

**[For help completing the form, call VT Legal Aid/Legal Services (800)889-2047]**

Date:

To:

*[Your mortgage servicer*

*Your mortgage servicer's address:*

***Make sure you use the address specifically for: "Qualified Written Requests- (QWRs); Requests for Information- (RFIs); and/or Notices of Error- (NOEs) found on your mortgage statement or on the servicer's website]***

From:

*[Your full name*

*Your street address*

*Your city, state, and ZIP Code]*

RE: Request for Information

Mortgage Loan Number: *[Your loan number]*

I am writing to request the information described below in regard to the mortgage on my property at *[Your home address]*.

I am having trouble making my mortgage payments due to a COVID-related hardship. I have applied for three months of mortgage payment assistance through the Vermont COVID Emergency Mortgage Assistance Program. In order for me to qualify for a grant of three monthly mortgage payments paid directly to you on my behalf, Vermont Housing Finance Agency must make contact with you.

Please provide me with the following information regarding the best person for Vermont Housing Finance Agency to contact about my mortgage account:

- Name;
- Title;
- Telephone number;
- Email address; and
- Best times to make telephone contact.

I also give you permission to contact Vermont Housing Finance Agency directly at 1-888-7142260 or [mortgageassistance@vhfa.org](mailto:mortgageassistance@vhfa.org) to discuss my mortgage account and application for mortgage assistance payments. All applications for mortgage assistance must be completed soon, so time is of the essence.

If you need to contact me to discuss this request, I can be reached at *[Include the best contact information, which may be your home address, work or mobile phone, or email address.]*

I hope you will respond as soon as possible so that I can get mortgage assistance payments to help me get caught up on my payments. At the very least, I look forward to hearing from you in no more than 30 business days as required by law. Thank you.

Sincerely,

*[Your name, Co-borrower's name]*