

I. TO: All HUD-Approved Housing Counseling Agencies

SUBJECT: Counseling Assistance to Families and Individuals Affected by
September 11, 2001 Events

In order to help families and individuals who have been negatively affected by the attacks on the United States, HUD is requesting your help. Effective immediately, we would like you to:

- 1) reach out to all affected families and individuals to provide your highest level of comprehensive housing counseling services to all those in need of shelter and/or financial assistance;
- 2) notify HUD if you need additional assistance to carry out your counseling services, so that HUD can provide you the support you need; and
- 3) inform your clients of HUD's Mortgagee Letter 01-21, Relief Options for Borrowers Affected by the Events of September 11, 2001, which details options available for affected families with FHA-insured mortgages who cannot make their loan payments. Please go to www.hud.gov/fha/mletters/mltrmenu.html to access this Mortgagee Letter.

We will be publicizing our 1-800 counseling hotline numbers: 1-800-569-4287, to inform all affected families and individuals how to locate the housing counseling agency closest to them and 1-800-569-4287 to contact the Housing Counseling Clearinghouse, our nationwide referral center to obtain information on assistance available in their areas. We will also publish these numbers on our web site for affected families.

If you have any questions about this memorandum, please contact your local Homeownership Center in Atlanta (888-696-4687), Denver (800-543-9378), Philadelphia (800-440-8647), or Santa Ana (888-827-5605).

Thank you for your ongoing commitment to helping Americans in need.

Sincerely,

Mel Martinez