

Coronavirus (COVID-19) Relief Programs

Residential Mortgage Program

Flushing Bank has established a temporary relief assistance program for its residential mortgage customers. The assistance program applies to mortgage loans secured by 1-4 family residential dwellings that are owner occupied. The assistance program also applies to residential owner-occupied condominiums and owner-occupied co-op apartments. To be eligible for assistance the loan must meet the following criteria:

- Secured by a first or second mortgage, including a home equity loan
- The residence must be a primary residence or a vacation home located in New York State
- The borrower must be a New York State Resident
- Title to the property must be in an individual name or held in a self-settled trust or a family trust wherein a beneficiary resides in the premises

Ineligible loans include non-owner occupied residences, investor-owned properties, properties in which title to ownership is held in a corporate entity, a limited liability corporation (LLC), or a limited liability partnership (LLP).

Borrowers eligible for assistance will be entitled to a 180-day deferment of their monthly mortgage payment, including escrow for real estate taxes and insurance payments. Upon expiration of the 180-day deferral period, borrowers may be approved for an additional 180 days of forbearance upon demonstrating ongoing hardship due to the pandemic.

The borrower can select one of three repayment options for a COVID-19 related forbearance:

- Extend the term of the loan for the number of months the loan was in forbearance;
- Repay the arrears accumulated during the forbearance period on a monthly basis;
- Negotiate a loan modification or any other options that addresses the borrowers changed circumstances

To receive assistance, borrowers should contact the Bank's Loan Servicer, Dovenmuhle Mortgage Inc, at **888.809.8921**. You will be required to provide information about your loan and to explain the nature of your requested assistance. You may also be required to provide additional information to evaluate your request for assistance. Within 10 business days of receiving your request and any required information, the Bank will notify you of the determination of eligibility.

If your loan is a Home Equity loan, please send an email to pmrassistance@flushingbank.com. The email should explain your need for assistance and include your name, contact phone number, the account number, and the property address.

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Large enough to help you.®

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