

Checklist

Completing the Hardship Assistance Application

Master Checklist

PNC Hardship Assistance Application

- To avoid delays, please make sure everything you send us is complete and accurate.
- Write your Loan Account Number on every page of documentation being sent to PNC.

When returning your application to PNC, ensure the following documents are faxed or mailed back to us:

- Form 1: Borrower Information**
- Form 2: Hardship Information**
- Form 3: Monthly Income**
- Form 4: Monthly Expenses**
- Form 5: Property Information**
- Form 6: Acknowledgment and Agreement**
- IRS Form: 4506-T**
- Federal Tax Returns:** A copy of your completed and signed federal tax returns (and all schedules) from the most recent two years
- Profit and Loss Statement Form**
- Rental Form**

PNC Borrower Assistance

 pnc.com/homehq/assistance

 **Mortgage T: 1-855-865-9119**
Home Equity T: 1-866-622-2657 ext. 44700
Fax: 1-855-288-3974

Hours of Operation

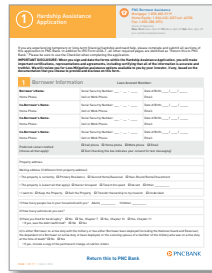
Mon–Thur: 8am–9pm ET

Fri: 8am–5pm ET, Sat: 8am–2pm ET

Itemized Checklist

NOTE: When reviewing this Checklist, have the Hardship Assistance Application in front of you for reference. This will help you complete the forms and account for the additional documentation to include with each section when you return your application to PNC. For more information on how to use the enclosed checklist, please go to pnc.com/homehq/assistance.

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Borrower Information

Please follow the directions carefully.

- Write your Loan Account Number on every page of documentation being sent to PNC
- If active duty send permanent change of station orders

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Hardship Information

Return the following documents with your application:

- If your intent is to liquidate:**
 - Provide verification of hardship and written explanation letter signed and dated.
- If you are unemployed:**
 - Include proof of unemployment/verification of unemployment benefits/employer termination letter/other documentation demonstrating loss of employment
 - OR** A signed and dated written statement indicating that no unemployment benefits have been received
- If your income has been reduced:**
 - Include proof of Income Reduction, such as pay stubs showing loss of hours or other documentation demonstrating loss of income

If the Borrower's/Co-Borrower(s) housing expenses have increased:

- Include proof of housing expenses

If divorced or legally documented Separation of Borrower/Co-Borrower(s):

- Include Divorce decree/property distribution order recorded and signed by the court
- OR** Separation agreement recorded and signed by the court if separation is legally documented by the court
- AND** Recorded quit claim deed evidencing that the non-occupying Borrower or Co-Borrower(s) has relinquished all rights to the property. The quit claim deed does not release the transferring Borrower from financial obligation

If the Borrower/Co-Borrower(s) is/are deceased:

- Include death certificate. If a death certificate is not available, we may be able to use the following:
- Include obituary or newspaper article reporting the death
- AND** Income documentation prior to the death compared to income documentation of the surviving Borrower(s) afterward

If there is a long-term or permanent disability or serious illness of Borrower/Co-Borrower(s) or dependent family member:

- Include doctor's certificate of illness or disability
- OR** Medical bills
- OR** Proof of monthly insurance benefits or government assistance (if applicable)

If there was a disaster (natural or man-made) adversely impacting the property or Borrower's/Co-Borrower(s) place of employment:

- Include insurance claim
- OR** Federal Emergency Management Agency grant or Small Business Administration loan
- OR** Proof of property or place of employment located in a federally declared disaster area (e.g., provide the property ZIP code or an official document of the business, such as letterhead or a paystub, showing the ZIP code of the affected location)

If you have a distant employment transfer:

- Include most recent paystub showing new location

If you had a business failure:

- Include business federal tax return from the previous year, including all schedules

- OR** Personal federal tax return from the previous year, including all schedules

OR Proof of business failure supported by one of the following:

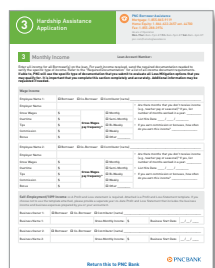
- Bankruptcy filing for the business
- **OR** Two most recent bank statements for the business account evidencing cessation of business activity — include all pages (front and back), even blank pages
- **OR** Most recent signed and dated quarterly or year-to-date profit and loss statement

If the Borrower/Co-Borrower(s) has/have a hardship that is not covered:

- Include written explanation describing the details of the hardship and relevant documentation

Explanation of your hardship:

- Include additional sheets as necessary



Monthly Income

List all monthly income for all Borrowers and Co-Borrower(s) on the loan and return the following documents with your application:

Wage Earner:

- Provide at least one full month's pay stub(s) showing year-to-date income
- AND** Three most recent bank statements (checking and savings) — include all pages (front and back), even blank pages
- AND** Two most recent W2s

If you receive self-employment or 1099 income:

- Personal federal tax returns completed and signed by each Borrower/ Co-Borrower. Include all pages and all schedules

- AND** Two most recent years of your Business federal tax return, including K1, if applicable, completed and signed by Borrower or Co-Borrower. Include all schedules

- AND** Either the most recent signed and dated quarterly or year-to-date Profit and Loss statement that reflects activity for the most recent 12 months

- AND** Three most recent bank statements for the business account — include all pages (front and back), even blank pages

Source of Additional Household Income

Tips, commission, bonus, housing allowance, overtime:

- Include written description of the type of income and frequency of receipt of income, signed and dated

- AND** Third-party documentation describing income (e.g., employment contracts, tip income documents)

- AND** Three most recent bank statements — include all pages (front and back), even blank pages

Social Security, disability, death benefits, pension, public assistance or adoption assistance:

- Include most current benefit statement or award letter from provider showing amount and frequency of benefits (e.g., exhibits, disability policy)

- AND** Receipt of payment (e.g., three most recent bank statements — include all pages [front and back], even blank pages or direct deposit advices)

Alimony, child support or separation maintenance payments:

Notice: Alimony, child support or separation maintenance income need not be disclosed if you do not choose to have it considered for repaying your mortgage debt.

- Provide divorce decree, separation agreement or other written legal agreement filed with the court that states the amount of the payments and the period of time that you are entitled to receive them

- AND** Copies of three most recent bank statements showing you received payment — include all pages (front and back), even blank pages or direct deposit advices

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If you have rental property income that is not your primary residence:

- Include most recent federal tax return with all schedules, including Schedule E
AND If the rental income is not reported on Schedule E, current lease agreement with at least three months' bank statements showing deposits of rent checks

If you have Investment Income:

- Provide two most recent monthly or quarterly investment statements for any 401(k)s, mutual funds, stocks, bonds, CDs, IRAs, etc. If any of this income is being used as household income, please provide two most recent bank statements showing deposit amounts

Information for Non-Borrower Contributing to Household Income:

Information below is only applicable to Non-Borrowers who are employed

- Provide three most recent months of the Borrower's bank statements showing the Non-Borrower's contribution being deposited regularly
AND Signed and dated contribution letter from the Non-Borrower indicating amount and frequency contributed to the household
AND Pay stubs from Non-Borrower showing at least 30 days of year-to-date earnings
AND Proof that the Non-Borrower lives in the subject property, such as driver's license or utility bill

If you have any additional income you would like us to consider:

- Provide documents showing additional income you would like us to consider

If you have Power of Attorney:

- Include a copy of the Power of Attorney documentation



Monthly Expenses

Return the following documents with your application:

Enter all monthly expenses for all Borrower(s) on the loan.

- Monthly Household Expenses/Debt
Household Assets
Provide supporting documentation for all expenses marked with an (*)

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Property Information

Return the following documents with your application:

If the property is listed for sale:

- Include a copy of the Listing Agreement
If you have additional properties for sale, please list these properties and the requested information on a separate sheet of paper
If you wish to authorize your real estate agent on the account, be sure to sign and date the Authorization to Release Information form

If you have received an offer on the property:

- Include a copy of the Sales Contract
Include a copy of the Estimated HUD-1 (Settlement Statement)

If you have condominium or homeowner association (HOA) fees:

- Include a copy of the most recent HOA billing statements

Does your mortgage payment include taxes and insurance?

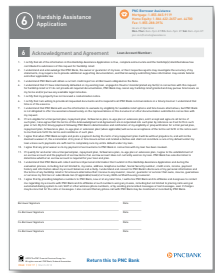
- If NO, please include a copy of the most recent Declarations Page from your insurance policy and your property tax bill

If you have any additional home loans on this property:

- Include a copy of your home loan statement on the 2nd Home Loan
- Include a copy of your home loan statement on the 3rd Home Loan

If you are currently renting the property to a tenant:

- Include a copy of the signed lease agreement with the tenant



Acknowledgment and Other Information

Return the following documents with your application:

- Please include Loan Number at the top of the form
- AND Have each Borrower and Co-Borrower sign and date

IRS Form 4506-T

Follow the instructions provided in the Hardship Assistance Application

- Return the completed, signed and dated IRS Form 4506-T for each Borrower and Co-Borrower

Federal Tax Returns

- Include a copy of your completed and signed federal tax returns (and all schedules) from the most recent two years

Profit and Loss Statement Form

- Include a copy of the profit and loss statement form

Rental Form

- Include a copy of the rental form

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