



# Florida Housing Coalition Hurricane Member Update Webinar

March 19, 2021  
Sponsored by Fannie Mae

# AGENDA

## Fannie Mae Day!

- Update on Disaster Response Network
- Pandemic policy updates
- Assistance to Renters



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THE FLORIDA HOUSING COALITION



# Fannie Mae's Disaster Recovery Network™ assisting with multiple disasters

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**Money Management**  
INTERNATIONAL



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# Fannie Mae's Disaster Response Network™



*Supported by Money Management International*

Offers holistic post-disaster case management:

- HUD-certified counselors using a call center model
- Case assessment and action plan
- Help with FEMA, insurance, SBA claims, and more
- Tri-party calls with assistance providers
- Self-advocacy and ongoing check-ins
- Online portal, tools, resources
- Helps homeowners return to normal, resume mortgage payments sooner, and succeed for the long run



**People impacted by  
disaster can access the  
Network by calling:  
1-877-833-1746**



# Helping Renters and Homeowners: Recent Natural Disaster and COVID-19 Insights

# What's New?



## Fannie Mae's Renters Resource Finder

<https://www.knowyouroptions.com/rentersresourcefinder>

## Fannie Mae Virtual Assistant

<https://www.knowyouroptions.com>

## Fannie Mae App

<https://www.fanniemae.com/mobileapp>

## Planning for Insurance Payouts after Disaster

<https://www.knowyouroptions.com/get-help-overview/disaster-recovery-help-for-homeowners/planning-for-insurance-payouts-after-a-disaster>

# Fannie Mae COVID-19 Policy Updates



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## Personalized help for those impacted by a disaster

Fannie Mae is committed to assisting homeowners and communities affected by disasters. If you have a Fannie Mae-owned loan and your property or place of employment is in a FEMA-declared zone, we can help you navigate the challenging disaster recovery process with resources like our Disaster Response Network.

### Fannie Mae's Disaster Response Network™ offers free support for eligible homeowners from HUD-approved housing advisors, including:

- Personalized recovery assessment and action plan
- Assistance filing claims (i.e., FEMA, insurance, and Small Business Administration)
- Help working with your mortgage servicer on payment relief options
- Access to Clearpoint's\* Project Porchlight Online and its tools and resources
- Ongoing check-ins to help ensure a successful recovery

**CALL 877-833-1746**

to access the Disaster Response Network or other available resources.

### Other resources

People impacted by a disaster may also receive help from:

- U.S. Department of Housing and Urban Development (HUD): [www.hud.gov](http://www.hud.gov)
- Federal Emergency Management Agency (FEMA): [www.disasterassistance.gov](http://www.disasterassistance.gov)
- American Red Cross: **1-800-733-2767**

### WARNING: Avoid scams

Scam artists offer fraudulent assistance to those affected by disasters. Always confirm the legitimacy of offers, never feel pressured to "take immediate action," and, remember, mortgage help is FREE.



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## Ayuda personalizada para personas afectadas por desastres

Fannie Mae está comprometida a ayudar a los propietarios de hogares y a las comunidades afectadas por desastres. Si tiene un préstamo hipotecario cuyo inversionista es Fannie Mae y su propiedad o lugar de empleo se encuentra en una zona que ha sido declarada zona de desastre por FEMA, podemos ayudarle a navegar el difícil proceso de recuperación de desastres mediante la utilización de recursos como la Red de respuesta ante desastres (Disaster Response Network).

**La Red de Respuesta ante Desastres (Disaster Response Network™) de Fannie Mae presta apoyo gratuito por parte de asesores de vivienda aprobados por el Departamento de Vivienda y Desarrollo Urbano (HUD) a los propietarios que tienen derecho a recibirlo. Esta ayuda consiste en:**

- Planes de acción y evaluaciones de desastres personalizados
- Ayuda para presentar reclamaciones (es decir, ante FEMA, compañía de seguros, y la Administración de Pequeñas Empresas SBA)
- Ayuda para acordar opciones de facilidades en las condiciones de pago con el proveedor del préstamo hipotecario
- Acceso al programa en línea Proyecto Porchlight de Clearpoint\*, y a sus herramientas y recursos
- Controles continuos para asegurar una recuperación con éxito

### LLAME AL 877-833-1746

para acceder a la Red de Respuesta ante Desastres y otros recursos disponibles.

#### Otros recursos

Las personas afectadas por desastres pueden también recibir ayuda de:

- El Departamento de Vivienda y Desarrollo Urbano (HUD) de los Estados Unidos: [www.hud.gov](http://www.hud.gov)
- La Agencia Federal para el Manejo de Emergencias (FEMA): [www.disasterassistance.gov](http://www.disasterassistance.gov)
- La Cruz Roja Americana: 1-800-733-2767

#### ADVERTENCIA: Evite las estafas

Los estafadores ofrecen ayuda fraudulenta a las personas afectadas por desastres. Confirme siempre la legitimidad de las ofertas, y no se sienta nunca presionado a tomar decisiones en forma inmediata. Recuerde que la ayuda relacionada con el préstamo hipotecario es GRATUITA.



# Fannie Mae



# Upcoming Training

**March 26, 2021 1:30 pm**

## **Rebuild Florida**

<https://attendee.gotowebinar.com/register/6280119454472197390>



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# Technical Assistance is Available

Available Daily: 1 (800) 677-4548

## Options for Further Assistance Include:

Phone and Email consultation

Site Visits

Register at [www.flhousing.org](http://www.flhousing.org) for:

Workshops

Webinars



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# Thank you!

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