



Chase's Homeownership Preservation Office

**A Division of Chase's
Community Development Group
and National Community
Relations**

Working with Non Profit Housing Partners

- Toll Free Help Line
- Foreclosure Prevention Training
- Locally Generated Foreclosure Prevention Initiatives
- National Foreclosure Prevention Initiative
- REO Gifting and Discounted Sale Program



Dedicated Communication

- **Toll Free Help Line** – central point of entry for all nonprofit partners/housing advocates.
 - Direct dial: **866.345.4676**
 - hpo.chase@chase.com
 - Fax: **614.961.3936**
 - Dedicated communication avenues for nonprofit/community partners only.

Winning Partnerships

- **Foreclosure Prevention Training** – provides nonprofits, government officials, legal aid attorneys, etc. the basics on the servicer/investor relationship, loss mitigation guidelines and qualification standards.
 - Training was introduced in March 2005
 - Through July 2007 we have trained over 1,800 community partners.
 - Facilitated over 50 session
 - Also available:
 - “Webinar” sessions for smaller and more remote groups.
 - An advanced session for more experienced counselors that includes more examples and case studies.

Local Market Support

- **Locally Generated Foreclosure Prevention Initiatives**
 - Task force made up of local non profit housing agencies, lender/servicers, local elected/public officials
 - Educational seminars for borrowers.
 - “Hotline” set up for at-risk borrowers.
 - Active initiatives include Chicago, Texas, Detroit, Atlanta, Ohio, Colorado, Indiana, and New York City.

National Approach

- **National Foreclosure Intervention Campaign**
 - **National Toll Free Number/Telephonic Counseling**
 - **1-888-995-HOPE**
 - **Servicers, Non-profits, investors partnering together**
 - **Education for Counselors**
 - **Public Awareness (Ad Council Campaign)**

Neighborhood Focused

- **REO Gifting and Discounted Sale Program**
 - Available to nonprofits whose mission is to provide affordable housing to LMI borrowers.
 - Work with non-profit organizations to identify Chase REO properties within their service areas that will assist in stabilizing neighborhoods with high foreclosure activity.
 - Properties have been gifted in Ohio, Michigan, Texas Indiana and Illinois.

Benefits of Partnerships

- Increased Contact with Consumer
- Leveraging Resources and Expertise
- Broader Outreach
- Informed Consumer
- Stabilizing Affect on Neighborhoods
- Improved Image of the Industry
- Enhanced Relationship with Non Profit Organizations and local/national officials