

HOPE LoanPort Training: An Effective Web Portal Tool for Housing Counselors

Last year, HOPE NOW announced the launch of a new web portal that allows HUD-approved housing counseling agencies the ability to submit completed Home Affordable Modification (HAMP) applications for borrowers at-risk of foreclosure. Housing counselors assisting troubled homeowners in collecting all the required documents for a loan modification under the Making Home Affordable program now have an effective tool to assist in submitting all the required documentation and data elements needed to consider a borrower for HAMP to their mortgage servicer. This tool is useful in helping to address some of the hurdles borrowers face when seeking a HAMP modification.

HOPE LoanPort™ is a neutral and accessible site that can provide real-time aggregate reporting and status updates for both counselors and servicers regarding HAMP submissions. HUD encourages all HUD-approved housing counseling agencies providing foreclosure prevention services to participate in the HOPE LoanPort™ and utilize this new resource as a means of follow-through within the MHA program, and to ensure that timely and quality efforts are being made to serve at-risk homeowners.

As such, you are invited to attend a **Live Meeting webinar** demonstration of the HOPE LoanPort being presented on **Tuesday, February 8, 2011 from 2:00 to 4:00 p.m. EST**, which will be followed by an interactive question and answer session for all participants. These trainings will be routinely available on the **2nd Tuesday** of each month. The next scheduled Live Meeting webinar demonstration will be held on **March 8, 2011**.

This new web portal allows counselors to help with the collection of necessary HAMP documents from homeowners, upload the completed package directly to servicers and **track the status** of a borrower's application, offering a new level of accountability and customer service for at-risk homeowners served by HUD-approved housing counselors. We look forward to having you attend.

Directions to Join the Meeting:

Click here to register:

<https://www3.gotomeeting.com/register/639956822>

To join the meeting directly, click the link below:

<https://www3.gotomeeting.com/join/639956822/106047101>

You will be connected to audio using your computer's microphone and speakers (VoIP). A headset is recommended.

Audio PIN: Shown after joining the Webinar

OR, you may select Use Telephone after joining the Webinar.

Dial: +1 (805) 309-0021

Webinar ID: 639-956-822

System Requirements

PC-based attendees.....Required: Windows(R) 7, Vista, XP or 2003 Server

Macintosh(R)-based attendees.....Required: Mac OS(R) X 10.4.11 (Tiger(R)) or newer

Read the Audio Checklist for tips on using your computer's microphone and speakers with GoToWebinar.

<https://www2.gotomeeting.com/default/help/g2w/g2w%5fuser%5fhelp.htm#Webinar%5fPresentation/Audio%5fBest%5fPractices.htm>

Add this to your Outlook calendar by clicking the link below:

<https://www2.gotomeeting.com/synchOutlook?wid=639956822&uid=106047101>

For any questions about HOPE LoanPort, please send e-mail to information@hopeloanportal.org

This message has gone out to the email addresses provided by all active Counseling agencies in HUD's Housing Counseling Program. Nevertheless, all Parent Agencies should make sure their sub-agencies have received this information. Please direct questions or comments to your respective HUD point of contact or email Housing.Counseling@hud.gov by directly responding to this email addressee.

Sincerely,

Ruth Román
Director, Program Support Division
Office of Single Family Housing
Department of Housing and Urban Development