



HOPE NOW Outreach Events

Counselor FAQ's and Other Suggestions

<p><i>What is the agenda for the event? What is the scheduled time?</i></p>	<p>The forum will run from 2PM – 8PM. <i>We encourage all counselors to show up one hour prior to the official start time.</i> The forum will include a session by local dignitaries and/or other relevant speaker plus “booth time” as homeowners are encouraged to meet face to face with servicers and/or nonprofit foreclosure counselors.</p>
<p><i>How many people will attend?</i></p>	<p>We anticipate between 1,000 – 1,500 distressed homeowners will attend the event throughout the day.</p>
<p><i>How many people will I be expected to counsel throughout the event?</i></p>	<p>Most counselors work with 6-10 homeowners over the course of the event. Levels vary by the number of servicers present and overall attendance.</p>
<p><i>What are the benefits of participating?</i></p>	<p>There are several benefits to bringing your foreclosure counseling skills to the forum. You will have the opportunity to:</p> <ul style="list-style-type: none"> • Address an audience of local homeowners; • Qualify for National Foreclosure Mitigation Counseling Program Level One funding; • Meet with local servicers and loss mitigators in your area, and; • Help community members in need.
<p><i>Where else have these forums been held?</i></p>	<p>We have completed forums in:</p> <ol style="list-style-type: none"> 1. Stockton, CA 2. Riverside, CA 3. Anaheim, CA 4. Columbus, OH 5. Philadelphia, PA 6. Atlanta, GA 4/19/08 7. Milwaukee, WI 4/21/08 8. Indianapolis, IN 4/22/08 9. Chicago, IL 4/24/08 10. Memphis, TN 5/3/08 11. Jacksonville, FL 5/7/08 12. Arlington, TX 6/9/10 13. San Antonio, TX 6/10/08 14. Las Vegas, NV 6/11/08 & 6/12/08

	<p>15. Newark, NJ 7/25/08 16. Mount Laurel, NJ 7/26/08 17. Boston, MA 8/12/08 18. Orlando, FL 8/21/08 19. Fort Myers, FL 8/22/08 20. Miami, FL 8/23/08</p>
<p><i>What kind of customers can I expect?</i></p>	<p>Servicers are free to invite any piece of their portfolio they wish, but generally the customers they invite are:</p> <ol style="list-style-type: none"> 1. 30+ delinquent 2. Within a 30–45 mile radius of the event 3. Not in bankruptcy 4. Not currently engaged in a repayment or workout plan 5. Not in litigation 6. Have a foreclosure sale date after the event date <p>Some companies only invite 60+ delinquent customers. Advertising will be targeted, as best as we are able, to areas with the highest foreclosure rates.</p>
<p><i>How will the event be advertised?</i></p>	<ol style="list-style-type: none"> 1. Servicers are sending personal letters to their delinquent customers inviting them to the event. 2. HOPE NOW and event sponsors will purchase radio advertising to begin running shortly. 3. Local partner organizations will be heavily promoting the event throughout the area. 4. NeighborWorks[®] America and local / national partners will be undertaking a variety of targeted media and marketing efforts.
<p><i>What is the process for the customer?</i></p>	<ol style="list-style-type: none"> 1. Participants will register at the intake desk, staffed by volunteers. There the borrowers will identify the servicer they would like to see or be assigned for “neutral counseling” from nonprofit counselors. 2. Participants will then be led to a reception area. 3. Volunteers will come out to the waiting area and escort participants to their servicer or counselor as spaces open up. 4. Servicers and counselors will take the borrowers financials and discuss repayment plans and modification opportunities.
<p><i>What about security? Will our employees be safe?</i></p>	<p>Security will be provided at the event.</p>
<p><i>Whom do I contact if I have further questions?</i></p>	<p>James Martinez with NeighborWorks America Email: james@jamesdavidmartinez.com Phone: (720) 327-1994</p>