Foreclosure Fairness Program

How to the use the "Foreclosure Mediation Report/Certification" form

Published April 17, 2015



Sessions & Mediator Information



Use these buttons to <u>switch</u> between Print and Edit modes. Type only in Edit mode. Print and/or distribute the report ONLY from the Print mode.



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Foreclosure Mediation Report/Certification

This form must be completed and signed by the mediator and sent to Department of Commerce, the borrower(s), beneficiary, and trustee within 7 business days after the conclusion of the mediation (RCW 61.24.163 (12)).

MEDIATORS: Please fill out this form entirely. You must list ALL persons who attended the session(s) (in person, by phone, or by video-conference) and make a selection in their "Participation" and "Authority" boxes, as applicable. If you need more space to report additional persons (attending the first mediation session or any continuances), please attach a separate sheet and include all of their information as presented on this form. On the second page, select only ONE of the

three outcomes, then check the applicable box(es) listereason" are indicated or when selecting an "Other" box box for any necessary clarifications or relevant commen

SUBMITTING THIS FORM: Do NOT submit this form You MUST use the yellow "Click to Print Report" button Edit Report" buttons to switch between **edit** and **print**

Option 1: Print (yellow "Click to Print Report" button), s

Option 2: Click on the "Signature" line (page 2), insert of your computer, and then email it to ForeclosureMediation

2nd Session

1st Session

Please don't leave these blank!

Session(s) Occurred

No. of Sessions Convened

Is this an amended certification?

- Ensure the info entered here is <u>not in conflict</u> with the rest of the certification. For example, select No in the first box if the Outcome on pg. 2 is No Session Occurred.
- Enter the number of sessions <u>held</u> in "No. of Sessions Convened." This information is particularly helpful when you held more than 3 sessions, or no session at all.

Option 3: If you do not have scanning capabilities for the certification or your signature, print (certification to Department of Commerce, ATTN: Foreclosure Fairness Program, PO Box 425

3rd Session

w "Click to Print Report" button), sign, and mail to last was 98504-2525.

Mediator's Name
Mediator's Phone
Mediator's Email
Co-Mediator's Name

Only the mediator assigned by Commerce should appear here, except in cases of emergency substitutions (see Program Guidelines).

Date, time, and location (city) are required by RCW (statute), unless no

Date

Time

Location

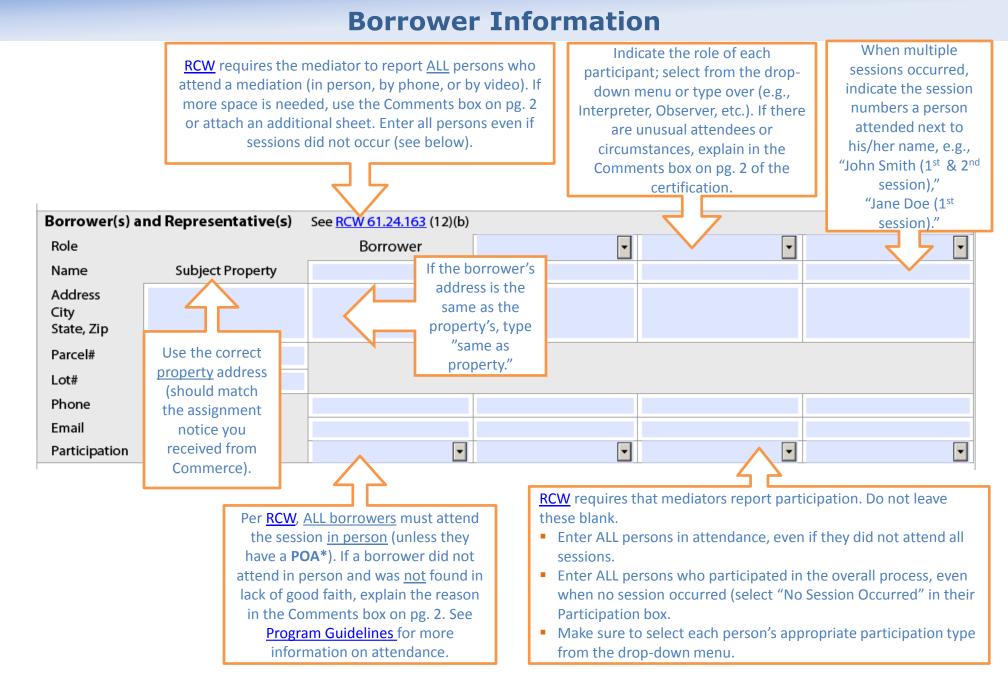
Enter only sessions that occurred. If no sessions occurred, leave these blank. If more than 3 sessions occurred, select the number of sessions to the right, and use the Comments box on pg. 2 or attach an additional sheet and include the same info as in these cells.

Select Yes if this is an amended certification, and No if this is the first issuance.

Department of Commerce

session occurred.

Enter N/A if no co-mediator participated.





*POA – a borrower can give Power of Attorney to another person who can attend the session in person on the borrower's behalf. If a POA person attends the session, make a note next to his/her name, e.g., "John Smith (borrower's POA)."

Beneficiary Information



<u>RCW</u> requires that the beneficiary sends "a person with authority to agree to a resolution" to the session.

- Typically this person attends by phone. (During session, make sure to ask the person on the phone if they have authority to agree to a resolution.)
- The beneficiary attorneys typically attend in person; they generally do NOT have "authority to agree to a resolution."
- If there is no person with authority selected for the beneficiary and the beneficiary was <u>not</u> found in lack in good faith, explain the reason in the Comments box on pg. 2.

<u>RCW</u> requires that mediators report participation. Do not leave these blank.

- Enter ALL persons in attendance, even if they did not attend all sessions.
- Enter ALL persons who participated in the overall process, even when no session occurred (select "No Session Occurred" in their Participation box.
- Make sure to select each person's appropriate participation type from the drop-down menu.

Mediation Outcomes

Select **ONLY ONE** of the three Outcomes—click on a tab. The outcomes are mutually exclusive.

OUTCOME - Select My one of the three tabbed choices, then weck the applicable box(es) listed. Session(s) Occurred - Agreement Reached Session(s) Occurred - No Agreement Reached No Mediation Session Occurred Reinstatement Repayment Extension Adjustable Rate Changed to Fixed Rate % Change: Amortization Extended % Change: Interest Rate Reduction Amount: \$ Principal Reduction Monthly Principal Payment Reduced Amount: \$ Monthly Interest Payment Reduced Amount: \$ Refinance Other Loan Restructure/Modification (new loan terms were not provided to mediator) If you need to switch Write-off: \$ Forbearance of Principal outcomes AFTER you made Forbearance of Interest Write-off: \$ checkbox selections, first click Write-off: \$ Forbearance of Fees and Penalties the Clear button (found on Forbearance - Other Write-off: \$ each tab). It will clear all Deed in Lieu of Foreclosure selections made under that Short Sale - Debt/Interest Zeroed Outcome and allow you to Voluntary Surrender select a different Outcome. Cash for Keys Other Non-Retention Agreement (specify - max. 100 characters): Clear



Agreement Reached

Agreement Reached: use this outcome when session(s) occurred and an agreement was reached. OUTCOME - Select one of the three tabbed choices, then check the applicable box(es) listed. Session(s) Occurred - Agreement Reached Session(s) Occurred - No Agreement Reached No Mediation Session Occurred Reinstatement Repayment The new loan terms HOMF-Extension are required under RETENTION RCW 61.24.163(18). Adjustable Rate Changed to Fixed Rate % Change: **OPTIONS:** Do not leave them Amortization Extended check the blank. Enter % appropriate Interest Rate Reduction % Change: change in interest, box(es) Amount: \$ **Principal Reduction** amounts, etc. If depending on Amount: \$ Monthly Principal Payment Reduced they are not the agreement Monthly Interest Payment Reduced Amount: \$ available, make a made. Use this option Refinance note of this in the ONLY when the Other Loan Restructure/Modification Comments box. loan terms were (new loan terms were not provided to not provided to mediator) the mediator. Forbearance of Principal Write-off: \$ Write-off: \$ Forbearance of Interest **NON-RETENTION** Write-off: \$ Forbearance of Fees and Penalties **OPTIONS:** typically Write-off: \$ Forbearance - Other Click this button to clear mutually exclusive. all selections made Deed in Lieu of Foreclosure Use these only under this Outcome Short Sale - Debt/Interest Zeroed when a nonbefore you switch to When "specify" is Voluntary Surrender retention option another Outcome. indicated, you MUST Cash for Keys occurred, not describe the when the parties Other Non-Retention Agreement circumstances. If you decide to pursue it (specify - max. 100 characters): need more space use in the future. Clear the Comments box on pg. 2.

No Agreement Reached

No Agreement Reached: use this outcome when session(s) occurred but no agreement was reached. **OUTCOME** - Select only one of the three tabbed choices, the key the applicable box(es) listed. Session(s) Occurred - Agreement Reached Session(s) Occurred - No Agreement Reached No Mediation Session Occurred Select ONF of these Borrower Unable to Meet Restructure Offer 3 options ONLY when both parties Borrower Unwilling to Accept Restructure Offer acted in good faith. Parties Mediated in Good Faith, No Agreement Reached (specify below) Otherwise, use the (max. 100 characters): options below. These should Borrower Not In Good Faith (see RCW 61.24.163 (15)): not conflict Borrower Failed to Provide Timely and/or Accurate Documents with the info Borrower Failed to Timely Participate in Mediation on pg. 1 Borrower's Representative Not Authorized to Make Binding Decisions (e.g., participation When "specify" is Borrower Failed to Pay Mediation Fee type). indicated, you MUST Other (specify below) describe the (max. 100 characters): circumstances. If you need more space use the Comments box on Beneficiary Not In Good Faith (see RCW 61.24.163 (14) and (16)): These should pg. 2. Beneficiary Failed to Provide Timely and/or Accurate Documents not conflict with the info Beneficiary Failed to Timely Participate in Mediation Click this button to clear on pg. 1 Beneficiary's Representative Not Authorized to Make Binding Decisions all selections made (e.g., Beneficiary Failed to Pay Mediation Fee under this Outcome authority to Beneficiary Requested Borrower to Waive Future Claims before you switch to settle Othe (specify below) another Outcome. selection). (max. 100 characters): Clear



No Session Occurred No Mediation Session Occurred: use this outcome ONLY when NO session was held. **OUTCOME** - Select only one of the three tabbed choices, then check the applicable box(es) listed. Session(s) Occurred - Agreement Reached Session(s) Occurred - No Agreement Reached No Mediation Session Occurred HOME-RETENTION Agreement Reached Prior to Mediation Session (specify below) Examples include loan (max. 100 characters): modification, reinstatement, etc. NON-RETENTION Agreement Reached Prior to Mediation Session (specify below) Examples include short sale, (max. 100 characters): deed in lieu, cash for keys, etc. Use this option ONLY Borrower Withdrew from Mediation specify reason below Enter the reason the if a session borrower withdrew. Refer (max. 100 characters): had been to the Program Guidelines scheduled. for more details. Mediation Cancelled by Mediator per RCW 61.24.163 (11) Refer to the Program Borrower Not In Good Faith (see RCW 61.24.163 (15)): Borrower Failed to Provide Timely and/or Accurate Documents Guidelines for more Borrower Failed to Timely Participate in Mediation When "specify" is details. Borrower Failed to Pay Mediation Fee indicated, you MUST Other (specify below) describe the (max. 100 characters): circumstances. If you need more space use Beneficiary Not In Good Faith (see RCW 61.24.163 (14) and (16)): the Comments box on Beneficiary Failed to Provide Timely and/or Accurate Documents pg. 2. Beneficiary Failed to Timely Participate in Mediation Click this button to clear Beneficiary Failed to Pay Mediation Fee all selections made Other (specify below) under this Outcome Use this (max. 100 characters): before you switch to option ONLY if another Outcome. no other Other than the Above (specify below) option above (max. 100 characters): fits the circumstances. Clear

NPV, Signature, and Date

The 3 NPV questions are derived from RCW requirements (see specific RCW links circled below). Do not leave any blanks or room for guessing. Mediators MUST carefully read and answer ALL 3 questions. More details about NPV can be found in the Program Guidelines.

Carefully read
the instructions
in Question 2—
you may need
to attach the
NPV test OR
explain in
Comments why
one was not
done.

NET PRESENT VALUE (NPV)

- 1. Were NPV inputs provided by the beneficiary? (NPV inputs are required; see RCW 61.24.163 (5)(g) and (9)(c))
- 2. Was an NPV test/analysis completed?

If YES <u>and</u> the above outcome is "No Agreement Reached," attach the test (or its description) along with the NPV inputs, identify who prepared it, and provide the test result expressed in a dollar amount. (See <u>RCW 61.24.163</u> (12)(e))

If NO <u>and</u> the above outcome is "No Agreement Reached," include below an explanation as to why there was no NPV test done. If agreement was reached or no session occurred, there is no need to attach or describe the NPV test.

3. If YES on question 2, did the NPV of the modified loan exceed the anticipated net recovery at foreclosure? (See RCW 61.24.163 (14)(c))

COMM

ITS (max. 1,000 characters)

An answer to Question 3 is required by <u>RCW</u> when no agreement is reached. DO NOT leave blank.

Select N/A if no NPV test was done, and explain in Comments.

Use this Comments box for any relevant information, such as loan modification details, missing NPV test, clarifying inconsistencies on your certification, explaining the gap between the last session and the signature date below, etc.

(Full Name of Approved Mediator)

do hereby attest and certify that all the information in this Mediation Report/Certification is true and correct.

Only the mediator assigned by Commerce can certify the mediation. Refer to the <u>Program Guidelines</u> if mediators substitutions occurred.

Signature

Only the mediator assigned by Commerce can sign the certification. Refer to the <u>Program Guidelines</u> if mediators substitutions occurred. Read the <u>red font</u> instructions (pg. 1 of the certification) if you wish to use a scanned signature.

Date

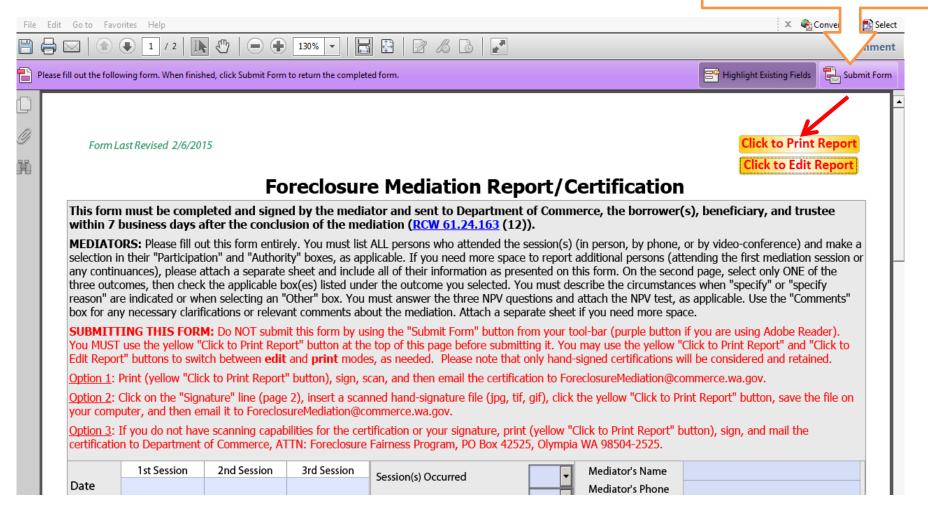
RCW requires the mediator to certify within 7 business days of the conclusion of the session. If there is a longer gap between the last session and the signature date, explain the gap in the Comments box above.



Printing & Distributing

Do NOT use the **purple** "Submit Form" button. The purple toolbar is a feature of the Adobe software; it cannot be "removed" from the certification.

Instead, follow the instructions in red font and click the **yellow** "Click to Print Report" button below.



Printing & Distributing (continued)

Form Last Revised 2/6/2015

Click to Print Report
Click to Edit Report

Foreclosure Mediation Report/Certification

This form must be completed and signed by the mediator and sent to Department of Commerce, the borrower(s), beneficiary, and trustee within 7 business days after the conclusion of the mediation (RCW 61.24.163 (12)).

MEDIATORS: Please fill out this form entirely. You must list ALL persons who attended the session(s) (in person, by phone, or by video-conference) and make a selection in their "Participation" and "Authority" boxes, as applicable. If you need more space to report additional persons (attending the first mediation session or any continuances), please attach a separate sheet and include all of their information as presented on this form. On the second page, select only ONE of the three outcomes, then check the applicable box(es) listed under the outcome you selected. You must describe the circumstances when "specify" or "specify" reason" are indicated or when selecting an "Other" box. You must answer the three NPV questions and attach the NPV test, as applicable. Use the "Comments" box for any necessary clarifications or relevant comments about the mediation. Attach a separate sheet if you need more space.

SUBMITTING THIS FORM: Do NOT submit this form by using the "Submit Form" button from your tool-bar (purple button if you are using Adobe Reader). You MUST use the yellow "Click to Print Report" button at the top of this page before submitting it. You may use the yellow "Click to Print Report" and "Click to Edit Report" buttons to switch between edit and print modes, as needed. Please note that only hand-signed certifications will be considered and retained.

Option 1: Print (yellow "Click to Print Report" button), sign, scan, and then email the certification to ForeclosureMediation@commerce.wa.gov.

Option 2: Click on the "Signature" line (page 2), insert a scanned hand-signature file (jpg, tif, gif), click the yellow "Click to Print Report" button, save the file on your computer, and then email it to ForeclosureMediation@commerce.wa.gov.

Option 3: If you do not have scanning capabilities for the certification or your signature, print (yellow "Click to Print Report" button), sign, and mail the certification to Department of Commerce, ATTN: Foreclosure Fairness Program, PO Box 42525, Olympia WA 98504-2525.

ssion 2nd Session 3rd Session Coccion(s) Occurred

Save the file (with your signature) as "BORROWER-NAME certification.pdf." Email it to Commerce at

ForeclosureMediation@commerce.wa.gov with the "BORROWER-NAME certification" in the email's Subject line.

Form Last Revised 2/6/2015

You MUST use the "Click to Print Report" button
BEFORE you distribute the certification.
You can then save the PDF file and email it to the parties
and Commerce, or you can print, sign, scan, and then
email it (see red font instructions on the certification).

Click to Print Report

Foreclosure Mediation Report/Certification

This form must be completed in its entirety, signed and dated by the mediator, and sent to Department of Commerce, the borrower(s), beneficiary, and trustee within 7 business days after the conclusion of the mediation (RCW 61.24.163 (12)).

Once the certification is completed and submitted by the mediator, the mediation is closed. The mediator may revise or withdraw a submitted certification only if there has been a material oversight on her/his behalf prior to the certification's completion. Department of Commerce has no authority to modify or withdraw a certification or to re-open a mediation that had been certified and closed by a mediator. Under RCW
61.24.163, mediators, not Department of Commerce, are solely responsible for completing and submitting the certifications.

BORROWERS: Violating the duty of good faith under the Foreclosure Mediation Program is a violation of the Consumer Protection Act (19.86 RCW), per RCW 61.24.135. Please note that Department of Commerce sends copies of certifications showing "Beneficiary Not in Good Faith" to the Washington State Attorney General's Office (Consumer Protection Division) and to the Washington State Department of Financial Institutions for their review and possible investigation. Borrowers may be contacted for more information. However, borrowers who wish to avoid their foreclosure must act on their own behalf. Investigation or action by these agencies is NOT likely to stop the foreclosure.

A certification showing the beneficiary failed to act in good faith constitutes a borrower's defense to the non-judicial foreclosure action on the basis of which the mediation referral was made (RCW 61.24.163 (14)(a)). Also, if there was no agreement reached in the mediation and the NPV Question 3 below was answered "Yes," this certification constitutes a basis for the borrower to enjoin (stop) the foreclosure (RCW 61.24.163 (14)(c)). Borrowers need to take action (file a lawsuit) if they wish to enjoin their foreclosure. Borrowers can visit www.commerce.waa.gov/foreclosures for more details and to review their options (see the "What happens if there is no agreement after mediation?" or "Homeowner Resources" sections).

Borrowers should also know that a certification showing the borrower failed to act in good faith authorizes the beneficiary to move forward with the foreclosure (RCW 61.24.163 (15)).

Mediator's Name

1st Session 2nd Session 3rd Session 5

This text will
ONLY appear after
you select the
"Click to Print
Report" button.

PLEASE READ ALL

INSTRUCTIONS.

The red font text appears

ONLY in Edit mode.

If you can see the red

font text. the

certification is **NOT** ready

to be printed or

distributed.



Click to Print Report

Click to Edit Report

Printing & Distributing (continued)

These three columns
appear ONLY in Print
mode (when you select
the "Click to Print
Button"). If you don't
see these three
columns, DO NOT print
and DO NOT distribute
the form.
You need to use the
yellow "Click Print
Report" button on pg. 1.

Click to Print Report
Click to Edit Report

Session(s) Occurred - Agreement Reached Reinstatement Repayment Extension Adj Rate Changed to Fixed Rate % Change: Amortization Extended Interest Rate Reduction % Change: Principal Reduction Amount: S Monthly Principal Payment Reduced Amount: \$ Monthly Interest Payment Reduced Amount: \$ Refinance Other Loan Restructure/Modification (new loan terms were not provided to mediator) Forbearance of Principal Write-off: \$ Forbearance of Interest Write-off: \$ Forbearance of Fees and Penalties Write-off: S Forbearance - Other Write-off: S Deed in Lieu of Foreclosure Short Sale - Debt/Interest Zeroed Voluntary Surrender Cash for Keys Other Non-Retention Agreement (specify - max. 100 characters):

MEDIATION OUTCOME

Session(s) Occurred - No Agreement Reached

	Borrower Unable to Meet Restructure Offer
	Borrower Unwilling to Accept Restructure Offe
	Parties Mediated in Good Faith, No Agreemen Reached (specify - max. 100 characters):
	rower Not In Good Faith e <u>RCW 61.24.163</u> (15)):
	Borrower Failed to Provide Timely and/or Accurate Documents
	Borrower Failed to Timely Participate in Mediation
	Borrower's Representative Not Authorized to Make Binding Decisions
	Borrower Failed to Pay Mediation Fee
	Other (specify - max. 100 characters):
_	
	neficiary Not In Good Faith e RCW 61.24.163 (14) and (16)):
	Beneficiary Failed to Provide Timely and/or Accurate Documents
	Beneficiary Failed to Timely Participate in Mediation
	Mediation Beneficiary's Representative Not Authorized to
	Mediation Beneficiary's Representative Not Authorized to Make Binding Decisions

No Mediation Session Occurred

HOME-RETENTION Agreement Reached Prior to
Mediation Session (specify - max. 100
characters):
Borrower accepted loan modification agreement prior to session.
NON-RETENTION Agreement Reached Prior to
Mediation Session (specify - max. 100
characters):
Borrower Withdrew from Mediation (specify
reason - max. 100 characters):
Mediation Cancelled by Mediator per
RCW 61.24.163 (11)
Helf Sale hase (***)
Borrower Not In Good Faith
(see <u>RCW 61.24.163</u> (15)):
Borrower Failed to Provide Timely and/or
Accurate Documents
Borrower Failed to Timely Participate in
☐ Mediation
Borrower Failed to Pay Mediation Fee
Other (specify - max. 100 characters):
Beneficiary Not In Good Faith
(see RCW 61.24.163 (14) and (16)):
Beneficiary Failed to Provide Timely and/or
Accurate Documents
Beneficiary Failed to Timely Participate in
Mediation
Beneficiary Failed to Pay Mediation Fee
Other (specify - max. 100 characters):
Other than the Above
(specify - max. 100 characters):

