



COVID-19 and Credit Reporting Resources

COVID-19 has had a devastating human and economic toll on the World and the United States has suffered as much or more than many other countries. Thankfully the American governments (Federal, State and local) and Industries have made steps to soften the blow as much as possible. We hope the following resources help you in these very trouble times.

Webinars and Interviews with NCRA

June 3, 2020 - The CA Association of Mortgage Professionals

2020 President Audrey J. Boissonou & Vice President Kevin Casey Interview Terry Clemans and FICO Senior Director Can Arkali regarding the COVID-19 impact on credit and credit scores.

Watch Recording - [CAMP NCRA/FICO Covid-19 Slide Deck](#)

May 7th, 2020 – National Mortgage Professional & Mortgage News Network Interview

The Mortgage News Network's Andrew Berman interviews Terry Clemans regarding the credit reporting industries Natural or Declared Disaster reporting procedures.

[NCRA nmp Covid-19 Interview](#) - [NCRA COVID-19 Slide Deck](#)

CONSUMER WARNING –

Scammers and con artists who are scheming on ways to separate you from your CARES Act stimulus money or any other funds they can get from you. COVID-19 scams are so rampant right now the FTC has a full site dedicated to trying to protect people from further harm:

<https://www.consumer.ftc.gov/features/coronavirus-scams-what-ftc-doing>

Continued -

July 24, 2020

Nationwide Credit Bureaus offer consumers Free Weekly Credit Reports

Due to the COVID-19 pandemic, the three national credit reporting companies are offering [free weekly online credit reports](#) through April 2021. Use the [Requesting your free credit reports](#) tool from our [Your Money, Your Goals](#) financial empowerment toolkit to get a copy of your credit reports. Then use the [Reviewing your credit reports](#) tool to make sure your credit information is correct.

If you see incorrect information in your credit report, use our [Disputing errors](#) tool. Errors can appear due to a mistake in the information provided about you or as the result of fraud or identity theft.

[Read more about how to protect your credit from the impacts of the coronavirus pandemic.](#)

June 16, 2020 - CFPB Issues CARES Act FAQ for Consumer Reporting Industry

https://files.consumerfinance.gov/f/documents/cfpb_fcra_consumer-reporting-faqs-covid-19_2020-06.pdf

June 6, 2020 - CFPB and Conference of State Bank Supervisors Issues Forbearance Guidance

https://files.consumerfinance.gov/f/documents/cfpb_csbs_industry-forbearance-guide_2020-06.pdf

May 12, 2020

Consumer Financial Protection Bureau (CFPB), [Federal Housing Finance Agency \(FHFA\)](#), and [U.S. Department of Housing and Urban Development \(HUD\)](#) partnered to launch a new mortgage and housing assistance website to help homeowners and renters during the coronavirus pandemic. If the people you work with are concerned about how to pay their mortgage or rent because of the coronavirus national emergency, we have information on [what to do now, and options for mortgage and rent payment relief](#).

Learn about:

- [Mortgage relief options](#)
- [Protection for renters](#)
- [Avoiding scams and bad actors](#)
- [Mortgage basics](#)

Visit the new, unified [Mortgage and Housing Assistance site](#) for the latest information on how to get help with housing to share with those you serve during the coronavirus emergency.

March 27, 2020 – Congress passes and President Trump signs the CARES Act

<https://www.congress.gov/bill/116th-congress/senate-bill/3548/text?q=product+actualizaci%C3%B3n>

Section 4021 of the CARES Act amends the Federal Fair Credit Reporting Act (FCRA) so that furnishers of information to credit reporting agencies who agree to account forbearance, or agree to modified payments with respect to an obligation or account of a consumer that has been impacted by COVID-19, report such obligation or account as “current” or as the status reported prior to the accommodation during the period of accommodation unless the consumer becomes current. This applies only to accounts for which the consumer has fulfilled requirements pursuant to the forbearance or modified payment agreement. Such credit protection is available beginning January 31, 2020 and ends at the later of 120 days after enactment or 120 days after the date the national emergency declaration related to the coronavirus is terminated. When properly reported these accounts will be calculated in a “neutral” fashion by both FICO and VantageScore to have no adverse effect from COVID-19 on the credit score.

March 22, 2020 - Interagency statement on loan modifications and reporting for financial institutions from five key Federal agencies and state regulators

https://files.consumerfinance.gov/f/documents/cfpb_interagency-statement_payment-obligations-covid19.pdf

March 20, 2020 - The Department of Housing and Urban Development (HUD) issued guidance for mortgage servicers, landlords, and property managers creating a foreclosure and eviction moratorium. https://www.hud.gov/sites/dfiles/Main/documents/sec184_letter_032020.pdf many states and local municipalities have also issued similar ordinances providing consumers relief from being unable to pay your mortgage or rent during the pandemic.

The full HUD COVID-19 site is at: <https://www.hud.gov/coronavirus> and is complete with links to many other helpful

March 13, 2020 – President Declaration of Emergency

<https://www.whitehouse.gov/presidential-actions/proclamation-declaring-national-emergency-concerning-novel-coronavirus-disease-covid-19-outbreak/>

Additional COVID-19 Resources:

To help mortgage servicers explain the COVID-19 payment options, Fannie Mae and Freddie Mac published scripts that should guide how servicers of loans backed by those two Enterprises

in their communications with homeowners. Those scripts are at: [Fannie's script for servicers](#) and [Freddie's script for servicers](#).

The Federal Housing Authority's published flexible communication policies for forbearance and also making the FHA partial claims process the primary means of post-forbearance loss mitigation/loan modification for those who have recovered from COVID-19 hardships.

[FHA's Mortgagee letter 2020-06](#)

The Consumer Financial Protection Agency (CFPB) issued guidance on April 1, 2020 https://files.consumerfinance.gov/f/documents/cfpb_credit-reporting-policy-statement_cares-act_2020-04.pdf that provided CARES Act instructions.

The Senate Banking Committee also has great information about these issues at: <https://www.banking.senate.gov/imo/media/doc/CARES%20Act%20Housing%20Summary%20-%204%2013%202020.pdf>.

CFPB <https://www.consumerfinance.gov/coronavirus/>
<https://www.consumerfinance.gov/about-us/blog/protecting-your-credit-during-coronavirus-pandemic/>

FTC <https://www.ftc.gov/coronavirus>

TransUnion <https://www.transunion.com/blog/credit-advice/managing-credit-through-financial-hardship>

Equifax <https://www.equifax.com/about-equifax/covid-19-and-your-credit-score/>

Experian <https://www.experian.com/blogs/ask-experian/coronavirus-and-your-credit-report/>

CDIA Metro2 https://cdia-news.s3.amazonaws.com/CDIA+Disaster+Notice_3-9-2020.pdf

FICO <https://www.fico.com/en/covid-19>

VantageScore <https://www.vantagescore.com/news-story/339/vantagescore-statement-advising-scoring-options-those-impact>

To ensure proper credit reporting documentation with the CARES Act and specific guidance in the Metro 2® reporting please review your credit reporting policies with whichever credit bureaus you report to (see the above links) and your legal and/or compliance teams.

Please stay safe, protect yourself, your family, and co-workers from the impact of this world-wide health crisis!