**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?”
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| :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?
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| :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?
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| :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?”
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| :05 | Moderator wrap-up/thank respondent |