



AROUND *the* HOUSE A NEWSLETTER FOR OUR CUSTOMERS

Fall 2015

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Welcome to PHFA's "Around the House" newsletter. In this edition, view a video message from PHFA's Executive Director and CEO Brian Hudson and get answers to frequently asked questions regarding your PHFA loan.

Think of PHFA when you have housing questions. We're your go-to resource for **help with housing**.



[Click to view video message from Brian Hudson.](#)



Frequently asked questions and answers about your PHFA loan

PAYMENTS

How can I make a payment?

Mortgage payments can be made by setting up a PHFA online account at www.PHFA.org. You may also have automatic withdrawals (ACH) set up through your bank or credit union. ACH forms can be obtained by calling 1-855-827-3466. You may also mail your regular payment in the form of check, money order or through Western Union to: PHFA, P.O. Box 13280, Philadelphia, PA 19101. Please leave adequate time for your payment to arrive at PHFA before the due date.

What is the due date for my mortgage payment?

Payments are due on the first of every month.

May I make a payment over the phone?

No, PHFA does not take payments over the telephone at this time.

Did you receive my payment?

You can go to www.PHFA.org to view your account and see when the last payment was received. You may also call 1-855-827-3466 to verify if a payment was received.

If I pay extra on my mortgage, will it cut down on the years I have left to pay?

Yes, paying extra to the principle can reduce the term length of the loan. To make extra payments toward the principle, please notate your request on the payment stub. PHFA does not have a pre-payment penalty if you pay your mortgage off early.

I'm having problems logging into my PHFA online account or have been locked out. What should I do?

Please call the Customer Solutions Center at 1-855-827-3466 for assistance.

Important numbers to remember

Customer Solutions Center	1-855-U-Are-Home (827-3466)
Loan Servicing	1-800-346-3597
Collections/Past Due Accounts	1-800-822-7375
Housing Counseling	1-800-635-4747
Foreclosure Prevention	1-800-342-2397

TAXES & INSURANCE

I did not receive my 1098. May I receive a copy?

1098's are sent out every year with a breakdown of interest that was paid for the year. Contact PHFA if you did not receive your 1098. During tax season you may access your 1098 through your PHFA online account at www.PHFA.org.

How can I get a copy of my Mortgage Credit Certificate (MCC)?

A copy of your MCC can be obtained by logging in to your PHFA online account and clicking on the MCC link, which is located at the bottom of the screen.

We want your feedback.

In an effort to provide you with the best, most relevant information possible, please send us your newsletter feedback and ideas. Did you enjoy the video in this issue? Let us know by emailing Renae at rhodges@phfa.org

How do I file the MCC on my taxes?

At the beginning of each year, PHFA will send your MCC tax form. Complete the form along with your IRS 8396 tax form and submit to the IRS.

Where can I send my tax bill and how are my taxes paid?

Your tax bill should be mailed to: PHFA, Attn: Escrow Department, P.O. Box 15057, Harrisburg, PA 17105-5057. Your taxes are paid through your escrow account. You may verify deposits to and payouts from your account by calling 1-855-827-3466 or by logging in to your PHFA online account at www.PHFA.org.

I changed insurance companies. What do I need to do?

If you change insurance companies, you must first contact PHFA at 1-800-346-3597 to inform them of the change and then have the new company send PHFA a copy of the declaration page with PHFA listed as the mortgagee. You must also contact the old insurance company to cancel your policy. If you receive an insurance declaration page or a request for payment, fax it to 717-780-3853 or mail it to: PHFA, Attn: Escrow Department, P.O. Box 15057, Harrisburg, PA 17105-5057.

I received a check from my insurance company. What should I do with it?

Homeowner insurance checks are often sent payable to PHFA and the homeowner. When you receive a hazard loss claim check that is payable to you and PHFA, endorse the check and mail it to: PHFA, Attn: Shana Erdley, 211 North Front Street, Harrisburg, PA 17101. If the check is an insurance refund for canceling a policy, endorse the check and mail it to PHFA, Attn: Escrow Department, P.O. Box 15057, Harrisburg, PA 17105-5057.

REFINANCE

Is there a way to refinance my PHFA mortgage?

Yes, you can find information about refinancing options at www.PHFA.org under the "Homeownership" link in the blue bar, or call 1-855-827-3466 to speak with a customer solutions representative.

Is a 30-year refinancing term my only option?

Yes, PHFA offers only 30-year, fixed-rate refinance options for the loan's unpaid balance. The 30-year term helps keep payments low. PHFA does not have a pre-payment penalty if you pay your mortgage off early.

I would like to refinance and get extra money for debt consolidation or remodeling. May I refinance with PHFA?

No, PHFA refinance options do not allow extra funds for debt consolidation or remodeling. PHFA can only refinance the unpaid balance of your loan. PHFA does offer a [Renovate & Repair loan](#) or [Homeowners' Energy Efficiency loan](#) for repairs or renovations to your home. Visit PHFA's website for more information or call PHFA at 1-855-827-3466.

Need repairs done on your home to get ready for the upcoming cold weather? PHFA offers a Home Energy Efficiency Loan Program that covers roofs, windows, doors, insulation and heating systems. Contact us to see if you qualify, and get your home ready for the winter *chill*.



Help is a call or a click away!

Customer Solutions Center • 1-855-U-Are-Home (827-3466)

Extended hours: Mon – Fri 8 a.m. – 9 p.m., Sat 9 a.m. – 5 p.m.

AskPHFA@PHFA.org

