

# National PHH Settlement

**Rust Consulting**  
November 2, 2018

# Rust Consulting: National PHH Settlement Administrator Contact Information

Borrower data	<p>If you have collected contact information from Borrowers who have called your office, please submit via Email to: <a href="mailto:settlementadministrator@nationalPHHsettlement.com">settlementadministrator@nationalPHHsettlement.com</a></p> <p>Call with questions:</p> <p>Amy Lake (507) 333-4307, Jason Stinehart (612)359-2906, or Samantha Ries (612) 359-2962.</p>
General questions	<p>Contact Amy Lake, Jason Stinehart or Samantha Ries:  Amy: <a href="mailto:alake@rustconsulting.com">alake@rustconsulting.com</a> or (507) 333-4307  Jason: <a href="mailto:jstinehart@rustconsulting.com">jstinehart@rustconsulting.com</a> or (612) 359-2906  Sam: <a href="mailto:sries@rustconsulting.com">sries@rustconsulting.com</a> or (612) 359-2962</p>
<b>For Borrowers</b>	
Toll-free number with <u>Recorded Message only</u> (Pre November 9, 2018)	1-877-657-9154 (English and Spanish are available)
Toll-free number with <u>Live Customer Service support</u> (Starting November 9, 2018)	1-877-657-9154 (English and Spanish are available)
Website	<a href="http://www.nationalphhsettlement.com">www.nationalphhsettlement.com</a> or <a href="http://www.NationalMortgageSettlementPHHClaim.com">www.NationalMortgageSettlementPHHClaim.com</a>
Address	National PHH Settlement Administrator PO Box 91 Minneapolis, MN 55440-0091

# Current Timeline

Activity	Date
Rust opens toll-free number with recorded message. Live phone support is NOT yet available.	October 15, 2018
Postcard mailing to all borrowers	November 2, 2018
Rust begins live call center support on toll-free number with customer service representatives	November 9, 2018
Notices begin mailing	November 9, 2018
Email notice sent	November 9, 2018
Website is updated with option to file a claim online	November 9, 2018
Claim Form deadline	January 28, 2019
Payments mailed to borrowers (estimated date)	June-July 2019

# Borrower Notice Plan

## Notice Mailing

- A pre-notice postcard will be mailed to all borrowers in one mail drop on November 2, 2018. The purpose of the postcard is to alert borrowers to watch their mail for the notice packet.
- Notice packets will be mailed in one drop on November 9, 2018.
- Borrowers will receive either a “Foreclosed Notice” or a “Referred Notice.” Borrowers will receive one or the other, but will not receive both. If they lost their home to foreclosure, they will receive the “Foreclosed Notice.” If their loan was referred to foreclosure, but the borrowers did not ultimately lose their home to foreclosure, they will receive the “Referred Notice.”
- Notices include both an English and Spanish version of all content.
- Notices will be sent to all borrowers meeting the eligibility requirements:
  - The loan was serviced by PHH, or another company associated with PHH,
  - The loan went to foreclosure sale, or was a part of the foreclosure process while being serviced by PHH, between January 1, 2009 and December 31, 2012,
  - The borrower made at least three payments on the loan,
  - The home was, or was intended to be, the borrowers’ primary residence at the time the mortgage loan was obtained,
  - The borrower did not receive a short sale or a deed in lieu,
  - For those borrowers who were a part of the foreclosure process, but did not ultimately lose their home to foreclosure, borrowers who paid off their home in full or who were delinquent in excess of 4 years are excluded.
  - The borrower had a mortgage loan secured by a one-to-four unit residential property, and
  - The principal loan amount was less than certain dollar limits. For example: A one-unit property was less than \$729,705.

# Borrower Notice Plan Cont.

## Notice Mailing

- Please note: a borrower who received a payment from the NMS, Ocwen, SunTrust, or HSBC Settlement is not eligible to participate in the PHH Settlement.
- A reminder notice mailing to borrowers who have not yet submitted claim form is planned at the mid-way point in the claim filing period.
- Addresses will be processed through the National Change of Address (NCOA) database and through a trace process **prior** to the mailing of the pre-notice postcard and notice packets.
- Separate notices will be sent if pre-trace indicates a different address for each borrower. If the same address is found for each borrower on the loan, only one notice will be sent. The names of all borrowers on the loan will appear on the notice regardless if separate addresses were found.
- Undeliverable notice packets will be processed through a **second** trace to attempt to locate a better address.

# Borrower Support



## Telephone Support

- Rust opened a toll-free recorded message on October 15, 2018 with a brief informational message.
- Rust will apply a more robust informational message to the line on November 9, 2018.
- Live Customer Service Representative (CSR) support will be available to callers beginning November 9, 2018.
- Hours of operation are Monday through Friday 7:00 a.m. – 7:00 p.m. Central Time.

## Website

- The existing website contains extensive information about the Settlement: [www.nationalmortgagesettlement.com](http://www.nationalmortgagesettlement.com).
- During the week of November 9, 2018, additional information about the Settlement will be made available on the PHH portion of the website at [www.nationalphhsettlement.com](http://www.nationalphhsettlement.com).
- The ability to link to a secure site for filing an online claim form will be available on the website beginning November 9, 2018, and will remain through the end of the Claim Form filing period, January 28, 2019.

## Mailed Correspondence and Claim Form filing

- Rust will begin accepting online-filed Claim Forms on November 9, 2018. Borrowers will need their claimant ID number to file online, which will be printed in their notice packet.
- Borrowers can also mail their Claim Form using a Business Reply Envelope included with their notice packet.
- The Claim Form included in the notice packet is customized to each loan and borrower; therefore, if a borrower needs a new form, we prefer they call Rust's toll-free line to request a new copy.
- Borrowers are not required to submit documentation to make their claim. Exceptions are:
  - If the borrower is not in the known list of included loans as provided by PHH, but feels they meet the eligibility criteria. In this case, a different form (known as the "self-identifier" form) will be sent to the borrower for completion with an invitation to submit any documentation that may assist in researching their loan.
  - If there is another party making the claim on behalf of the borrower due to a Power of Attorney or the borrower is deceased, documentation may be required.

# State Support

## Data and Borrower Information

- Rust will maintain loan and borrower records for the settlement administration.
- States will generally not be supplied lists of included borrowers, or borrowers who have made claims.
- Inquiries may be made to Rust pertaining to the status of individual borrower records so that we may assist in reviewing our records and responding to these inquiries.
- States are asked to encourage borrowers to reach out to Rust for confirmation of inclusion, questions about the Settlement or claim filing process, or verification of receipt of a claim. Please refer borrowers to the toll-free number. Please do not refer borrowers to Amy, Jason, or Sam.

## Reporting

- Periodic reports will be provided concerning the activities related to the settlement.

# Eligible Loans by State

Property State	Eligible Loans	Property State	Eligible Loans
AK	50	MT	150
AL	876	NC	1,040
AR	500	ND	27
AZ	2,109	NE	164
CA	3,480	NH	299
CO	528	NJ	1,911
CT	624	NM	244
DC	21	NV	953
DE	109	NY	1,509
FL	5,068	OH	1,971
GA	2,200	OK	384
HI	58	OR	360
IA	680	PA	2,150
ID	192	RI	201
IL	2,697	SC	786
IN	1,454	SD	33
KS	368	TN	768
KY	514	TX	2,041
LA	463	UT	455
MA	614	VA	1,003
MD	775	VT	194
ME	282	WA	643
MI	2,754	WI	969
MN	1,899	WV	265
MO	1,253	WY	44
MS	396		