

**FAMILY MANAGEMENT CREDIT COUNSELORS INC**  
**1409 W 4<sup>TH</sup> ST, WATERLOO IA 50702**  
**PHONE: 888-820-6695, LOCAL: 319-234-6695**  
**FAX: 319-236-6626**  
**[www.familymanagementcc.com](http://www.familymanagementcc.com)**

Dear Homeowner:

Thank you for taking the time to speak with Family Management Credit Counselors regarding your mortgage. Enclosed you will find a completed copy of your Intake Form and Action Plan, which are for your records. Additionally, there will be a second set of paperwork that requires signatures from everyone that is on the mortgage that need to be returned to us as soon as possible so that we can forward on your records to Iowa Mediation Service.

We will need the following items to complete your package:

- Last two months paycheck stubs for everyone who is working
- Any award letter from social security or VA, pension statements, child support/ alimony, rental income or any other income you receive
- Last two months bank statements for all active accounts
- Copy of your most current tax return (form 1040 only unless otherwise specified)
- Current mortgage statement
- Completed and signed copy of the enclosed Hardship Letter
- Signed copies of the Action Plan and Counselor Verified Budget

If you have any additional questions or need help with any of the forms sent to you, please don't hesitate to give us a call between the hours of 9 AM to 5 PM Monday through Friday.

This material is time sensitive so it is imperative you fill out, sign, and complete the information and return it to us as soon as possible. If you have any questions, please don't hesitate to contact us. Mediation can be a very lengthy process that can take a minimum of 60 days and as long as 6 months.

If we don't have the information requested from you within 15 days of your phone interview we will consider your file closed. Thank you for your time regarding this matter and please let us know if you have any questions.

Sincerely,

The Family Management Team