**Discussion Outline**

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| Minutes | Topic |
| :05 | Moderator introduction/overview of session |
| :05 | Home & Family:   * “Tell me about your family and your home…” * What does your home mean to you and your family?” |
| :10 | Mortgage & Finances:   * “How did you go about financing your home mortgage?’ * “I understand you are struggling with your mortgage today… can you tell me about that?” * “How long have you been concerned about making your mortgage payments?” * “How is that concern about your mortgage affecting you and your family? |
| :10 | Assistance Programs:   * “If you are – or were – actively looking for help with your mortgage, what kind of help would you be looking for? * “Where or how would you look for that help?” * “Do you know of any foreclosure prevention assistance programs available today?” * “Have you looked into, or reached out to, any of those assistance programs?” * “What would make you interested in reaching out to a foreclosure prevention assistance program?” * What types of things have prevented you from reaching out to an assistance program? |
| :10 | MHA & Claims:   * “I’d like to share a little more information about a specific program – Making Home Affordable – and find out what you think…” * “What would be the best way for Making Home Affordable to make you aware of the program?” |
| :05 | Moderator wrap-up/thank respondent |