



COVID-19 Hardship Forbearance Program Frequently Asked Questions (FAQs)

FAQ 1: What is a Hardship Forbearance?

A hardship forbearance is a temporary payment relief option to assist homeowners dealing with an unexpected drop in income or loss of employment. Under Sterling Bank and Trust, FSB's (Sterling) COVID-19 Hardship Forbearance Program (the "Program"), should you qualify, you and Sterling will agree to temporarily modify your monthly payment to defer the principal and interest portion of your monthly payment for 120 days.

FAQ 2: What are the benefits?

You will be able to reduce your monthly payment; giving you time to improve your financial situation and get back on your feet while the COVID-19/Coronavirus pandemic (the "Pandemic") is resolved. If you qualify for the Program, Sterling will not report delinquent payments to the Credit Bureaus or charge late fees and you get to stay in your home and avoid foreclosure.

FAQ 3: How does it work?

If you qualify for the Program, Sterling will send you a letter agreement, whereby you and Sterling agree to defer the principal and interest portion of your monthly payment for 120 days. This amount is not waived. **Your loan will continue to accrue interest at the rate stated in your Note. This means that your loan maturity date will be extended.** The extended maturity date will be stated in your letter agreement. As a result, the total finance charge, any credit insurance charges, total of payments, and amount of final payment may be greater than the amounts originally disclosed to you.

FAQ 4: Will I still have to pay my property taxes and insurance?

Yes. Some local governments may provide tax relief related to the pandemic. Additionally, some insurance companies may suspend premiums. However, it is your responsibility to be sure that both your property taxes and insurance remain current; regardless of whether you are making a monthly escrow/impound payment to Sterling or are maintaining those items on your own. If you have an escrow/impound account with Sterling, you will be provided an escrow analysis after expiration of the forbearance period.

FAQ 5: How do I request a forbearance under the Program?

Contact Sterling's Servicing Department at 1-800-372-7694 to discuss whether this Program could provide you the assistance you need. You will be directed to provide the following information to Sterling:

1. Written explanation of your current household situation. Please be thorough.
2. Copy of the last three paystubs in addition to proof of unemployment income, if applicable.
3. Copy of the last three months of checking and savings account statements.
4. Copy of the last three months statements for investment accounts, annuities, IRA etc.

FAQ 6: What if I don't have all the information that is requested to apply for relief under the program?

The more information you provide, the higher the likelihood you will be approved for a forbearance under the Program. Each request will be reviewed on a case by case basis as each individual's circumstances are unique. Sterling will consider all relevant information in reviewing an application for forbearance.

FAQ 7: How fast will I learn whether or not I qualify for the Program?

It is Sterling's goal to review each application for forbearance under the Program as quickly as possible. However, these are unique times and the volume of requests may be high. Additionally, Sterling is doing its best to keep its employees safe during the Pandemic. If your loan is owned by a different entity and Sterling is only the servicer of your loan, your review will be subject to the approval of the owner of your loan.

FAQ 8: What will happen to my payment after the end of the forbearance period?

Your payment will resume pursuant to the terms of your Note following the end of the forbearance agreement. Your payment is likely to remain the same as it was prior to the forbearance period, but may be higher if your rate was scheduled to adjust or if you missed any monthly escrow/impound payments during the forbearance period.

FAQ 9: What if the Pandemic or my hardship continues after the forbearance period?

Sterling is dedicated to assisting its customers and meeting their financial needs through these unprecedented times. Sterling will continue to monitor the progress of the resolution of the Pandemic and will evaluate its programs and each individual customer's circumstances on a case by case basis. Please refer to Sterling or SBT Advantage's website, call the Servicing Department (1-800-372-7694), or e-mail ForbearanceRequests@sterlingbank.com when you have any questions or to find more information in the future.