



## Member Workout Request Checklist

Consumer Loans: Autos, Unsecured or Credit Cards

Thank you for contacting CFE Federal Credit Union to request a modification to your loan obligation. Although we cannot promise that we will agree to modify your loan(s), we do hope to find a solution that is acceptable to you and to us. The following process is necessary in order for us to consider your request. Once you have obtained the application, it is important that we receive it within 14 days. Failure to do so will result in closing your request. Please send us all the documents at one time, you can either bring documentation to any branch or fax them to the Loan Servicing department at 407-893-5725.

**Hardship Letter** - Must include the following information:

- Name of borrower and co-borrower
- Account number that you are referring to
- Date of the request
- Current address; please write additional address if living in separate households
- Please describe your hardship; this must include specific changes leading to your request
- Write your desired payment amount for each loan, please keep in mind this must be reasonable
- Must be signed at the bottom by all borrowers and/or guarantors on the loan

**Proof of Income** - Valid proof may include:

- Copy of paystub dated within the last 30 days
- Child support documentation
- Alimony
- Pension
- Social security proof of Award Letter or Benefits Letter
- 2 Most recent months Bank statements: (all pages)
- Unemployment benefits
- Self employed: 2 years and year-to-date (personal & business)

**Proof of Insurance** - This will be required on a case-by-case basis:

- Current insurance declaration page

**Modification Application**

- Please complete all pages of [Modification Application](#). Each page needs to be individually initialed and page 3 requires signatures by all parties.
- If borrowers live in separate households, separate financials must be completed.
- If something does not apply to you please put N/A. This worksheet is important in determining what you can afford to pay.

Once the information is received, someone from the Loan Servicing department will contact you. Please remember to continue making your payments during this time, or you may receive an automated collection letter. We hope to have a decision within 30 days of receiving your information and contacting you. If your request is approved, you will be contacted again to make arrangements to sign new documents. If these documents are not signed within a specified number of days our proposal will be void and you will have to start the entire process again. Thank you for your attention to this matter.

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Web Site [www.mycfe.com](http://www.mycfe.com)