

IHDA CARES

Assisting Households Impacted by COVID-19



Emergency Mortgage Assistance (EMA) Program

Frequently Asked Questions

As of: December 4, 2020

Q. I have not received an email about the status of my application. What is going on?

A. IHDA received more than 18,000 applications for EMA assistance. IHDA staff are working diligently to communicate the status to applicants. In some cases, IHDA is waiting for documentation from the bank servicing your loan and is unable to approve or deny your application until this is received. We encourage you to stay in communication with your mortgage servicer to ensure they provide all needed documentation to support your application.

Q. How will I receive communication regarding the status of my application?

A. All applicants should receive notification of funding status via email by Dec. 30. Please be sure to search your email and spam folders as communication will come from HMA Analyst (Mortgage Assistance.)

Q. What can I do if I received a notice that I was approved for EMA funds, but my lender/bank/servicer has still not received funds after 21 days of my approval notification?

A. Please reach out to the IHDA call center at: (312) 883-2720 or contact communications@ihda.org.

Q. I am unable to reach an IHDA representative on the Call Center. What can I do?

A. IHDA's Call Center has been experiencing high call volumes and the time needed to reach an IHDA representative may be longer than usual. You can also send questions to communications@ihda.org. Please make sure to include your full name, address, and as many details as possible so our staff can help resolve your issue as efficiently as possible.

Q. Is the Emergency Mortgage Assistance Program still accepting applications?

A. No, as of this time, the EMA program will not reopen or accept new applications. IHDA will continue to strongly advocate for additional funds from Congress for rent and mortgage assistance. Should that occur, we will make this information available via our website.

Q. Why wasn't I approved/selected for an EMA grant?

- A. In most cases, after a careful review of an application for EMA funds, we were unable to provide assistance because either the applicant did not meet mandatory eligibility requirements, or the application lacked multiple pieces of information deemed necessary to confirm the applicant met all eligibility requirements.

Q. What should I do if I received a notice that I wasn't approved/selected?

- A. While we are unable to provide you with EMA funds, please refer to our list of other resources that may be of help to you and can be found on the [IHDA COVID-19 Resources page](#).

IHDA has also partnered with a number of community outreach agencies who are available to provide free assistance and may be able to provide additional resources to help you through this difficult time. Please reach out to one of them listed [here](#).

Q. How many homeowners were approved to receive EMA funds?

- A. We received more than 18,000 applications for EMA funds. To date, more than 6,500 borrowers have been approved for over \$58 million in assistance. Once completed, more than \$100 million in assistance will be allocated to Illinois homeowners.

Q. If I received an email that I wasn't approved/selected, will there be any more funding available for mortgage assistance?

- A. No, as of this time, the EMA program will not reopen or accept new applications. IHDA will continue to strongly advocate for additional funds from Congress for rent and mortgage assistance. Should that occur, we will make this information available via our website.

Q. I received a phone call and the person said my application is still under review and would be approved if I send them a fee. If I pay a fee will my application be approved?

- A. There is no fee involved in any portion of this application process. Please be advised, any authorized IHDA representative that attempts to reach you by phone will never ask for your banking, other financial information, or your social security number.

Q. Will EMA funds be distributed in pro-rated payments, or as a 1-time flat payment of the full assistance amount?

- A. The approved amount of assistance comes directly from your mortgage servicer and will be paid in one, or in some instances, two installments directly to your mortgage servicer.

A. How will I know if it will be one or two installments?

- A. Your approval letter indicates whether the payments will be made in one installment or two.

Q. I was approved to receive \$15,000 in Emergency Mortgage Assistance but only received a partial amount. Why didn't I receive the full amount and what can I do?

A. Assistance covers your past due or forbearance balance and your regular mortgage payments through December 30, 2020, or until the grant is exhausted, whichever comes first. The approved amount of assistance is provided to IHDA directly by your mortgage servicer. The EMA program will only pay full mortgage payments; no partial payments will be made.

Q. Can EMA funds be used beyond the end of December 2020?

A. No, pursuant to applicable federal law, EMA funds cannot be applied to obligations incurred after December 30, 2020.

Q. Is Emergency Mortgage Assistance a grant or a loan?

A. Emergency Mortgage Assistance is a grant and, absent the occurrence of an event of default, will not need to be re-paid. However, EMA funds cannot be applied to mortgage payments due beyond December 30, 2020.