

Discussion Outline

Minutes	Topic
:05	Moderator introduction/overview of session
:05	Home & Family: <ul style="list-style-type: none"> • “Tell me about your family and your home...” • What does your home mean to you and your family?”
:10	Mortgage & Finances: <ul style="list-style-type: none"> • “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: <ul style="list-style-type: none"> • “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: <ul style="list-style-type: none"> • “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