

6300 South Lindbergh Blvd.
St. Louis, MO 63123
314-892-5400

Dear Member

We are here to assist you.

Depending on your financial hardship, Neighbors Credit Union has numerous options to assist you. Once you provide all the requested documentation, we will be able to evaluate your financial hardship and see which option works best for you. We have options for short term and long-term assistance such as repayment plans, extensions, and loan modifications. For more information see the attached document.

Send us all requested documents to expedite your request.

By contacting us, you have already taken the first step. We need you to provide information and documentation to help us understand your financial hardship. Once your packet has been received and completed, we will contact you regarding your available options and next steps to take.

Have questions?

Don't hesitate to contact a member solution team advisor for any questions or information requested in your packet. You can reach an advisor at 314-892-5400 Ext. 11050 or by email at Solutions@neighborscu.org.

6300 South Lindbergh Blvd.
St. Louis, MO 63123
314-892-5400

Dear Member,

This package needs to be completed and returned along with any additional supporting documentation showing your financial strain. This letter should detail your situation and how this assistance will help you.

If you need help with a 2nd mortgage or home equity loan, you will need to provide proof that you have received help from your first mortgage company. Make a copy of the payment plan or modification of your first mortgage and include it in this package.

If you are requesting a lower payment, please indicate what payment amount fits into your budget.

This is not a guarantee your payments will be modified, but an attempt to assist you through any financial strain you may be having. Please complete and return the enclosed documents within 15 days from the date of this letter. Otherwise, your request will be void and collection efforts will continue.

Please contact a Member Solutions Team Advisor if you have any questions.

Sincerely,

Member Solutions Team
Neighbors Credit Union
314-892-5400 ext. 11050
Solutions@neighborscu.org

Workout Documentation Checklist

1. ___ Review all information provided
2. ___ Sign and complete the Loan Modification Information Summary
3. ___ Provide proof of income for the last sixty (30) days
4. ___ Provide copies of 1 (one) months most recent bank statement (all pages) for all non-Neighbors Credit Union accounts
5. ___ Complete the Asset Worksheet
6. ___ Complete the Monthly Expenses Breakdown
7. ___ Complete the Detailed Letter of Explanation of Hardship
8. ___ Provide any other supporting documentation that you wish to provide in support of your Loan Modification Application

IMPORTANT INFORMATION

If you are unable to provide the documents requested, please contact the Member Solutions Team at Neighbors Credit Union at 314-892-5400, ext. 11050 or email Solutions@neighborscu.org to discuss options.

Please retain a copy of the completed Financial Assistance Application and all supporting documents.

Assets

Please complete the worksheet and include proof of monthly income. Please enter your gross pay (before taxes and deductions) as well as net pay (take home). Include bonuses or any other periodic income. These figures will be calculated over 12 months to get your average monthly figure.

Monthly Income	Gross Income	Net Income	Spouse Gross	Spouse Net
Part time/ Second Job				
Retirement/ Pension				
Social Security				
Unemployment				
Child Support				
Other Income				
Total Monthly Income				

Other Investments	Current Value	Monthly Contribution
Savings Account		
401k		
Money Market		
Other		
Total Investments		

Total Monthly Income:

Have questions? Contact a Member Solutions Advisor at 314-892-5400 ext. 11050 or email at Solutions@neighborscu.org

6300 South Lindbergh Blvd.
St. Louis, MO 63123
314-892-5400

Monthly Expenses

Please complete all sections that apply to you, some expenses such as utilities may fluctuate, please list a monthly average.

Housing	Current Payment	Amount Owed
Mortgage/ Rent		
2nd Mortgage		
Homeowner/Rent Insurance		
Property Tax		
Condo Fee/ HOA Fee		
Gas		
Electric		
Water		
Sewer		
Trash		
Cable/satellite		
Home phone/cell phone		
Internet		
Total Monthly		

Transportation	Current Payment	Amount Owed
Vehicle #1		
Vehicle #2		
Insurance		
Gasoline		
Maintenance		
Other:(Boat, RV, etc.)		
Total		

Miscellaneous	Current Payment	Amount Owed
Health Insurance		
Prescriptions		
Child Care/Day Care		
Child Support/Alimony		
Student Loans		
Other:		
Other:		
Other:		
Other:		
Total		

Total Monthly Expenses: _____

Loan Workout Mini-Qualifier

**Please Fax Completed Form To
314-329-9898**

Detailed Letter of Explanation of Hardship

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Date _____