

Loan number: _____

Mortgage Assistance Application

If you are having mortgage payment challenges, please complete and submit this application to City National Bank via mail: P.O. Box 495, Sulphur Springs, TX, 75483, fax: 903-439-6376, or email: CNBassist@bankatcnb.com.

We will contact you within five business days to acknowledge receipt and let you know if you need to send additional information or documents.

We will use the information you provide to help us identify the assistance you may be eligible to receive. If you need help completing this application, please contact City National Bank at 903-439-0654.

For a list of HUD-approved housing counseling agencies that can provide foreclosure prevention information, contact one of the following federal government agencies:

- The U.S. Department of Housing and Urban Development (HUD) at (800) 569-4287 or www.hud.gov/counseling
- The Consumer Financial Protection Bureau (CFPB) at (855) 411-2372 or www.consumerfinance.gov/mortgagehelp

If you need assistance with translation or other language assistance, HUD-approved housing counseling agencies may be able to assist you. These services are provided without charge.

Borrower Information

Borrower's name: _____

Social Security Number (last 4 digits): _____

E-mail address: _____

Primary phone number: _____ Cell Home Work Other

Alternate phone number: _____ Cell Home Work Other

Co-borrower's name: _____

Social Security Number (last 4 digits): _____

E-mail address: _____

Primary phone number: _____ Cell Home Work Other

Alternate phone number: _____ Cell Home Work Other

Preferred contact method (choose all that apply): Cell phone Home phone Work phone Email Text—checking this box indicates your consent for text messaging

Is either borrower on active duty with the military (including the National Guard and Reserves), the dependent of a borrower on active duty, or the surviving spouse of a member of the military who was on active duty at the time of death? Yes No

Property Information

Property Address: _____

Mailing address (if different from property address): _____

- The property is currently: A primary residence A second home An investment property
- The property is (select all that apply): Owner occupied Renter occupied Vacant
- I want to: Keep the property Sell the property Transfer ownership of the property to my servicer Undecided

Is the property listed for sale? Yes No – If yes, provide the listing agent's name and phone number—or indicate "for sale by owner" if applicable: _____

Is the property subject to condominium or homeowners' association (HOA) fees? Yes No – If yes, indicate monthly dues: \$ _____

Hardship Information

The hardship causing mortgage payment challenges began on approximately (date) _____ and is believed to be:

- Short-term (up to 6 months)
- Long-term or permanent (greater than 6 months)
- Resolved as of (date) _____

TYPE OF HARDSHIP (CHECK ALL THAT APPLY)	REQUIRED HARDSHIP DOCUMENTATION
<input type="checkbox"/> Unemployment	✦ Not required
<input type="checkbox"/> Reduction in income: a hardship that has caused a decrease in your income due to circumstances outside your control (e.g., elimination of overtime, reduction in regular working hours, a reduction in base pay)	✦ Not required
<input type="checkbox"/> Increase in housing-related expenses: a hardship that has caused an increase in your housing expenses due to circumstances outside your control (e.g., uninsured losses, increased property taxes, HOA special assessment)	✦ Not required
<input type="checkbox"/> Disaster (natural or man-made) impacting the property or borrower's place of employment	✦ Not required

When the document is completed, choose the best option to deliver the request to us:

Regular Mail OR Overnight Mail: PO Box 495, ATTN: Mortgage Office, Sulphur Springs, TX 75483

E-mail: CNBassist@bankatcnb.com

- Fill out the form by typing your responses into the areas provided.
- Click "File" then "Save as..." to save the document to your device.
For easy access to the form, save it to your Desktop location.
- After the form is completed and saved to your device, open your e-mail and attach the form.
Send the e-mail to CNBassist@bankatcnb.com and a mortgage specialist will reach out to you.

Fax: 903-439-6376

Online Support through the CNB Mobile App:

- Take photos of your completed documents - 1 page per photo
- Log in to your CNB Mobile App from your smart device
- In the upper left hand corner, click on the 3-lined menu button
- Go to "Messages" Click on the Message icon in the upper right hand corner to start your online support session
- Select the plus sign next to your text box Click "photos" , then select the pictures of each document page
- The pictures will be securely received by our customer service representatives and forwarded to the Mortgage Department