

**Understanding Loss Mitigation is critical for Credit Unions in this environment.  
CMG Mortgage Insurance Company (CMG MI) can coach you  
through all the stages of loss mitigation.**

## Loss Mitigation 101 — PREVENTION

### The CMG MI Guide to Preserving Homeownership and Protecting Your Credit Union



#### **CMG MI Resources**

Visit [www.cmgmi.com/lossmit&claims](http://www.cmgmi.com/lossmit&claims)

#### **Claims Information**

[www.cmgmi.com/claims](http://www.cmgmi.com/claims)

#### **Delinquency and Claims Reference Manual**

[www.cmgmi.com/claimsmanual](http://www.cmgmi.com/claimsmanual)

#### **Loss Mitigation Information**

[www.cmgmi.com/lossmitigation](http://www.cmgmi.com/lossmitigation)

#### **CU HomeKeepers — Supporting HARP and HAMP**

[www.cmgmi.com/cuhomekeepers](http://www.cmgmi.com/cuhomekeepers)

#### **Refinance (HARP) Request Form - Same Servicer**

[www.cmgmi.com/refiform-same](http://www.cmgmi.com/refiform-same)

#### **Refinance (HARP) Request Form - New Servicer**

[www.cmgmi.com/refiform-new](http://www.cmgmi.com/refiform-new)

#### **Modification Request Form**

[www.cmgmi.com/loanmodform](http://www.cmgmi.com/loanmodform)

#### **Register for CMG MI's Loss Mitigation Seminar**

[www.cmgmi.com/lossmitwebinar](http://www.cmgmi.com/lossmitwebinar)



CMG Mortgage Insurance Company  
A Joint Venture between PMI Mortgage Insurance Co. and  
CUNA Mutual Insurance Society

[www.cmgmi.com/lossmit&claims](http://www.cmgmi.com/lossmit&claims)

The first step is always to try and **prevent** the problem before it starts. Review your current mortgage portfolio — but also work with servicers to identify Member loans sold to them — in order to assess your Members and their circumstances. Remain engaged with your Members even when the loan has been sold.

#### **Identify the Problem**

Does Your Credit Union Have ...

- ✓ Members who might lose their jobs — or have already been laid off?
- ✓ Members facing a “life event” (major health issues, divorce, death)?
- ✓ Members burdened by credit-card debt?
- ✓ A special focus on high-risk loans?

These are Members who may be in danger of falling behind on their mortgage payments. How can you prevent them from becoming delinquent?

#### **Prepare Your Members ...**

- ✓ Check in with your Members who have mortgages
  - Learn more about their current circumstances and concerns
  - Offer to help them go over their finances or suggest a consumer credit counseling service approved by the Department of Housing and Urban Development at [www.hud.gov](http://www.hud.gov).

#### **... and Prepare Your Credit Union!**

- ✓ For CMG MI-insured loans, talk to your CMG MI Account Executive for training in the servicing features of e-cmgmi.  
[www.e-cmgmi.com](http://www.e-cmgmi.com)
  - Requires user ID and password — ask your CMG MI Account Executive for help
  - All delinquencies are managed through e-cmgmi
- ✓ Set up your Loss Mitigation department — dedicated only to mortgage delinquencies
  - Collecting on delinquent mortgages is different from collecting on delinquent auto loans
  - Call CMG MI's Loss Mitigation specialists for advice, coaching and best practices
- ✓ Sign up for our **complimentary** Loss Mitigation Webinar!
  - Learn more about best practices for delinquency and loss mitigation
  - Visit [www.cmgmi.com/lossmitwebinar](http://www.cmgmi.com/lossmitwebinar) to register for the most convenient session!

Questions? Ask your CMG MI Account Executive for assistance in working with our Loss Mitigation specialists.