

Date: March 20, 2020

To: NDHFA Borrowers

From: Dave Flohr, NDHFA Interim Executive Director

Subject: Loan Payment Update in Response to Coronavirus (COVID-19)

If your employment has been impacted by the COVID-19 virus, North Dakota Housing Finance Agency (NDHFA) can currently provide the assistance described below. Note that this situation is fluid and updates will be provided when we have new information.

If your employment has been impacted – hours reduced, layoffs, etc. – please provide a letter from your employer, preferably on company letterhead, stating your employment has been affected by the COVID-19 pandemic. Once NDHFA receives the letter, we will:

- Waive any late fees that would normally be assessed.
- Not report negative information to the credit bureaus concerning missed payments.

Once you are gainfully employed again, our loan servicing staff will work with you to setup a repayment plan and offer whatever loss mitigation options are available at the time.

We are aware of news of other Mortgage Loan Servicers waiving or deferring monthly payments. Each loan servicer has different financial circumstances dictating what they may be able to offer. **Currently**, NDHFA is unable defer or waive monthly payments. Monthly payments will continue to be due as normal.

While our Bismarck office lobby is currently closed to the public, we are still accepting payments in our drop box located on the East side of our building. If you need a receipt, make a note on your payment and we will mail a receipt to your address on record. You can also utilize our website, [www.ndhfa.org](http://www.ndhfa.org), to make payments electronically. If you do not have a web account, use the “Sign up now” link on our website to establish one. You can continue to mail your payments to us via US Mail. If you are on automatic payments those payments will continue uninterrupted.

Again, the above information can change at any time. If it does, you will be notified via email or US Mail. Developments will also be shared on our agency’s website and on our Facebook page, <https://www.facebook.com/NDHousing>.

If you need assistance, please contact us via phone, (800) 292-8621 or (701) 328-8080, or by e-mail, [hfaservicing@nd.gov](mailto:hfaservicing@nd.gov).