

**Home Equity Conversion
Mortgage Counseling
Client Survey**

U.S. Department of Housing
and Urban Development
Office of Housing
Federal Housing Commissioner

OMB Approval No. 2502-xxxx
(Exp. xx/xx/xxxx)

Counseling Agency Name and Address (completed by HUD office)

A "Reverse Mortgage" pays a homeowner loan proceeds drawn from accumulated home equity and that requires no repayment until a future time. A HUD approved reverse mortgage is called a Home Equity Conversion Mortgage (HECM). The following questions below relate to your HECM counseling experience.

1. How did you hear about the HECM program?
 AARP website, handout or referral Lender
 HUD Staff or HUD website Television/radio ad
 Newspaper or other publication Family member
 Senior fair or local program Estate planning firm
 Other: _____
2. How did you hear about the counseling agency you utilized?
 HUD Staff or HUD website Lender referral
 Local community action program AARP
 State and/or local office on aging Estate planning firm
 Random selection provided by Lender Automated online referral system
 Other: _____
3. Who interviewed you when you first contacted the counseling agency?
 A receptionist A counselor
4. Were you provided with a basic information package directly related to your specific situation in advance of your counseling session?
 Yes No
5. If you answered "Yes" to question 4, did the information package contain information on the various HECM options available, the payment options and the amortization sheets?
 Yes No
6. Was the counselor knowledgeable of the HECM program?
 Yes No
7. Where did the counseling take place?
 In your home Counselor's office
 In private setting On the telephone
 Other: _____
8. Was the setting in which the counseling was conducted private so that no one could hear your conversation to insure confidentiality?
 Yes No
9. How many times did you meet with your counselor? ____ (number of meetings, not counting initial intake call) and for how long?
 15 to 30 minutes 30 minutes to 1 hour
 1 hour or more Other: _____
10. a. Did the agency charge you a fee for the counseling?
 Yes No
b. If "Yes," how much was the charge for the counseling service?
\$ _____
c. Did the counselor explain the basis for the charges?
 Yes No
d. If "Yes," did you find the fees reasonable?
 Yes No
11. Did the counselor disclose to you, at any time, any relationship it may have with a specific lender or bank?
 Yes No
12. Did the counselor provide you with information about other reverse mortgage programs or alternatives to reverse mortgages?
 Yes No

13. Which alternatives to a HECM were discussed? (check all that apply)
- Credit counseling Medicaid
- Home equity/refinance Prescription drug program
- Selling/moving Property tax/deferral
- Home repair loan/grant Family support
- Health/Social Services Reverse mortgage program
- Other: _____
14. Did the counselor make any specific recommendations regarding which lender to utilize?
- Yes No
15. Did the counselor make any specific recommendations about what mortgage product you should obtain?
- Yes No
16. Did the counselor advise you of the potential impact a HECM loan may have on the following?
- Inheritance of property Medicare
- Property tax and insurance Medicaid
- Other retirement programs Social security
17. Did the counselor discuss the pros and cons and potential pitfalls of purchasing an annuity with your HECM proceeds?
- Yes No
18. Did the counselor make a specific recommendation as to whether you should or should not obtain a HECM?
- Yes No
19. If further counseling were necessary, would you:
- Go to the same counselor/counseling agency
- Go to another agency (briefly describe why)
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20. Did the counselor discuss your current financial situation and complete a budget or financial analysis with you?
- Yes No
21. As of today, have you:
- Applied for a HECM/reverse mortgage
- Decided not to apply
- Undecided
- Applied for an alternative program (specify which)
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Please use the remaining space to provide any other comments you may have regarding your counseling experience.

Public reporting burden for this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. This information is collected in connection with HUD's Housing Counseling Program, and will be used by HUD to determine that the grant applicant meets the requirements of the Notice of Funding Availability (NOFA) and to assign points for awarding grant funds on a competitive and equitable basis. The information is required to obtain funding under Section 106 of the Housing and Community Development Act of 1974. There is no assurance of confidentiality provided.
