



Building Better Futures

March 31, 2020

To our valued Partner Homeowners,

We are facing an unprecedented time in our country, and around the world, with the spread of COVID-19. We recognize this is a stressful time for you and your family, and that you may need assistance with your mortgage loan. Habitat for Humanity of Greater Los Angeles's (Habitat LA) goal is to help our partner families become financially healthy homeowners and now, more than ever, we recognize how critical that goal is. We are here to support and guide you as the situation continues to evolve.

Please know that we are closely monitoring the disruption and potential adverse effects caused by COVID-19 and are taking appropriate measures to ensure that we can provide the best possible service and continuity of operations to you. We are committed to your wellbeing and we are taking action to assist you under these unusual and difficult circumstances.

If you are experiencing financial difficulty due to the impact of COVID-19, please reach out to us. You can contact Sylvia Bautista at sbautista@habitatla.org with your request.

On a case-by-case basis, Habitat LA will work with our customers impacted by the COVID-19 pandemic. If appropriate, mortgage payments can be deferred for up to 90 days, depending on the situation. These deferred mortgage payment(s) will be added to the end of the mortgage.

We recognize this is a difficult and unprecedented time for you and your family. As we navigate this uncharted territory together over the next several weeks, please know we are here to help you.

In partnership,

A handwritten signature in blue ink that reads "Erin Rank".

Erin Rank
President & CEO