

**QUESTIONS FOR CLIENTS HAVING DIFFICULTY PAYING A MORTGAGE
OR FACING POSSIBLE HOME FORECLOSURE**

Please ask each question without elaboration or suggesting an appropriate answer.

Name of original lender: _____ Location: _____

Name of broker: _____ Location: _____

Date of loan: _____

Type of loan (circle): Fixed Rate Adjusted Rate Balloon

Please check the appropriate box and feel free to add comments at the end of this form and to circle parts of questions that apply:

THE LOAN APPLICATION

	YES	NO	DON'T KNOW
1. Are you a minority, an immigrant/refugee, or over age 65, or do you have difficulty reading or understanding written materials?			
2. Did you hear about your lender or broker through an ad in a newspaper or magazine or in an ad that you received in the mail or by telephone?			
3. Were you given the loan without giving the lender or broker any documents showing your income and assets such as a W2 tax statement?			
4. Did you put other debts such as credit card debts or school loans into this mortgage loan?			
5. Were you offered only this loan with no alternatives?			
6. Did your lender or broker arrange the appraisal of the home?			
7. Do you think the appraisal showed a value that was much higher than what you expected or believed it should be?			
8. Before signing the loan, did you have equity in your home that was lowered as a result of this loan?			
9. If you worked with a broker, was the broker paid what seemed like a high fee?			
10. Were you told or encouraged to exaggerate or lie about your income or assets or other information on the loan documents?			
11. Did the loan documents state that your income or assets were more than they actually were?			
12. Did the lender or broker tell or promise you that the interest rate on the loan would not go up when, in fact, it has or will?			
13. Did the lender or broker make any promises or predictions about the future of the housing market or banking rate, saying, for example, "the fed will keep lowering interest rates, so your mortgage won't go up"?			
14. Have you refinanced the mortgage on this home more than once?			

FINALIZING OR CLOSING ON THE LOAN

	YES	NO	DON'T KNOW
15. Did the closing take place at your house, at a restaurant, or other non-bank, non-office setting?			
16. Did the lender or broker ask or encourage you to sign without reading all of the documents?			
17. Were there any spaces or boxes on the loan forms that were left incomplete or blank or that were filled in after you signed the documents?			
18. Did you finalize or close on the loan without understanding or being told what your total monthly mortgage payments would be?			
19. Were tax and insurance payments left out of your estimated monthly mortgage payment?			
20. Does the loan provide a prepayment penalty or a penalty or fine that must be paid if you refinance or pay off the loan before a certain date or before the interest rate on the mortgage increases?			
21. Did you accept an offer for "credit insurance" as part of your monthly mortgage payment? Credit insurance is insurance for payment of the mortgage in the event of death, disability, or unemployment.			
22. Were the terms of the loan at the closing different than the terms that you and your lender or broker discussed before the closing?			
23. At the closing, did the forms show that you were paying charges or fees that seemed unusually high or suspicious such as high appraisal fees, unexplained document preparation fees or fees that you did not understand or know about until at or after the closing?			
24. Were you promised a fixed-rate mortgage before the closing and then given an adjustable or variable rate mortgage to sign at the closing?			
25. At the closing, did your lender or broker fail or refuse to put any of the things he or she promised you in writing?			
26. Did your lender or broker fail or refuse to provide you with copies of documents after the closing?			
27. At the closing, were you given two pieces of paper advising you of your right to cancel the loan or mortgage within three (3) days of the closing?			

If you answered “yes” or “don’t know” to any of the foregoing questions and consent to sharing this information with the Vermont Attorney General’s Office for the purpose of determining whether your lender or broker violated the law, please sign below and provide the following information:

Signature: _____ Date: _____

Name: _____

Address: _____

Telephone number: _____

Persons who have complaints against their lenders or brokers may consider filing a complaint with the Vermont Attorney General’s Consumer Assistance Program (“CAP”). Note, however, that CAP does not provide individual legal representation to consumers, but merely assists consumers in resolving complaints against businesses through a letter mediation process. Neither CAP nor the Vermont Attorney General’s Office has legal authority to determine which side of a factual dispute is correct or to order a business to take a particular action.

Contact Information:

**Consumer Assistance Program
206 Morrill Hall-UVM
Burlington, VT 05405**

**Phone: (802) 656-3183
(800) 649-2424 (toll-free in Vermont only)
FAX: (802) 656-1423**

A complaint may be electronically filed online at
<http://www.dii.state.vt.us/ccf/index.php>.

Additional information regarding consumer protection laws may be obtained online at the Vermont Attorney General’s website, <http://www.atg.state.vt.us/>.