

You're all set, CHANNA

Your payment suspension has been extended

What's next?

Your payment suspension has been extended 3 month(s). Your request has been received and no further actions are needed at this time.

Your automatic payments should already be stopped based on the initial payment suspension. Other payments were not suspended automatically, including those set up through Wells Fargo Bill Pay and Transfers, or through other financial institutions. If you have not done so already, visit **Transfer & Pay** to review, change, and delete those payments and cancel any payments set up through other financial institutions by contacting them directly. If you have a plan with us to automatically withdraw your payments directly from your checking or savings account, you will need to contact us to set up your automatic payments or plans again once the payment suspension period ends.

If you have multiple accounts on payment suspension, you need to reply for each account separately. If you have a home equity account, you need to call us at 1-866-385-5006, Monday – Friday, 7 am – 10 pm Central Time or Saturday, 8 am – 5 pm Central Time to let us know what assistance you may need.

Important information about your account:

MORTGAGE ...1814

- Your additional request for 3month(s) of payment suspension (forbearance) has been received and is being processed. No additional action is needed from you. You'll receive a confirmation letter in the mail in the next 7 – 10 business days.
- Your automatic payments should already be stopped based on the initial payment suspension. You'll need to set up automatic payments or plan to once the payment suspension period ends.

Important terms and conditions

- Your payment suspension (forbearance) will be extended for an additional 3month(s).
- Your initial payment suspension period is up to 6 months. We are making this available in 3-month increments. We will check in with you every 3 months of payment suspension used, to understand if you continue to experience a financial hardship. At the end of the initial 6-months, if your mortgage is covered by the CARES Act, you may request an additional 6 months of payment suspension for a total of 12 months in accordance with

the CARES Act. While you are on payment suspension, we will continue to contact you every 3 months of payment suspension used by email and/or written letter to understand your needs.

- Please understand that at the end of the payment suspension, you will have to repay the suspended payments. We understand it may be difficult to repay the suspended payments, and we will work with you to find a program that is specific to your situation. We'll consider your financial situation, which includes your loan status, type of loan, and whether your payments were current when the COVID-19 emergency was declared in March, 2020. This information will help us determine if you're eligible for a program. These programs may include continuing suspension of payments, moving the suspended payments to the end of the loan, or a modification to help with longer term financial changes.
- During the payment suspension, we will continue to not charge late fees.
- If your loan was current when you requested payment suspension, we will continue to not report missed payments to the consumer reporting agencies. We will continue to report you as current with a comment that the loan is in short-term payment suspension (forbearance).
- If your loan was past-due when you requested payment suspension, we will continue to not report any additional missed payments to the consumer reporting agencies during the payment suspension period. We won't refer the loan to foreclosure at this time.
- While you're protected under the payment suspension (forbearance) for this loan during the extension, if you have a Wells Fargo Home Equity line of credit, it will continue to be restricted from further advances and you will continue to not have access to funds from the account. If the account is already restricted, it will remain so. When the payment suspension ends on this loan and you've resumed regular payments, please contact us to request a review for reinstatement to access funds on the line of credit account. A reinstatement decision will include a review of items such as property value, credit history, and debt-to-income ratio.
- By accepting this short-term payment suspension, you will be ineligible for any new Wells Fargo mortgage product, including a new home loan or a refinance of an existing home loan, until certain conditions are met: Your financial hardship must be over and you must have resolved any missed payments. You may also be ineligible for other new Wells Fargo consumer credit products, such as an auto loan, personal loan, or credit card, until these conditions are met.
- If you're in an active bankruptcy, we recommend you speak with your bankruptcy attorney about post payment suspension options.
- If you want to make a payment during the suspension — even a partial payment — you can do so at any time. This will reduce how much you'll owe at the end of the payment suspension period. If your financial situation changes, you can end the payment suspension at any time.
- As a result of unpaid or partially made payments during payment suspension, mortgage insurance removal may be delayed.

If you would like information on how to deal with any broader financial challenges you may be facing, reach out to a local HUD-approved, non-profit housing counseling agency. They can

provide free assistance that includes financial education and mortgage help services. To find an agency near you, call 1-800-569-4287 (TDD 1-800-877-8339). Or, go to www.hud.gov/offices/hsg/sfh/hcc/fc.

Be sure you avoid anyone who asks for a fee for counseling or a loan modification, or asks you to sign over the deed to your home or make your mortgage payments to anyone other than Wells Fargo Home Mortgage.

If you still have questions, visit our COVID-19 resource page at www.wellsfargo.com/mortgageassist

For further account assistance, call us at **1-800-219-9739**.

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