



MORTGAGE HOME | ABOUT SUNTRUST | CONTACT US | LOGON

APPLY FOR: --CHOOSE ONE-- LOGON:

PERSONAL FINANCE

BUSINESS BANKING



Home Page

Learn if you can  
refinance or modify  
your loan with the  
government's plan



MAKING HOME  
AFFORDABLE

[Click here](#)

Choose SunTrust Mortgage,  
"Highest in Customer  
Satisfaction with  
Primary Mortgage Sales"™



\*SunTrust Mortgage received the highest numerical score in the proprietary J.D. Power and Associates 2008 Primary Mortgage Origination Study™. Study based on 4,256 total responses measuring 10 lenders and measures opinions of consumers who originated a new mortgage. Proprietary study results are based on experiences and perceptions of consumers surveyed in June 2008. Your experiences may vary. Visit [jdpower.com](http://jdpower.com).

## Information for SunTrust Mortgage Clients about the Making Home

Recently, the government provided additional information about its plans or modifying mortgage loans for borrowers in need of help. The plan, call Affordable, consists of two components: the Home Affordable Refinance Modification. You can take steps now to determine if you might qualify for modification. To get started, and for a complete overview of the program, [www.makinghomeaffordable.gov](http://www.makinghomeaffordable.gov), where you'll find a work sheet that will help you determine your situation.

### Program Overview

The new government program has two paths, Refinance and Modification.

**If you are current on your mortgage payments** you may qualify for a *Refinance*

- Refinance is for borrowers who are current on their mortgage payments. If you are having difficulty refinancing because their homes have lost value, they are not currently insured or wish to refinance into a mortgage with more predictable payments, the new programs allow a loan to value of up to 105%.

SunTrust is pleased to support the "Making Home Affordable Initiative" through Fannie Mae DU Refi Plus™ and Freddie Mac Relief Refinance programs. In partnership with these government agencies, SunTrust Mortgage is finalizing certain system enhancements to make the Fannie Mae DU Refi Plus™ program available to our clients with a SunTrust Mortgage first lien or first and second lien mortgages. The Freddie Mac Relief Refinance program will become available in the near future.

- Modification is for borrowers who are not current on their mortgage payments. You must be current, but are at imminent risk of serious default and foreclosure, such as job loss.

You must first determine if your loan is owned by Fannie Mae or Freddie Mac. You can determine that by contacting them at:

Fannie Mae: 1.800.7FANNIE (8am to 8pm ET) or [www.fanniemae.com](http://www.fanniemae.com)  
Freddie Mac: 1.800.FREDDIE (8am to 8pm ET) or [www.freddiemac.com](http://www.freddiemac.com)

**If you are delinquent on your mortgage payments or are facing a foreclosure** you may qualify for a *Modification*.

The modification plan is designed to prevent foreclosures by making payments affordable for homeowners who are struggling to make their payments. If your loan is owned by Fannie Mae or Freddie Mac and you are delinquent on your mortgage payments or are facing a financial hardship, you may be able to qualify for a Modification. The modification plan is designed to prevent foreclosures by making payments affordable for homeowners who are struggling to make their payments.

**Here are some frequently asked questions we thought might be helpful.**

Q: When will SunTrust Mortgage be able to accept applications for the refinance program?  
A: SunTrust Mortgage will begin accepting applications for the refinance program on April 6, 2009.

Q: What can I do in the meantime, while I'm waiting to submit my refinance application?  
A: First make sure your loan is owned by Fannie Mae or Freddie Mac by

Fannie Mae: 1.800.7FANNIE (8am to 8pm ET) or [www.fanniemae.com](http://www.fanniemae.com)  
Freddie Mac: 1.800.FREDDIE (8am to 8pm ET) or [www.freddiemac.com](http://www.freddiemac.com)

Then, contact your SunTrust Mortgage Loan Officer to work together to determine the current market value of your home. If you don't know your SunTrust Mortgage Loan Officer, you can find one.

Q: How do I determine my home value?

A: There are several ways you can get an idea of what your home is worth. You can contact a local real estate professional. You can check online resources such as [www.zillow.com](http://www.zillow.com). And you can contact your SunTrust Mortgage Loan Officer for more information on tools such as Case-Shiller.

Q: Why do I have to know about my home value to determine if I qualify for the refinance program?

A: This is important information because the Making Home Affordable refinance program is only available to customers whose loan-to-value ratios are between 80% and 105%. If your home is now worth your mortgage amount (a loan to value ratio of 100%), you may qualify for this program.

Q: I do not have mortgage insurance now. Will I be required to get mortgage insurance on my new loan if the loan-to-value is between 80% and 105%?

A: No. Mortgage insurance will not be required on your new loan. However, if you have mortgage insurance on your loan today, you will also have mortgage insurance on your new loan unless your new loan-to-value ratio is less than 80%.

Q. Can I get a cash-out refinance loan?

A: No, cash-out refinances are not allowed.

Q. Can I refinance my second home or investment property?

A. Yes. You can refinance your second home, investment property, or your primary residence, although Freddie Mac will not allow a change in occupancy status.

Q: What if I don't qualify for the Refinance program because I have been

payments?

A: You should call the SunTrust Mortgage Loss Mitigation Department a right away. You may qualify for the Making Home Affordable Modification or other loan modification programs that SunTrust Mortgage offers.

Q: I have just been laid off and know I can't make my mortgage payment.

A: If you are behind on your payments or are facing that prospect, please call the SunTrust Mortgage Loss Mitigation Department at 800.443.1032.

Q: How can I prepare to apply to refinance with the Fannie Mae DU Refi or Freddie Mac Relief Refinance program?

A: If you think you could be helped by the Refinance plan please begin to prepare the information that you will need to provide to SunTrust Mortgage when you apply to re-

- information about the monthly gross income of your household including Social Security, pension, or other income you receive them, or documentation of income you receive from other sources
- your most recent income tax return
- information about any second mortgage on the house
- payments on each of your credit cards if you are carrying balances and the minimum monthly payments on other loans such as student loans and car loans.

**To view a message from the Federal Trade Commission concerning mortgage servicers, [Click Here.](#)**

If your ability to care for your pet is being affected by financial hardship or other circumstances, visit [No Paws Left Behind, Inc.](#) Here you can find information that can help keep your pet and family together.

©2009 SunTrust Banks, Inc. All rights reserved.

 Equal Housing Lender | [Licensing](#) | [Privacy](#) | [Security](#)

srvc