

Home Equity Conversion Mortgage Counseling Session Evaluation

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

OMB Approval No. 2502-0585
(Exp.)

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
- Home equity/refinance
- Selling/moving
- Home repair loan/grant
- Health/Social Services
- Other:
- Medicaid
- Prescription drug program
- Property tax/deferral
- Family support
- Reverse mortgage program

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
- Property tax and insurance
- Other retirement programs
- Medicare
- Medicaid
- 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)
-

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.

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