

Required Workout Documentation

Use the chart below to determine which documents should be obtained for each workout option.

Document(s)	Repay/ Forbearance	Borrower Assistance Program*	Modification	Short Sale/ Presale/ Pre- Settlement Sale	Deed- in-Lieu/ Mortgage Release	Discharged Chapter 7 Short Sale	Discharged Chapter 7 Deed-in-Lieu	Active Chapter 7 Short Sale	Active Chapter 7 Deed-in-Lieu
Financial Statement		X		X	X				
Hardship Letter		X		X	X				
Paystubs/Bank Statements (most recent 2 months)		X		X	X				
Tax Returns (most recent 2 years)		X		X	X				
Credit Report		X		X	X				
BPO (Interior) or Appraisal		X		X	X	X	X	X	X
Payoff Statement (good through closing date)				X	X	X	X	X	X
Sales Contract				X		X		X	
Net Sheet or Pre- HUD-1/Closing Disclosure				X		X		X	
Copy of Listing Agreement					X		X		X
Chapter 7 BK Discharge Notice						X	X		
**Genworth Calculator Output				X	X	X	X	X	X
Repay/Forbearance Agreement	X								
Reinstatement Figures		X							
Modification Agreement			X						
Trustee Signed Property Abandonment								X	X
Borrower Statement of Intention								X	X
Asset and Liabilities Statement								X	X

*Not Delegated **Delegated Servicers Only

How to Submit Workout Packages to Genworth for Approval

Secure Submission Online: [MIServicing.genworth.com](https://miservicing.genworth.com) (contact our ActionCenter® at 800 444.5664 for login credentials)

Fax: 800 944.3642

Email: HOA@genworth.com

Mail: Genworth Homeowner Assistance Department
8325 Six Forks Road
Raleigh, NC 27615