

# COVID-19 Loss Mitigation Options

## Are you ready?

The federal government has provided mortgage payment forbearance options for all borrowers who, either directly or indirectly, suffer a financial hardship due to the novel coronavirus (COVID-19) national emergency.

As the industry leader in FHA, VA and USDA claims processing outsourcing and consulting, CRFS is uniquely positioned to help manage your COVID-19 loss mitigation challenges.

## Trust the experts

With nearly 20 years of experience in government claims management, we handle all loss mitigation claim types and will quickly gear up for the expected increase in claims, including:

- Special Forbearance (Type 31)
- Loan Modification (Type 32)
- HAMP Partial Claim (Type 33)
- Natural Disaster Partial Claim (Type 33)
- National Emergency Partial Claim (Type 33)

CRFS handles all data and document collection, claim preparation, QC and submission, error code resolution, and follow-up on suspended claims. Plus, we provide secure digital storage of all claim packages and supporting documentation.

## Full integration with FHA Catalyst

FHA Catalyst was developed as part of FHA's multi-year information technology modernization initiative. CRFS will facilitate full integration with the FHA Catalyst Claims Module for single family forward mortgage supplemental and loss mitigation home retention claims on the new platform, which eliminates paper submissions and reduces processing time.

## Talk to the industry leader

Since our founding in 2002, CRFS has grown to become the leader in post-default claims management solutions. Our unmatched quality, timeliness and experience reduce losses, maximize recoveries and allow the reallocation of vital internal resources.

Talk to us and put our expertise and proven process to work for you.



Setting  
the standard  
since 2002

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