

## **Refinancing Options Guide**

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## Hardship Phone Script

- Hello, my name is [Your Name], and I am calling about my mortgage loan. My loan number is [Loan Number].
- I have experienced a financial hardship that began on [date] due to [job loss, reduced hours, medical expenses, etc.].
- I want to keep my home and resume payments. I'd like to know what options are available to me such as a loan modification, repayment plan, or forbearance.
- Can you tell me what documents I need to provide?
- Once I send everything, how long will the review take and how will I be notified?
- Thank you for your help. May I have your name and direct contact information in case I need to follow up?

## Notes:

## **Forbearance Request Phone Script**

- Hello, this is [Your Name]. My loan number is [Loan Number].
- I am requesting information on a forbearance plan because I am experiencing a temporary hardship.
- Can you tell me what options are available for pausing or reducing my payments and for how long?
- What documentation do you need from me?
- How will my missed payments be handled at the end of the forbearance period?
- Thank you for clarifying the process.

## **Notes:**

## **Loan Modification Phone Script**

- Hello, this is [Your Name]. I'd like to discuss a loan modification for my mortgage, loan number [Loan Number].
- I am having difficulty making my current payments because [reason].
- I'd like to request a review for a loan modification to make my payments more affordable.
- What forms and documents do I need to submit?
- How long does the review typically take and how will I be notified of the outcome?
- Thank you for your help today.

### **Notes:**

## **Refinance Options Phone Script**

- Hello, my name is [Your Name], loan number [Loan Number].
- I am interested in exploring refinancing options for my mortgage.
- Can you tell me what refinance programs I may qualify for (rate-and-term, cash-out, FHA streamline, etc.)?
- What are the current interest rates and terms available to me?
- What closing costs or fees should I expect?
- What documents do you need from me to get started?

### **Notes:**

## **Foreclosure Avoidance Phone Script**

- Hello, this is [Your Name], and my loan number is [Loan Number].
- I have received a Notice of Default/Trustee's Sale and I want to understand what options are available to avoid foreclosure.
- Can you explain repayment plans, loan modifications, or other alternatives available to me?
- What documents should I send immediately to be considered?
- What is the current foreclosure timeline for my loan?
- Thank you for your help in understanding my options.

### **Notes:**

## **Assumable Mortgage Phone Script**

- Hello, my name is [Your Name]. I am calling regarding the assumability of loan number [Loan Number].
- Can you confirm if this loan is assumable?
- If so, what qualifications or requirements does the buyer need to meet?
- What fees or costs are associated with the assumption process?
- How long does the approval process typically take?
- Thank you for providing these details.

## **Notes:**