

**Home Equity Conversion  
Mortgage Counseling  
Session Evaluation**

U.S. Department of Housing  
and Urban Development  
Office of Housing  
Federal Housing Commissioner

OMB Approval No. 2502-0585  
(Exp.8/31/2019)

Counseling Agency Name and Address (completed by HUD office)

**A "Reverse Mortgage" pays a homeowner loan proceeds drawn from accumulated home equity and that requires no repayment until a future time. A HUD approved reverse mortgage is called a Home Equity Conversion Mortgage (HECM). The following questions below relate to your HECM counseling experience.**

1. How did you hear about the HECM program?
- AARP website, handout or referral       Lender
- HUD Staff or HUD website       Television/radio ad
- Newspaper or other publication       Family member
- Senior fair or local program       Estate planning firm
- Other: \_\_\_\_\_
2. How did you hear about the counseling agency you utilized?
- HUD Staff or HUD website       Lender referral
- Local community action program       AARP
- State and/or local office on aging       Estate planning firm
- Random selection provided by Lender       Automated online referral system
- Other: \_\_\_\_\_
3. Who interviewed you when you first contacted the counseling agency?
- A receptionist       A counselor
4. Were you provided with a basic information package directly related to your specific situation in advance of your counseling session?
- Yes       No
5. If you answered "Yes" to question 4, did the information package contain information on the various HECM options available, the payment options and the amortization sheets?
- Yes       No
6. Was the counselor knowledgeable of the HECM program?
- Yes       No
7. Where did the counseling take place?
- In your home       Counselor's office
- In private setting       On the telephone
- Other: \_\_\_\_\_
8. Was the setting in which the counseling was conducted private so that no one could hear your conversation to insure confidentiality?
- Yes       No
9. How many times did you meet with your counselor? \_\_\_\_ (number of meetings, not counting initial intake call) and for how long?
- 15 to 30 minutes       30 minutes to 1 hour
- 1 hour or more       Other: \_\_\_\_\_
10. a. Did the agency charge you a fee for the counseling?
- Yes       No
- b. If "Yes," how much was the charge for the counseling service?  
\$ \_\_\_\_\_
- c. Did the counselor explain the basis for the charges?
- Yes       No
- d. If "Yes," did you find the fees reasonable?
- Yes       No
11. Did the counselor disclose to you, at any time, any relationship it may have with a specific lender or bank?
- Yes       No
12. Did the counselor provide you with information about other reverse mortgage programs or alternatives to reverse mortgages?
- Yes       No

13. Which alternatives to a HECM were discussed? (check all that apply)
- Credit counseling       Medicaid
- Home equity/refinance       Prescription drug program
- Selling/moving       Property tax/deferral
- Home repair loan/grant       Family support
- Health/Social Services       Reverse mortgage program
- Other: \_\_\_\_\_
14. Did the counselor make any specific recommendations regarding which lender to utilize?
- Yes       No
15. Did the counselor make any specific recommendations about what mortgage product you should obtain?
- Yes       No
16. Did the counselor advise you of the potential impact a HECM loan may have on the following?
- Inheritance of property       Medicare
- Property tax and insurance       Medicaid
- Other retirement programs       Social security
17. Did the counselor discuss the pros and cons and potential pitfalls of purchasing an annuity with your HECM proceeds?
- Yes       No
18. Did the counselor make a specific recommendation as to whether you should or should not obtain a HECM?
- Yes       No
19. If further counseling were necessary, would you:
- Go to the same counselor/counseling agency
- Go to another agency (briefly describe why)
- \_\_\_\_\_
20. Did the counselor discuss your current financial situation and complete a budget or financial analysis with you?
- Yes       No
21. As of today, have you:
- Applied for a HECM/reverse mortgage
- Decided not to apply
- Undecided
- Applied for an alternative program (specify which)
- \_\_\_\_\_

**Please use the remaining space to provide any other comments you may have regarding your counseling experience.**

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