



Foreclosure Counselors Caucus



About 70 individuals participated in this Caucus, mostly counselors, a few lenders and staff from Florida Housing Finance Corporation. **Michael Chaney** (R), FHC Technical Advisor, moderated the discussion.

Highlights include:

Hardest Hit: Counselors report that program changes in June have resulted in a larger percentage of eligible applicants and more homeowners receiving assistance. (See article on previous page.)

Attorney Generals Settlement: Bank of America, Wells Fargo, Citibank, JP Morgan Chase and GMAC have made 330 changes to their servicing guidelines. Counselors can report any lender with servicing revision problems to Mortgageoversight.com.

Technology to Assist Counselors: Several counselors praised HOPE Loan Port, a tracking system that offers homeowner status updates and verifies when information was provided to a lender.

TechSoup was lauded as a technology solution for nonprofits, with \$12 operating systems for computers, other affordable software and great information. [HNN](#)

