

March 26, 2020

COVID-19 Crisis - Assistance Given To All Active Borrowers

[for the duration of the crisis as defined federal/state/local mandates]

[*Add additional 30 days for Puerto Rico]

- Late fees will be suspended for all payments received after the grace period (posted by end of the month)
- All release fees will be suspended during the crisis period (as defined by federal/state/local mandates)
- Suspension of all credit bureau reporting for 120 days (March 2020 – June 2020)
- 90 day extension* for all modification trial periods (must be no more than 1 payment behind)
- Foreclosures and evictions will be evaluated based upon current federal/state and local regulations

The following program has been approved for all borrowers, effective 3/25/2020, subject to the rules and guidelines listed below.

FCMC Customer Assistance Program

Contractual Delinquency	Recency Delinquency	Forbearance	Credit Bureau	Late Fees	Release Fees	Document Requirements
0-29 Days	N/A	90 Days	Suspended	Suspended	Suspended	Unemployment documents, letter from employer or comparable
30-60 Days	N/A	90 Days	Suspended	Suspended	Suspended	Unemployment documents, letter from employer or comparable
61-89 Days	N/A	90 Days	Suspended	Suspended	Suspended	Unemployment documents, letter from employer or comparable
90+ Days	<90 days	60 days	Suspended	Suspended	Suspended	Unemployment documents, letter from employer or comparable
90+ Days	>90 days	0	Suspended	Suspended	Suspended	N/A

***Add 30 days to forbearance period for PR borrowers*

Continental –United States Program Rules

- All requests for assistance must be in writing. We will recommend that these requests be sent electronically (PDF, JPEG...etc. are acceptable), to avoid mail handling whenever possible.
- Borrowers who have delinquency exceeding 120 days' delinquency with no recent payments (w/in last 90 days) will be deemed ineligible
- Borrower must send a letter from employer or unemployment filing documents to be eligible

Puerto Rico Program Rules

[To be eligible for this program, borrower must have made a payment after 12/26/19]

- All requests for assistance must be in writing. We will recommend that these requests be sent electronically (PDF, JPEG...etc. are acceptable), to avoid mail handling whenever possible.
- Borrower must send a letter from employer or unemployment filing documents to be eligible
- Borrowers who have delinquency exceeding 120 days' delinquency with no recent payments (w/in last 90 days) will be deemed ineligible

These forbearance offers would be based upon the individual borrower's situation, and represent the maximum period of non-payment to be allowed. After the forbearance period has passed, the missed payments would be added to the back of the loan, extending the maturity date accordingly.

Claims of extreme financial difficulty/loss of income that require a forbearance period greater than 90 days will be reviewed on a case-by-case basis, with the standard senior management signoff required.