



# release

## HLP Offers Help for Federal Employees Affected by Government Shutdown

**ATLANTA, January 15, 2019** – Federal government employees who own homes and will not be paid due to the government shutdown can now use HLP’s unique platforms to apply for a forbearance with their mortgage company and find other financial assistance. A forbearance will allow homeowners to postpone upcoming mortgage payments until the shutdown is resolved.

While Congress passed legislation on January 11 guaranteeing back pay for federal workers, approximately 800,000 of those workers started to miss paychecks on Friday. By using either [HomeownerConnect.org](http://HomeownerConnect.org) website and mobile app or the [MyLoanHelp.me](http://MyLoanHelp.me) site, federal government employees can quickly describe their hardship and request a forbearance, which will be forwarded to the homeowner’s mortgage servicing company. The [HomeownerConnect.org](http://HomeownerConnect.org) mobile app can be downloaded from the Apple, Android and Google Play stores.

“Federal government employees that are homeowners can quickly use our site to inform their mortgage company that they may need extra time to make their next mortgage payment,” said Mark Cole, HLP’s chief executive officer. “HLP stands ready to help homeowners across the nation until there is a solution to the shutdown.”

If the shutdown continues for several weeks, some homeowners may miss additional paychecks and face additional financial problems, including possible foreclosure. In addition to communicating with their mortgage company, these individuals can find additional resources for free at <http://myloanhelp.me/>.

Funded by a grant from the Finance of America Foundation, [MyLoanHelp.me](http://MyLoanHelp.me) is a central source of information about aid programs nationwide, including state and federal government programs as well as private charitable resources. Individuals can find programs, connect with organizations and apply for many of these programs via HLP’s secure, online channel. The platform also offers free, on-demand chat services with nonprofit HUD-approved housing counselors and is also available in Spanish.

HLP has a history of helping homeowners in financial distress. In 2017, more than 5,000 homeowners in Texas and Florida last year contacted more than 20 mortgage servicers via [HomeownerConnect.org](http://HomeownerConnect.org) following the devastating damage brought on by Hurricanes Harvey and Irma.



Mortgage servicers found that they could eliminate wait times on the telephone and serve customers faster by using [HomeownerConnect.org](https://www.homeownerconnect.org). For example, US Bank says more than 50 percent of its requests from homeowners for an emergency forbearance affected by those hurricanes came via HLP's HomeownerConnect.org.

HLP is a nonprofit mortgage technology organization and its site is powered by IndiSoft's RxOffice® software.

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Media Contact: Scott Scredon, [scott.scredon82@gmail.com](mailto:scott.scredon82@gmail.com), 770-315-0745

#### **About HLP**

HLP is a unique collaborative created in 2009 that engages the key stakeholders who work with families on homeownership - nonprofit counselors, advocates, mortgage lenders, servicers and investors, attorneys and government agencies. Being a national, neutral, nonprofit organization allows us to listen to all the parties and build solutions that support homeowners and incorporate the unique needs of all stakeholders. As a result, HLP unifies the housing industry by helping individuals and families achieve and sustain homeownership. Stakeholders share information with each other via our technology platform and collaborate to find solutions to help homeowners. To date, we have helped more than 700,000 homeowners during their time of need.