

Select One

Outreach, Transition and Economic Development

Compensation

Education & Training

Veteran Readiness & Employment

Home Loans

VA Home Loans

Mortgage Assistance

Foreclosure Avoidance

▶ Purchase & Cash-Out Refinance Loan

Interest Rate Reduction Refinance Loan

Native American Direct Loan

Environmental Impact Statement Process

Specially Adapted Housing (SAH)

SAH Assistive Technology Grant

▶ Appraisers/SARs

▶ Lenders

▶ Real Estate Professionals

▶ Servicers

Technology Knowledge Center

Life Insurance

Pension

Appeals Modernization

Special Groups

Services

Applying for Benefits

Locations

VBA Performance

Media and Publications

About VBA

VA Home Loans

Homeowner Assistance Fund - FAQs

1. What is the Homeowners Assistance Fund (HAF) and how can I locate information about the program?

The American Rescue Plan Act of 2021 established the Homeowner Assistance Fund (HAF) in the U.S. Department of the Treasury in order to provide financial assistance to eligible homeowners who have suffered financial hardships during the COVID-19 National Emergency. Qualified expenses may include loan payment assistance, loan reinstatement, utilities, insurance, and other housing-related costs. Servicers are to inform Veteran-borrowers suffering financial distress that these additional resources may be available through their state.

More information on HAF is available at: <https://www.ncsha.org/homeowner-assistance-fund/>

2. Where can I find more information about the U.S. Department of Treasury's HAF program?

More information about HAF can be found on Treasury's website at: <https://home.treasury.gov/policy-issues/coronavirus/assistance-for-state-local-and-tribal-governments/homeowner-assistance-fund.>

3. Where can I find more information about my State's HAF program requirements?

More information about HAF by state can be found at: <https://www.ncsha.org/homeowner-assistance-fund/>.

4. Where can I find out if I am eligible for the HAF program?

Information is available at: <https://www.consumerfinance.gov/coronavirus/mortgage-and-housing-assistance/help-for-homeowners/get-homeowner-assistance-funds/>.

5. Should a mortgage servicer place VA-guaranteed loans in a 60-day forbearance status when a Veteran borrower applies for HAF?

If a mortgage servicer receives information (for example, from the state or through the state's online HAF notification) confirming that the Veteran-borrower has applied for HAF funds, loan servicers can place the loan in a 60-day forbearance status and suspend foreclosure actions.

In such cases, loan servicers are to submit a *Special Forbearance Event* via the VA Loan Electronic Reporting Interface (VALERI) to notify VA the loan is in forbearance.

6. If a loan servicer receives notification that a Veteran-borrower has applied for HAF assistance, can the loan servicer place the loan in forbearance and suspend foreclosure actions?

Yes. Loan servicers are strongly encouraged to place the loan in forbearance and suspend foreclosure actions whenever the servicer receives notice that a borrower has applied for HAF assistance.

In such cases, loan servicers are to submit a *Special Forbearance Event* in VALERI to notify VA the loan is in forbearance.

7. If a Veteran-borrower is facing foreclosure and the loan servicer receives notification that the Veteran-borrower has received final approval for HAF assistance, does the loan servicer need to place the loan in forbearance and suspend foreclosure actions?

RESOURCES

[Find how to get a COVID-19 vaccine at VA](#)

[Download the VA Buyer's Guide](#)

[The Home Buying Process for Veterans](#)

[Native American Direct Loan - Tribal MOU's](#)

[Home Loans Facts and Information](#)

[VA Policy on Natural Disasters](#)

[Servicemembers Civil Relief Act \(SCRA\) for borrowers called to active duty](#)

[Trouble Making Payments](#)

[VA Partial Claim program \(VAPCP\)](#)

[Contact a Housing Counselor](#)

[Blue Water Navy Act Information](#)

[Circulars](#)

[Technology Knowledge Center](#)

[Lenders Conference Information](#)

[Benefits A-Z](#)

[Federal Benefits for Veterans, Dependents, and Survivors](#)

[VA podcast about buying a home with the VA Home Loan Program](#)

[Joint Blog Article on Refinancing](#)

[New/Update Military ID Card](#)

CONTACT US

[Contact VA Home Loans](#)

[Construction & Valuation](#)

[Regional Loan Centers](#)

SUBSCRIBE TO VA'S MONTHLY BENEFITS NEWSLETTER

Subscription type

Email

*Email Address

Submit



Yes. Loan servicers are to place the loan in forbearance (as necessary to implement the HAF assistance) and suspend foreclosure actions.

In such cases, servicers are to submit a *Special Forbearance Event* in VALERI to notify VA the loan is in forbearance.

8. Can Veteran-borrowers use HAF in conjunction with VA's home retention options?

Yes, Veteran-borrowers can use HAF in conjunction with VA's home retention options. VA permits HAF funds to be used, for example, as part of a Veteran-borrower's *COVID-19 Refund Modification*, *COVID-19 Veterans Assistance Partial Claim Payment* option, and other home retention options. However, state programs have different allowable uses for HAF funds.

Because VA does **not administer HAF funds, Veteran-borrowers and their loan servicers should also check the requirements specific to their area to be sure there are not local, non-VA restrictions that apply.*

9. Are loan servicers required to accept HAF assistance for Veteran-borrowers being evaluated for VA home retention options?

Yes. Where HAF funds are available to a Veteran-borrower, VA would expect the servicer to accept HAF funds. The servicer must apply the HAF funds as permitted by the State's HAF requirements. This may require the servicer to use the HAF funds in conjunction with VA's home retention options. State programs have different allowable uses for HAF funds.

Because VA does **not administer HAF funds, Veteran-borrowers and their loan servicers should also check the requirements specific to their area to be sure there are not local, non-VA restrictions that apply.*

10. How should loan servicers apply HAF funds in cases where the Veteran-borrower will receive assistance under the COVID-19 Veterans Assistance Partial Claim Payment Program option or the COVID-19 Refund Modification option?

Servicers should apply HAF funds to offset the amount necessary to bring the loan current. This means HAF funds should be used first to reduce the amount the Veteran-borrower would owe VA for the partial claim or refund modification. The servicer should then work with the Veteran-borrower to implement the option.

11. Can HAF be used to help pay off an existing partial claim or refund modification lien if the Veteran-borrower's VA-guaranteed loan has been brought current? And how should the loan servicer process these funds?

Yes, if allowable under the HAF program, Veteran-borrowers who already received assistance under such an option may use HAF funds to help pay off the partial claim or refund modification subordinate lien. The funds to help pay off such liens should be sent directly to VA, in care of **BSI Financial Services**, at:

Partial Claim payments:
BSI Financial Services
P.O. Box 679002
Dallas, TX 75267

12. Can Veteran-borrowers who are delinquent use HAF to bring the loan current without completing a home retention option?

Yes, the servicer may use HAF to bring the loan current. However, if the Veteran-borrower cannot resume their current monthly loan payment, servicers are to evaluate the Veteran-borrower for home retention options in conjunction with the use of HAF funds. **State programs have different allowable uses for their state HAF funds.**

Because VA does **not administer HAF funds, Veteran-borrowers and their loan servicers should also check the requirements specific to their area to be sure there are not local, non-VA restrictions that apply.*

13. How can HAF be applied for Veteran-borrowers who have already completed a home retention option?

As allowable by the state, HAF funds can be applied for assistance with loan payments, as a lump sum to reduce the principal balance of the loan, to help pay off a partial claim or refund modification subordinate lien, and for other specified purposes.

Servicers should refer to a State's HAF program guidelines to determine how HAF funds may be applied.

Servicers should also refer to any investor requirements, if applicable, to determine whether there may be restrictions on modifying the loan.

14. How do I submit a request for a payoff statement for Partial Claims being paid off with Federal HAF?

BSI Financial Services
P.O. Box 679002
Dallas, TX 75267

Payoff request email: payoffrequest@bsifinancial.com
Payoff request phone: 877-804-4832
Customer Care: 800-327-7861

[Additional helpful links](#)

- **HAF:** <https://www.consumerfinance.gov/coronavirus/mortgage-and-housing-assistance/help-for-homeowners/get-homeowner-assistance-funds/>
- **Avoid Foreclosure:** <https://www.consumerfinance.gov/coronavirus/mortgage-and-housing-assistance/help-for-homeowners/avoid-foreclosure/>
- **Exit Forbearance:** <https://www.consumerfinance.gov/coronavirus/mortgage-and-housing-assistance/help-for-homeowners/repay-forbearance/>
- **Help for homeowners:** <https://www.consumerfinance.gov/coronavirus/mortgage-and-housing-assistance/help-for-homeowners/>
- **Blog:** <https://www.consumerfinance.gov/about-us/blog/homeowner-struggling-to-make-payments-due-to-pandemic-help-available-or-coming-soon/>

[return to top](#) ▲