



State Home Foreclosure Prevention Project (SHFPP)

AOC Clerks of Superior Court Presentation

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NC State Home Foreclosure Prevention Project

Guiding Principles

- Help reduce unnecessary foreclosures by facilitating communication between homeowners, servicers and housing counselors prior to the filing of the foreclosure.
- Promote mutually beneficial resolutions for homeowners and investors, absent of interference with servicing contracts and without imposing solutions.
- Provide North Carolina homeowners with free resources such as housing counseling and legal services as they work with servicers on alternatives to foreclosure.

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Homeowner Outreach & Agency Referral

- NC Housing Finance Agency (NCHFA) sends a “Foreclosure Help Outreach Letter” to homeowners with notice of the availability of free housing counseling.
- Homeowners call the SHFPP toll-free number (1-888-442-8188) and are connected to counseling partners by call center representatives.
- NCHFA has SHFPP partnership agreements with 31 HUD approved housing counseling organizations to provide assistance to homeowners.
- Homeowner files are assigned to counseling partners using a system referral wizard to direct calls according to the property location and agency capacity.

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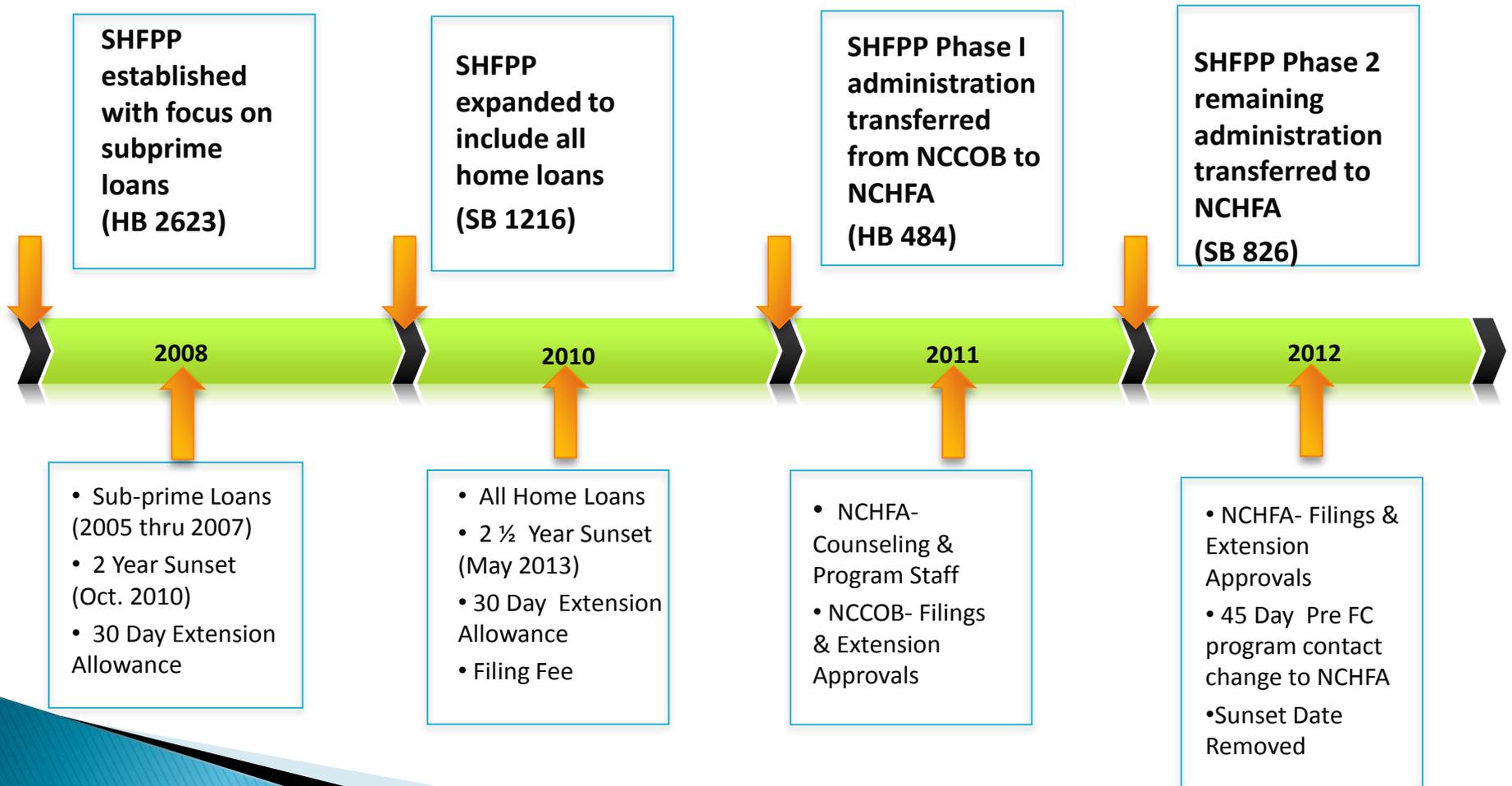
Program Activity (Initial Old Sub-Prime & Home Loan Filings)

2008	2009	2010	2011	2012	2013	2014	2015	2016
13,004	65,184	87,181	120,976	81,484	59,148	41,437	33,554	28,404

- 530,000 initial filings thru November 2016 (1,300 Noteholders)
- 81,293 homeowner counseling sessions have been conducted
- 14,800 foreclosures have been prevented
- 12,100 statutory 30 day extensions have been granted
- 660,000 homeowners calls processed through call center

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Project Timelines & Program Changes



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Filing Exclusions & Requirements

- Filing Exclusions (§ 45-101) (1b) (a)
 - Equity line of credit
 - Construction loans
 - Reverse mortgage
 - Bridge loan

- Non Home Loan Determination (§ 45-101) (1b) (d)
 - Loans that exceed the Fannie Mae confirming loan size are deemed non home loans upon filing
 - The 45 day wait period does not apply
 - No filing fee is billed
 - Conditional certificate of compliance available upon filing (Non Home Loan Certificate)

- Pre-Foreclosure Notice & Electronic Filings (§ 45-102 and 103)
 - 45 day notice required
 - Electronic filing
 - Conditional certificate of compliance available 45 after filing (earliest possible court filing date)
 - Filing fee billed (one time per home loan)
 - 30 day extension allowance (if granted certificate available 75 days after filing)

NC State Home Foreclosure Prevention Project System Access

- AOC Clerks can access the system via:
<https://www.nchfa.org/shfpponline/login.aspx>
- Servicer's access the system via:
<https://www.nchfa.org/SHFPPOnline/fcs/CompanyLogin.aspx>
- System access is granted in the name of the servicer or individual note holder initiating the foreclosure proceeding (not the representing attorney).

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Submission Information

Servicer Log in Link: <https://www.nchfa.org/SHFPPOnline/fcs/CompanyLogin.aspx>

1st Screen:

- **Property Address Information:**

- Address*
- City*
- State*
- Zip*

Loan Information:

- Original Loan Date*
- Original Principal Balance *
- Loan Terms (in months)*
- Lien Status (1st or 2nd)*
- Borrower's Principal Dwelling at Origination* (yes or no)

Primary Borrower Information:

- First Name:*
- Last Name:*
- Borrower's Mailing Address (if different from the property address)

* Required Fields

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Submission Information

2nd Screen: This screen only comes up if the filing is deemed a Home Loan

- **Co-Borrower Information:**

- First Name:
- Last Name:
- Borrower's Mailing Address (if different from the property address)

Loan Confirmations:

- Date of 45-102 Pre-foreclosure Notice:*
- Due Date of Last Scheduled Payment Made:*

▶ **Notes:**

- 1) The system will provide a confirmation that the filing was successfully submitted including the assigned case number.
- 2) The home loan certificate is one page and non home loan certificate is two pages with the second being an outline of loan information submitted.
- 3) The servicer or designated attorney has to log back into the system to print the certificate of compliance, it is not mailed by NCHFA.
- 4) The filing fee invoice is generated the month after the submission and must be pulled from the system, it is not mailed by NCHFA.

NC State Home Foreclosure Prevention Project Program Assistance

- Program “Frequently Asked Questions” are published on the servicer log in screen and sent to new users upon access to the system.
- Program Contacts:
 - Certificate questions: certificates@nchfa.com
 - Filing fee Inquiries: filingfees@nchfa.com
 - System access inquiries: prefcfilingaccess@nchfa.com
 - Filing fee credits: filingfeecredits@nchfa.com
 - Filing statutory inquiries: mmholder@nchfa.com
 - General filing submission inquiries: cathyaxtell@nchfa.com