgage. In addition, we are unable to suspend collection or foreclosure activity until such time that a loan workout has been completed. Absent a written agreement between you and CitiMortgage, CitiMortgage is under no obligation to agree to any options presented.

Once a decision is made, you will be notified of the terms, conditions, and any related fees associated with the completion of your workout request. These fees vary depending on the solution requested and can include but are not limited to;

- Credit Bureau Report
- Title Search and/or Policy Update
- Property Valuation (Broker's Price Opinion and/or Appraisal)
- Flood Certification Fee
- Document Preparation and/or Recording

Eligibility criteria for a *Workable Solution* may also be subject to specific investor restrictions or approval outlined in their contract with us. If Private Mortgage Insurance covers the loan, the insurer may also require approval of our proposal prior to completion of any workout.

Please feel free to contact our office at (866) 272-4749 between the hours of 8:30 a.m and 5:30 p.m. EST, Monday through Friday should you need assistance completing this package. Please refer to your loan number when you call or write to us.

Thank you,

CitiMortgage Loss Mitigation Department



Enter Loan Number \_\_\_\_\_

Please Include Loan Number so your request can be processed timely.**Workable Solutions****Financial Statement****CITIMORTGAGE, INC.**

You are asked to supply this financial information so that we may evaluate your situation and determine what, if any, options you have to resolve the mortgage delinquency and avoid foreclosure. The information you provide may be used to collect the debt. Please complete this form fully and accurately and return it with the following documents for each borrower:

**\*\*\*ATTACH HERE OR INCLUDE (check items included, copies are ok)\*\*\***

- Paystub(s) showing at least one month's income for all Borrowers that are employed
- Proof of Unemployment or Other Benefits or Income (Awards Letter or Bank Statement showing direct deposit)
- Year-to-Date Profit and Loss Statement if Self-Employed or Complete Section VI
- Listing Agreement and Estimated Net Proceeds if your home is currently listed for sale (and Contract if Sold)
- Any additional documentation you feel may support your request

**\*\*\*\*THESE ITEMS MUST BE INCLUDED TO PROCESS REQUEST\*\*\*\***

\*\* Additional information may be required in order to complete your specific request.

**FAX COMPLETED FORM AND ATTACHMENTS TO 301-696-4473**

**PLEASE CALL 1-866-272-4749 IF YOU NEED ASSSISTANCE COMPLETING THIS FORM**

<b>I. Borrower Information:</b> Please use a pen and print clearly	
<b>Borrower Name:</b> _____	<b>Co-Borrower Name:</b> _____
Current mailing address: Street: _____ City: _____ State: _____ Zip: _____ Daytime Phone No: _____ Time to Call during business hours: _____ Evening Phone No: _____	Current mailing address: Street: _____ City: _____ State: _____ Zip: _____ Daytime Phone No: _____ Time to Call during business hours: _____ Evening Phone No: _____
Social Security #: _____ - _____ - _____	Social Security #: _____ - _____ - _____
# of Dependants: _____ not including Co-Borrower	
Are you currently employed? <input type="checkbox"/> Yes <input type="checkbox"/> No	Are you currently employed? <input type="checkbox"/> Yes <input type="checkbox"/> No
Employers Name: Address: _____ City: _____ State: _____ Zip: _____ Telephone # _____	Employers Name: Address: _____ City: _____ State: _____ Zip: _____ Telephone # _____
Your Position: _____	Your Position: _____



Enter Loan Number \_\_\_\_\_

Please include Loan Number so your request can be processed timely.

VII. General Questions		
Question	Yes	No
Do you occupy this mortgaged property as a primary residence?		
Do you have any other debt or obligation secured by this property? (Example: Second Mortgage, Home Equity, Judgements, Liens)		
Question	Amount	
What is the amount of funds you immediately have available to apply toward your mortgage delinquency?	\$	
In addition to the amount stated above, what amount will you have available in 30 days?	\$	
Briefly explain the reason why you are behind on your mortgage payment (s) or are in imminent danger of default: (if needed, attach separate sheet of paper for explanation)		
What is your proposal for repaying the arrearage?		



Enter Loan Number \_\_\_\_\_

Please Include Loan Number so your request can be processed timely.

III. Monthly Income Information (Complete Section VI if Self-Employed):				
	Description	Borrower (B1)	Co-Borrower (B2)	Total
1	Monthly Gross Salary Wages			
	If paid by the hour, please list: B1 Hourly Wage \$ _____/Hr B2 Hourly Wage \$ _____/Hr	Regular Wages Overtime Commission Bonus Other	Regular Wages Overtime Commission Bonus Other	(Please circle types of income received)
2	Less Deductions from paycheck (taxes, medical, dental, 401k) DO NOT INCLUDE LOANS			
A	<b>Net Personal Income:</b> (Line 1 minus Line 2)			A
	<b>B1 Monthly Pay Schedule: (please circle one) weekly / biweekly / twice a month / monthly</b> <b>B2 Monthly Pay Schedule: (please circle one) weekly / biweekly / twice a month / monthly</b>			
Notice: Alimony, child support, or separate maintenance income need not be revealed if the Borrower/Co-Borrower does not choose to have it considered for repaying the mortgage.				

IV. Monthly Expenses				
	Description (Monthly)	Borrower	Co-Borrower	Total
1	Primary Home Mortgage Payment			
2	Other Mortgages			
3	Property Maintenance, HOA fees			
4	Alimony/Child Support/Child Care/Tuition			
5	Automobile Loan(s)			
6	Transportation Expenses (gas, parking, auto maintenance, taxi, bus)			
7	Credit Cards, Installment Loans (minimum payments due)			
8	Groceries / Dry Cleaning / Clothing / Spending Money / Lunches			
9	Health/Life/Auto Insurance (DO NOT INCLUDE HERE IF DEDUCTED FROM PAYCHECK)			
10	Utilities (cable tv, internet, heat, electric, telephone, water, sewer, cell phone, pager)			
11	Other: Explain (ex. uninsured medical expenses, religious or charitable contributions, vacation, clubs, cigarettes, prescriptions):			
	Total Expenses. (add lines 1 through 11)			B

V. Monthly Ability to Pay Calculations:				
Borrower/Co-Borrower Net Monthly Income (Block A or C):		Less Total Monthly Expenses: (Block B):		Balance remaining for arrearage payment (A minus B):
A	\$	B	-\$	circle one:
or			=	+ / -
(				



Enter Loan Number \_\_\_\_\_

Please Include Loan Number so your request can be processed timely.**VIII. Additional Information:****Credit counseling:**

Please note, if you have an FHA insured mortgage and have not received consumer credit counseling, you should contact a HUD approved credit counseling agency for assistance. To contact one of these agencies in your area dial 1-800-569-4287. All other borrowers seeking credit counseling may contact Care One Corporation at 1-888-535-6227

**Complete Package Required for processing:**

Please note that this financial statement must be complete; you must include the required documentation. If you return an incomplete package, we may not be able to process your request for assistance.

**Processing Time Frame:**

All packages are reviewed in the order in which they are received. The average review period for a new package is 30 days. Please be advised that collection, and or foreclosure activity will continue on your account until such a time that a loan workout has been completed.

**If your loan is in Foreclosure, and/or has a foreclosure sale set:**

If there is a foreclosure sale scheduled on your property, this package is not a promise to cancel or postpone the foreclosure sale. A complete package must be received at least 5 business days before your foreclosure sale to be considered for a workout.

**VII. Acknowledgment and Authorization:**

I certify that the financial information stated above is true; and is an accurate account of my financial condition. I grant CitiMortgage, Inc. the authority to confirm the information I have disclosed in this financial statement and to verify that it is accurate.

I consent for CitiMortgage, Inc., the Investor, and Mortgage Insurer to engage in discussions and negotiations with me or my designated representative regarding foreclosure alternative programs. I acknowledge that CitiMortgage, Inc. is under no obligation to agree to an alternative to foreclosure, the decision will be based on my financial information, credit report, and payment history, and ability to meet Investor / Insurer Loss Mitigation Requirements.

I agree that discussions and negotiations of a possible *Workable Solution* does not constitute a waiver of or defense to CitiMortgage Inc.'s right to commence or continue any foreclosure or other collection action.

\_\_\_\_\_  
Borrower Printed Name\_\_\_\_\_  
Borrower Signature\_\_\_\_\_  
Date\_\_\_\_\_  
Co-Borrower Printed Name\_\_\_\_\_  
Co-Borrower Signature\_\_\_\_\_  
Date**VIII. (OPTIONAL) LETTER OF AUTHORIZATION**

On this day I, \_\_\_\_\_, authorize CitiMortgage, Inc., the investor, and mortgage insurer (if applicable) to engage in discussions and negotiations regarding my mortgage with \_\_\_\_\_ He/she is my designated representative in the capacity of (circle one) listing agent / attorney / relative / third party / other \_\_\_\_\_