

Federal Agency	Resource	Links
Consumer Protection Financial Bureau (CFPB)	CFPB:	
	CFPB Housing Portal	CFPB: Housing Portal Resources
Federal Housing Finance Agency (FHFA)	CFPB: Submit Complaint	CFPB: Submit a Complaint
	Resources for mortgage assistance at Fannie Mae and Freddie Mac:	
	• Fannie Mae's	https://www.knowyouroptions.com/
	• Fannie Mae's	https://www.fanniemae.com/here-help-single-family
	• Freddie Mac's #HelpStartsHere	
	• Freddie Mac's My Home®	https://myhome.freddie.com/
	FHFA COVID-19 resources:	
• Servicer scripts and resources for counselors to improve messaging including multiple language translations are available at	https://www.fhfa.gov/MortgageTranslations	
Additional resources at CFPB and HUD:		
• For additional information about COVID-19 assistance and about avoiding foreclosure, visit -	https://www.consumerfinance.gov/coronavirus/mortgage-and-housing-assistance/	
• Resources to help borrowers understand their options are available through housing counseling agencies approved by the U.S. Department of Housing and Urban Development (HUD): -	www.hud.gov/i_want_to/talk_to_a_housing_counselor	
• Borrowers who want to submit a complaint about a problem with their mortgage servicer may do so at:	www.consumerfinance.gov/complaint/	
Federal Housing Administration (FHA)	• HUD COVID-19 Resources	Coronavirus (COVID-19) HUD.gov / U.S. Department of Housing and Urban Development (HUD)
	• Single Family Housing Handbook	SFH Handbook 4000.1 HUD.gov / U.S. Department of Housing and Urban Development (HUD)
	• Single Family Handbook Supplemental Documents	Handbook References HUD.gov / U.S. Department of Housing and Urban Development (HUD)
	• HUD Approved Counseling Agencies	U.S. Department of Housing and Urban Development (HUD)
	• FHA Info Announcements Archives	FHA Info Messages Archive HUD.gov / U.S. Department of Housing and Urban Development (HUD)
	• Single Family Default Reporting Codes	Page not found HUD.gov / U.S. Department of Housing and Urban Development (HUD)
U.S. Department of Agriculture (USDA)	• USDA: COVID-19 Federal Rural Resource Guide	COVID-19 Federal Rural Resource Guide (usda.gov)
U.S. Department of Veterans Affairs (VA)	• Loan Guaranty: COVID-19 Veterans Assistance Partial Claim Payment Program	Federal Register :: Loan Guaranty: COVID-19 Veterans Assistance Partial Claim Payment Program
	• VA Home Loans - Circulars	Circulars: Calendar Year 2021 - VA Home Loans
	• VA: COVID-19 Refund Modification	26_21_13.pdf (va.gov)
	• VA: Comparison of COVID-19 Partial Purchase Options	26_21_13_exhibitb.pdf (va.gov)
U.S. Department of Treasury	• Homeowner Assistance Fund	Homeowner Assistance Fund U.S. Department of the Treasury
Office of Housing Counseling	• HUD Exchange: Providing Foreclosure Prevention Counseling	Home HUD Housing Counselors Training and Testing for Certification
	• Office of Housing Counseling Website	Home HUD Housing Counselors Training and Testing for Certification
	• The Bridge Newsletter	Housing Counseling: The Bridge Newsletter - HUD Exchange
	• Email HUD at: Housing.counseling@hud.gov	Agency-Waterfalls-and-CFPB-Mortgage-Servicing-Rule-Webinar-Links.pdf