

SFH Guaranteed Servicing

September 27, 2021

Update to Guidance for Servicing Borrowers Impacted by COVID-19

PURPOSE

The purpose of this notice is to announce the removal of the September 30, 2021 deadline for a borrower to request loan assistance due to the COVID-19 National Emergency. Borrowers may request assistance until the end of the National Emergency is declared.

COVID-19 Public Health Emergency:

To provide relief to impacted borrowers, servicers are authorized to approve initial payment forbearances upon request for borrowers impacted by the COVID-19 National Emergency until the end of the National Emergency. Servicers are expected to grant payment forbearance based on a borrower verbal or written attestation to this financial hardship. Eligibility for COVID-19 Forbearances is outlined below.

Initial Forbearance Date	Initial Forbearance Period	Additional Forbearance Period	Forbearance Extensions	Maximum Forbearance Period
March 1, 2020 – June 30, 2020	Up to 6 months	Up to 6 months	Up to 6 months (in 3-month increments)	Up to 18 months
July 1, 2020 – Sept 30, 2020	Up to 6 months	Up to 6 months	Up to 3 months	Up to 15 months
Oct. 1, 2020 – Expiration of National Emergency	Up to 6 months	Up to 6 months	0	Up to 12 months