

## Covid-19 Update (December 1, 2020)

If you are experiencing financial hardship due to the COVID-19 pandemic, know that Reverse Mortgage Solutions (“RMS”) is available to assist you. RMS recognizes the pandemic is creating unique financial challenges for many people and we are committed to helping our customers where we can.

If you have been affected by the COVID-19 Pandemic, we may be able to provide you with an extension:

- Eligible borrowers impacted by the COVID-19 Pandemic may request a six-month delay in their loan being called due and payable as a result of failure to meet loan requirements.
- If the loan is already in a due and payable status, eligible borrowers may receive a six month delay in commencing or proceeding with foreclosure.

If you need assistance meeting your Reverse Mortgage obligations, please reach out to us immediately at:

### Customer Service Call Center

- Toll Free: 1-866-799-7724
- Hours of Operation:
  - Monday - Thursday: 8:00 am to 8:00 pm Eastern Time
  - Friday: 8:00 am to 7:00 pm Eastern Time

As always, be aware of scams. In uncertain times like these, fraudsters and criminals will try to impersonate charities, businesses, and government agencies. Please watch out for suspicious e-mails, texts, or calls that ask for personal information.

Again, please be safe and reach out to RMS if you have any questions or require assistance.