

# Checklist

## Completing the Hardship Assistance Application

## PNC Bank Borrower Assistance



[pnc.com/homeownersassistance](https://pnc.com/homeownersassistance)



**Mortgage: 1-800-523-8654**

**Home Equity: 1-866-622-2657**

**Email: [haa@pnc.com](mailto:haa@pnc.com)\***

**Fax: 1-855-288-3974**

### **Hours of Operation**

Mon–Thu: 8am–9pm ET

Fri: 8am–7pm ET, Sat: 8am–2pm ET

\*We can only accept documents in the following formats: PDF, JPEG, or Microsoft Word. We cannot accept documents that are password protected, linked to an external source (i.e. Google drive, iCloud, etc.), or in a zip file.



# Master Checklist

## PNC Hardship Assistance Application

☐ To avoid delays, please make sure everything you send us is complete and accurate and please remove any locks you have applied to your credit reporting, if applicable.

☐ Write your Loan Account Number on every page of documentation sent to PNC.

When returning your application to PNC, ensure the following documents are emailed, faxed, or mailed back to us:

☐ **Form 1:** Borrower Information

☐ **Form 2:** Hardship Information

☐ **Form 3:** Monthly Household Income

☐ **Form 4:** Property Information and Expenses

☐ **Form 5:** Other Monthly Household Expenses and Assets

☐ **Form 6:** Acknowledgment and Agreement

☐ **Federal Tax Returns:** A copy of your completed and signed federal tax returns (and all schedules) from the most recent two years.

☐ **Profit and Loss Statement Form:** The most current quarterly signed profit and loss is required for self-employed applicants.



# Itemized Checklist

**NOTE: When reviewing this Checklist, have the Hardship Assistance Application in front of you for reference.** This will help you complete the forms and account for the additional documentation to include with each section when you return your application to PNC. For more information on how to use the enclosed checklist, please go to [pnc.com/homeownersassistance](https://pnc.com/homeownersassistance).

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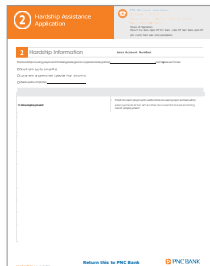


## Borrower Information

Please follow the directions carefully.

- ☐ Write your Loan Account Number on every page of documentation sent to PNC.  
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- ☐ If active duty, send permanent change of station orders.  
.....
- ☐ Provide corroborating evidence for unwilling/unable borrowers, if applicable.  
.....

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## Hardship Information

Return the following documents with your application:

**If you are unemployed:**

- ☐ Include proof of unemployment/verification of unemployment benefits/employer termination letter/other documentation demonstrating loss of employment.  
.....
- ☐ Include a letter of explanation confirming your unemployment is related to an intermittent lay off, when it began, when it is expected to end, and if you will be returning to work in the same line of work and/or with the same employer.  
.....



**If your income has been reduced:**

- ☐ Include proof of income reduction, such as pay stubs showing loss of hours or other documentation demonstrating loss of income.

**If the Borrower's/Co-Borrower(s)' housing expenses have increased:**

- ☐ Include proof of housing expenses.

**If divorced or legally documented Separation of Borrower/Co-Borrower:**

- ☐ Include divorce decree/property distribution order recorded and signed by the court

- ☐ **OR** Separation agreement recorded and signed by the court if separation is legally documented by the court

- ☐ **AND** Recorded quit claim deed evidencing that the non-occupying Borrower or Co-Borrower(s) has relinquished all rights to the property. The quit claim deed does not release the transferring Borrower/Co-Borrower(s) from financial obligation.

**If the Borrower/Co-Borrower(s) is/are deceased:**

- ☐ Include death certificate. If a death certificate is not available, we may be able to use the following:

- ☐ Include obituary or newspaper article reporting the death.

- ☐ **AND** Income documentation prior to the death compared to income documentation of the surviving Borrower/Co-Borrower(s) afterward.

**If there is a long-term or permanent disability or serious illness of Borrower/Co-Borrower(s) or dependent family member (do not provide detailed medical information):**

- ☐ Include doctor's certificate of illness or disability

- ☐ **OR** Medical bills

- ☐ **OR** Proof of monthly insurance benefits or government assistance (if applicable).

**If there was a disaster (natural or man-made) adversely impacting the property or Borrower's/Co-Borrower(s)' place of employment:**

- ☐ Include insurance claim.

- ☐ **OR** Federal Emergency Management Agency grant or Small Business Administration loan.



☐

**OR** Proof of property or place of employment located in a federally declared disaster area (e.g., provide the property ZIP code or an official document of the business, such as letterhead or a paystub, showing the ZIP code of the affected location).

**If you have a distant employment transfer:**

☐

Include most recent pay stub showing new location.

**If the Borrower/Co-Borrower(s) has/have a hardship that is not covered:**

☐

Include written explanation describing the details of the hardship and relevant documentation.

**Explanation of your hardship:**

☐

Include additional sheets as necessary.

## Monthly Household Income

List all monthly income for all Borrowers and Co-Borrower(s) on the loan and return the following documents with your application:

**Wage Earner:**

☐

Provide at least one full month's pay stub(s) showing 30 days of year-to-date income (e.g., if paid weekly, need four most recent pay stubs)

☐

**AND** Three most recent bank statements (checking and savings) — include all pages (front and back), even blank pages

☐

**AND** Two most recent W2s.

**If you receive self-employment or 1099 income:**

☐

Two most recent personal federal tax returns completed and signed by each Borrower/Co-Borrower. Include all pages and all schedules.

☐

**AND** Two most recent years of your Business federal tax return, including K1, if applicable, completed and signed by Borrower or Co-Borrower. Include all schedules.



- ☐ **AND** Either the most recent signed and dated quarterly or year-to-date Profit and Loss statement that reflects activity for the most recent 12 months
- .....
- ☐ **AND** Three most recent bank statements for the business account—include all pages (front and back), even blank pages.
- .....
- Tips, commission, bonus, housing allowance, overtime:**
- ☐ Include written description of the type of income and frequency of receipt of income, signed and dated
- .....
- ☐ **AND** Third-party documentation describing income (e.g., employment contracts, tip income documents)
- .....
- ☐ **AND** Three most recent bank statements — include all pages (front and back), even blank pages.
- .....
- Social Security, disability, death benefits, pension, SNAP, TANF, unemployment, adoption assistance or other public assistance or temporary aid programs:**
- ☐ Include most recent benefit statement or award letter from provider showing amount, frequency and duration of benefits (e.g., exhibits, disability policy)
- .....
- ☐ **AND** Receipt of payment (e.g., three most recent bank statements—include all pages [front and back], even blank pages or direct deposit advices).
- .....
- Alimony, child support or separation maintenance payments:**
- Notice: Alimony, child support or separation maintenance income need not be disclosed if you do not choose to have it considered for repaying your mortgage debt.
- ☐ Provide divorce decree, separation agreement or other written legal agreement filed with the court that states the amount of the payments and the period of time that you are entitled to receive them
- .....
- ☐ **AND** Copies of three most recent bank statements showing you received payment — include all pages (front and back), even blank pages, or direct deposit advices.
- .....
- If you have rental property income that is not your primary residence:**
- ☐ Include most recent federal tax return with all schedules, including Schedule E
- .....
- ☐ **AND** If the rental income is not reported on Schedule E, include the current lease agreement with at least three months' bank statements showing deposits of rent checks — include all pages (front and back), even blank pages.
- .....



### If you have Investment Income:

☐

Provide three most recent monthly or quarterly investment statements for any 401(k)s, mutual funds, stocks, bonds, CDs, IRAs, etc. If any of this income is being used as household income, please provide three most recent bank statements showing deposit amounts — include all pages (front and back), even blank pages.

### Information for Non-Borrower Contributing to Household Income: Information below is only applicable to Non-Borrowers who are employed

☐

Three most recent months of the Borrower's bank statements showing the Non-Borrower's contribution being deposited regularly — include all pages (front and back), even blank pages

☐

**AND** Signed and dated contribution letter from the Non-Borrower indicating amount and frequency contributed to the household

☐

**AND** Pay stubs from Non-Borrower showing at least 60 days of year-to-date earnings or other supporting income documentation

☐

**AND** Proof that the Non-Borrower lives in the subject property, such as driver's license or utility bill.

☐

### If you have any additional income you would like us to consider:

Provide documentation of any additional income you would like us to consider.

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## Property Information and Expenses

Return the following documents with your application:

☐

### If the property is listed for sale:

Include a copy of the listing agreement.

☐

If you have additional properties for sale, please list these properties and the requested information on a separate sheet of paper.





**If you have received an offer on the property:**

☐

Include a copy of the sales contract

☐

Include a copy of the estimated HUD-1 (Settlement Statement)

**If you have condominium or homeowner association (HOA) fees:**

☐

Include a copy of the most recent HOA billing statements.

**Does your mortgage payment include taxes and insurance?**

☐

If NO, please include a copy of the most recent Declarations Page from your insurance policy and your property tax bill.

**If you have any additional home loans on this property:**

☐

Include a copy of your home loan statement on the second Home Loan.

☐

Include a copy of your home loan statement on the third Home Loan.

**If you are currently renting the property to a tenant:**

☐

Include a copy of the signed lease agreement with the tenant.

☐

Itemize all rentals in Section 4 – Other Property Information. If you have more properties than the form allows, please attach a separate detailed explanation.

**If this application is for your Home Equity line/loan:**

☐

Include a copy of the most recent first mortgage statement.



## Other Monthly Household Expenses and Assets

Return the following documents with your application:

☐

For household assets, provide copies of the three most recent months or most recent quarterly statement for each account.





## Acknowledgment and Other Information

Return the following documents with your application:

- ☐ Please include Loan Number at the top of the form
- ☐ **AND** Have each Borrower and Co-Borrower sign and date
- Power of Attorney:**
- ☐ If you have an Attorney-in-Fact/Agent signing on your behalf, provide a copy of the Power of Attorney

## Profit and Loss Statement Form

Include a copy of the profit and loss statement form

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