

## **Frequently Asked Questions - HAMP Modification Survey**

### **Why is the U.S. Department of the Treasury conducting this survey?**

The U.S. Department of the Treasury is conducting this survey to gather information from homeowners on their experiences with the mortgage modification process. The goal is to help the U.S. Government and the mortgage industry better understand ways to help homeowners get mortgage relief, avoid foreclosure, and have improved borrowing experiences in the future. Although participation in this survey is voluntary your feedback is needed and critical to this effort.

### **Why was my household selected for this survey?**

Your household has received this survey because the terms of your household's mortgage loan (for example, loan interest rate) were changed ("modified") sometime in the 2009-2013 time period, as part of the government's Home Affordable Modification Program (HAMP®).

### **What will be done with the information collected?**

The Treasury Department will not publish your name or other personal information in connection with this survey. Responses to the survey questions will be collected, aggregated and analyzed to identify important topics, trends and issues surrounding home mortgage modifications. The survey does not ask for any identifying information on the questionnaire. Please do not identify yourself in any way on the return envelope or the paper questionnaire.

### **How can I submit my responses to the survey?**

You may submit your responses to the survey by either:

- 1) Completing and mailing back the questionnaire you received in the mail, OR
- 2) Clicking the link below and using the log-in ID provided in the cover letter you received to complete the online version of the survey which is available in both English and Spanish.

[\[http://mortgagesurvey.us/run/mmr072001\]](http://mortgagesurvey.us/run/mmr072001)

### **Will someone contact me based on my responses?**

No, you will not be contacted based on any answers given.

### **How long will it take to complete the survey?**

The survey should only take 15-20 minutes of your time.

### **Is there a deadline for the completion of the survey?**

Yes. We are asking homeowners selected to participate in this survey to please submit responses by midnight on April XX, 2014.

### **Can I start the online version of the survey now and complete it at a later time?**

Yes. Each time you click the "Next" button at the bottom of the screen, your answers are saved to that point. If you need to stop the survey and come back to it at another time, simply go back to the survey site, type in your access code, and you will begin where you left off. Be sure to complete the survey no later than midnight on April 7, 2014.

### **What if I received two mortgage modifications?**

If your mortgage loan has been modified twice during the 2009-2013 period, please focus on the modified loan under the Home Affordable Modification Program (HAMP) in completing the survey, which was most likely your FIRST loan modification.

**Can I forward this survey to other homeowners?**

No. Only some households which received a home mortgage modification between 2009 and 2013, as part of the government's Home Affordable Modification Program (HAMP), were selected to participate in this survey. In addition, the log-in ID provided to each household will only work a single time.

**Who can I contact if I have more questions or concerns?**

Should you have any additional questions not included in this FAQ, you may call the Homeowner's HOPE™ Hotline at 888-995-HOPE (4673). Hearing impaired individuals may contact 877-304-9709 TTY.