JAMES B. NUTTER & COMPANY

[816] 531-2345 [800] 875-7334 WESTPORT/PLAZA OFFICE 4153 BROADWAY P.O. BOX 10346 KANSAS CITY, MISSOURI 64171-9936

Dear Mortgagor,

Enclosed you will find the application for a Veterans Administration ("VA") Loss Mitigation Program. All of the documents must be completed, including dates and signatures where applicable. Please do not send original documents to us for review; clear copies are sufficient. You should also keep a copy of your application for your records.

In addition to completing and returning the enclosed documents, please provide all of the following (if applicable):

- 1. A minimum of three (3) most recent, consecutive pay stubs
- 2. If self-employed: Year to Date profit and loss statements compiled by a Certified Public Accountant, Accounting software or professionally prepared
- 3. Last 2 years Federal tax returns w/all schedules, W-2 forms & 1099's for each borrower
- 4. Last 3 months complete bank statements for all open accounts
- 5. Award letters to verify other income such as disability, pension, food stamps, social security benefits,
- 6. alimony or child support (provide divorce decree or separation agreement)
- 7. If currently unemployed: Send Unemployment Benefits award letter or denial letter
- 8. Documented proof of hardship, such as: 1) receipts if claiming an increase in expenses or 2) copies of paystubs that support a reduction in hours worked.

<u>Please note:</u> If your loan is in foreclosure and a sale date has been set, there is a possibility that time will not permit a complete review of your application, even if one is submitted. Questions regarding foreclosure can be directed to our Foreclosure Department at 1-800-943-7334 ext. 1870.

Should we have questions regarding the packet, we will promptly contact you, your attorney or third party, if you have retained someone to represent you. If you have questions, please feel free to contact our office during our regular business hours of 8:15am to 5:00pm Central time, Monday through Friday (except holidays), and ask to speak to a Loss Mitigation Specialist.

We encourage you to return the completed documents to us as soon as possible via one of the following methods:

- 1. Email: https://nutterhomeloans.com/secure-contact
- 2. Mail: James B. Nutter & Company, Attn: Loss Mitigation, 4153 Broadway, Kansas City, MO 64111
- 3. Fax: 816-873-1049 Attention: Loss Mitigation

The link below provides a list of HUD-approved counseling agencies in your area. HUD counselors can provide assistance with financial management, which encompasses not only your mortgage debt, but also your entire household debt. We encourage you to take advantage of this free service.

http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm or call Toll Free: (800) 569-4287

Sincerely,

James B. Nutter & Company Enclosures



									No. 2900-004 den 45 Minutes
						1. FILE NO.	Respo	2. LOAN	
Depart	artment of Veterans Affairs	FINAN	ICIAL	STATEME	NT	C-		2. 20/11	
	Type or print all entries in ink. If more space co-applicant who is not the spouse of the borro								f there is a
	SEC	TION I -	GENE	RAL INFORM	ATIC	ON			
3. NAME AND P (Include ZIP	RESENT ADDRESS OF BORROWER/APPLICA Code)	NT	4. HOM	E TELEPHONE NO	(Incl	ude Area Code)	5. DA	TE OF BIR	RTH
			6. MARITAL STATUS OF BORROWER/APPLICANT				7. SOCIAL SECURITY NO. O BORROWER/APPLICANT		
8. NAME OF SP	POUSE		9. SPOUSE'S DATE 10. SOCIAL SECURITY NO. OF SPOUSE		11. AGE(S) OF DEPENDENT(S				
12A. BORROWER/APPLICANT: If you do not wish to complete Items 12B and 12C, please initial here			complete Items 13B and 1.		ER/SPOUSE: If you do not wish to and 13C please initial here not to be collected on a non-		•	INITIALS	
12B. RACE/NAT	TIONAL ORIGIN	12C. SEX		13B. RACE/NATIO	VAL C	PRIGIN			13C. SEX
AMERICAN INDIAN HISPANIC ALASKA NATIVE		MALI	E AMERICAN INDIAN ALASKA NATIVE		TIISFANIC			MALE	
ASIAN PACIFIC BLACK (Not Hispanic) WHITE (Not Hispanic)		FEM/	ASIAN PACIFIC ISLANDER		☐ BLACK (Not His			FEMALE	
BORROWER	ECK THE APPROPRIATE BOX(ES). IF ONE OF R/APPLICANT'S SPOUSE (OR FORMER SPOUS ED BE FURNISHED.								
	POUSE IS OR WILL BE JOINTLY OBLIGATED W DWER/APPLICANT ON THE LOAN.	VITH THE				ANT IS MARRIED AND THE DMMUNITY PROPERTY ST		ERTY SEC	CURING THE
	DRROWER/APPLICANT IS RELYING ON THE S E AS A BASIS FOR REPAYMENT OF THE LOA		SE	PARATE MAINTEN	IANCE	ANT IS RELYING ON ALIMO E PAYMENTS FROM A SPO ENT OF THE LOAN.			
	SECTION II -	EMPLO	YMEN	T AND FINAN	CIA	L STATUS			
1	5. COMPLETE RECORD OF EMPLOYME	NT FOR Y	OURSEL	F AND SPOUSE	(Start	with present position and	work b	ack 2 year	·s)
	A. NAME AND ADDRESS OF EMPLOYER		B. DATES	(Month, year)	_	C. KIND OF JOB (Mechanic, stenographer, of	etc.)		. WORK PHONE NO.
	(1)		110111			01			
BORROWER				PRESENT TIME					
/APPLICANT	(2)			-	+		\dashv		
	(4)								
	(1)				+		\dashv		

VA FORM OCT 2004

SPOUSE

PRESENT TIME

(2)

Includ	ONTHLY INCOME de income from		S SALARY	BORROWE APPLICAN		SP	CUSE		C. OTHER (Specify)		RROWER/ PLICANT		SPOUSE
after	ness or property deduction of nses. Disclosure of	dedu	e payroll ctions)	\$		\$					\$		\$	
and n	support, alimony naintenance ne is optional)		SION OR NSATION	\$		\$			D. TOTAL MO		\$		\$	
	The second secon			<u>l</u>		17. AS	SETS				<u> </u>			
A. CASH IN BANK (Checking and savings accounts, building and loan accounts, etc.)			d \$			F. SA\	/ING BONDS	(Current	value)		\$			
B. CA	B. CASH ON HAND							G. ST	OCKS AND O	THER BO	NDS (Curi	rent value)		
C. FURNITURE AND HOUSEHOLD GOODS (Resale value)						H. RE	AL ESTATE C	WNED (R	esale valu	ie)				
	D. AUTO	MOBILES (A	Resale value	2)				I. OT	HER ASSETS	(Itemize)				
MAKE YEAR MODEL														
E. TR	RAILERS, BOATS, C	AMPERS (F	Resale value	 2)	+		1			J. TOT	AL ASSE	TS •	\$	
						18 Г	<u> </u>							
NOTE: DETAILS FOR INSTALLMENT CONTRACTS AND OTHER DEBTS (Show here ALL debts which you are required to pay in regular monthly installments, such as car, television, washing machine, payments to dealers, banks, finance companies, repayment of money borrowed for any purpose, doctor bills, hospital bills, etc. Include any alimony, child support, or separate maintenance obligations you are required to pay. If additional space is needed, use Section VI, or attach separate sheet. Do not include living expenses. If repayment of a debt is not on a monthly basis, write "0" in Column E and describe arrangements to repay in "Remarks")														
ITEM NO.	(Include ac			E AND PUR OF DEBT e account ni f available)	umber,		ORIGINAL OUNT OF DEBT	1	NPAID ANCE	E. AMOI DUE MONTH		F. AMOUNT PAST DUE (If any)		
(1)								\$		\$		\$		\$
(2)														
(3)														
			7	TOTAL •				\$		\$		\$		\$
		SECTION	ON III - C	CREDIT REI	FERE	NCES A	ND O	THE	R FINANC	CIAL IN	FORM	ATION		
		19. N	AME AND	ADDRESS O	FFIRM	S OR BAN	IKS WI	TH W	HOM YOU H	HAVE DO	ONE BUS	INESS		
A.							В.							
C.							D.							
			20. IF YOU	J ARE RENTIN	G PRE	MISES YO	NON NC	v occ	UPY, COM	PLETE A	A, B, AND	С		
A. MC	ONTHLY RENTAL		B. UT	TILITIES INCLUD	ED?		C. NAM	ΛΕ ΑΝ[O ADDRESS (OF PERSO	ON OR FIF	RM RENTAL	PAID T	0
\$				YES NO										
	HAVE YOU EVER B ADJUDICATED BAN		21B.	DATE ADJUDICA	ATED BA	ANKRUPT	22A. H	HAVE Y	OU HAD A G	I LOAN?	2			OFFICE WHERE ROCESSED
v	YES LINO	"Yes", comp n 21B)	lete				Y	ES		"Yes", con n 22B)	nplete			

SECTION IV -	- REAL ESTATE OWNE	D		
(Show ALL real estate owned. Use this sheet to provide information for one items of information for each of your other properties.)			parate blank si	heets to provide the same
23. ADDRESS OF PROPERTY (Number, street, city, county, State)	24. PURCHASE PRICE		25. CURREN PROPER	T MARKET VALUE OF TY
	\$		\$	
26. NAME AND ADDRESS OF MORTGAGEE (If mortgaged)	27. ORIGINAL AMOUNT OF M	ORTGAGE	28. UNPAID E	BALANCE
	\$		 \$	
29. FREQUENCY OF MORTGAGE PAYMENTS (If payment is not by regular amortization plan, explain in Section VI, "Remarks")	30. AMOUNT OF MORTGAGE PAYMENT	31. STATUS OF L	<u> </u>	32. AMOUNT OF DELINQUENCY (If any)
MONTHLY QUARTERLY SEMI-ANNUALLY ANNUALLY	\$	DELINQUEN	т	\$
33. OTHER LIENS AGAINST PROPERTY, IF ANY	34. DO YOU OCCUPY THE PR	COPERTY?		·
\$	YES NO			
35. IF PROPERTY IS RENTED, WHAT ARE THE RENTAL TERMS?	36. AMOUNT OF AVERAGE M IN EXCESS OF OPERATIN		YOU RECEIVE	FROM THIS PROPERTY
\$ PER	\$			
SECTION V	/ - ADDITIONAL DATA			
37. NAME AND ADDRESS OF NEAREST RELATIVE NOT LIVING WITH YOU	(Including telephone number if a	vailable)		
SECTION	ON VI - REMARKS			
38. USE THIS SPACE AND ADDITIONAL SHEETS IF NECESSARY TO SUPP	LY ANY OTHER PERTINENT INF	ORMATION AND T	O CONTINUE	YOUR ANSWER TO
PREVIOUS ITEMS. INDICATE ITEM NUMBER TO WHICH YOUR COMM	ENTS APPLY.			
SECTION \	VII - CERTIFICATIONS			
I (WE) AFFIRM THAT the information contained herein is true, co		t of my (our) kno	owledge and l	pelief.
39A. SIGNATURE OF BORROWER/APPLICANT 39B. DATE	40A. SIGNATURE OF SE			40B. DATE
PENALTY: The law provides severe penalties which include fine of	or imprisonment, or both, for t	he willful submi	ssion of a star	tement or evidence of a

Privacy Act Notice: VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or Title 38, Code of Federal Regulations 1.576 for routine uses (i.e., to service your loan and to evaluate your application for release of liability and, if applicable, substitution of entitlement) as identified in the VA system of records, 55VA26, Loan Guaranty Home, Condominium and Manufactured Home Loan Applicant Records, Specially Adapted Housing Applicant Records, and Vendee Loan Applicant Records - VA, and published in the Federal Register. Your obligation to respond is required to obtain or retain benefits. Giving us your SSN account information is voluntary. Refusal to provide your SSN by itself will not result in the denial of benefits. VA will not deny an individual benefits for refusing to provide his or her SSN unless the disclosure of the SSN is required by a Federal Statute of law in effect prior to January 1, 1975, and still in effect.

Respondent Burden: We need this information to service your loan and to evaluate your application for release of liability and, if applicable, substitution of entitlement. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 45 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at http://www.whitehouse.gov/omb/library/OMBINV.VA.EPA.html#VA. If desired, you can call 1-800-827-1000 to get information on where to send comments or suggestions about this form.

NOTICE TO APPLICANTS

This is notice to you as required by the Right to Financial Privacy Act of 1978 that the Department of Veterans Affairs Loan Guaranty Service or Division has a right of access to financial records held by a financial institution in connection with the consideration or administration of assistance to you. Financial records involving your transaction will be available to the Department of Veterans Affairs Loan Guaranty Service or Division without further notice or authorization but will not be disclosed or released to another Government Agency or Department without your consent except as required or permitted by law.

VOLUNTARY INFORMATION FOR GOVERNMENT MONITORING PURPOSES

The information in Items 12A, 12B, 12C, and 13A, 13B, and 13C is requested by the Federal Government to monitor compliance by VA as a lender with Equal Credit Opportunity and Fair Housing laws. The law provides that a lender may neither discriminate on the basis of this information nor on whether or not it is furnished.

Home Affordable Modification Program Hardship Affidavit

Borr	ower	Name	:	Date of Birth:
	Borrov			Date of Birth:
	•		Addres	SS:
	•	ity, 5رار	T, Zip:	JAMES B. NUTTER & COMPANY
	/icer: n Num	her.		JAMES B. NOTTER & COMPANT
Loui	i i i i i	iboi.		
agre Prog my/o	eemen gram (our ch	t to m the "A eckma	odify magreemoarks ("v	JAMES B. NUTTER & COMPANY's ("Servicer") offer to enter into an any loan under the federal government's Home Affordable Modification ent"), I/we am/are submitting this form to the Servicer and indicating by (7) the one or more events that contribute to my/our difficulty making nortgage loan.
Borro			Borrower	
Yes	No 🔲	Yes	s No	My income has been reduced or lost. For example: unemployment, underemployment, reduced job hours, reduced pay, or a decline in self-employed business earnings. I have provided details below under "Explanation."
Yes	No	Yes	No	My household financial circumstances have changed. For example: death in family, serious or chronic illness, permanent or short-term disability, increased family responsibilities (adoption or birth of a child, taking care of elderly relatives or other family members). I have provided details below under "Explanation."
Yes	No	Yes	No	My expenses have increased. For example: monthly mortgage payment has increased or will increase, high medical and health-care costs, uninsured losses (such as those due to fires or natural disasters), unexpectedly high utility bills, increased real property taxes. I have provided details below under "Explanation."
Yes	No	Yes	No	My cash reserves are insufficient to maintain the payment on my mortgage loan and cover basic living expenses at the same time. Cash reserves include assets such as cash, savings, money market funds, marketable stocks or bonds (excluding retirement accounts). Cash reserves do not include assets that serve as an emergency fund (generally equal to three times my monthly debt payments). I have provided details below under "Explanation."
Yes	No	Yes	No	My monthly debt payments are excessive, and I am overextended with my creditors. I may have used credit cards, home equity loans or other credit to make my monthly mortgage payments. I have provided details below under "Explanation."
Yes	No	Yes	No	There are other reasons I/we cannot make our mortgage payments. I have provided details below under "Explanation."

Information for Government Monitoring Purposes

The following information is requested by the federal government in order to monitor compliance with federal statutes that prohibit discrimination in housing. You are not required to furnish this information, but are encouraged to do so. The law provides that a lender or servicer may not discriminate either on the basis of this information, or on whether you choose to furnish it. If you furnish the information, please provide both ethnicity and race. For race, you may check more than one designation. If you do not furnish ethnicity, race, or sex, the lender or servicer is required to note the information on the basis of visual observation or surname if you have made this request for a loan modification in person. If you do not wish to furnish the information, please check the box below.

E	BORROWER	☐ I do not wish to fu	rnish this information	CO-BORROWER	I do not wish to furnish this information
E	Ethnicity:	Hispanic or Latino Not Hispanic or La		Ethnicity:	Hispanic or Latino Not Hispanic or Latino
F	Race:	American Indian of Asian Asian Black or African Ar Native Hawaiian of White		Race:	American Indian or Alaska Native Asian Black or African American Native Hawaiian or Other Pacific Islander White
S	Sex:	Female Male			Female Male
		ted by Interviewer n was taken by:	Interviewer's Name (print or	type)	Name/Address of Interviewer's Employer
	Face-to-fa	ce interview	Interviewer's Signature	Date	1
	Mail				
	Telephone	<u> </u>	Interviewer's Phone Number	r (include area code)	
Γ	Internet				

Borrower/Co-Borrower Acknowledgement and Agreement

- 1. Under penalty of perjury, I/we certify that all of the information in this affidavit is truthful and the event(s) identified above has/have contributed to my/our need to modify the terms of my/our mortgage loan.
- I/we understand and acknowledge the Servicer may investigate the accuracy of my/our statements, may require me/us to provide supporting documentation, and that knowingly submitting false information may violate Federal law.
- 3. I/we understand the Servicer will pull a current credit report on all borrowers obligated on the Note.
- 4. I/we understand that if I/we have intentionally defaulted on my/our existing mortgage, engaged in fraud or misrepresented any fact(s) in connection with this Hardship Affidavit, or if I/we do not provide all of the required documentation, the Servicer may cancel the Agreement and may pursue foreclosure on my/our home.
- 5. I/we certify that my/our property is owner-occupied and I/we have not received a condemnation notice.
- 6. I/we certify that I/we am/are willing to commit to credit counseling if it is determined that my/our financial hardship is related to excessive debt.
- 7. I/we certify that I/we am/are willing to provide all requested documents and to respond to all Servicer communication in a timely manner. I/we understand that time is of the essence.

- 8. I/we understand that the Servicer will use this information to evaluate my/our eligibility for a loan modification or other workout, but the Servicer is not obligated to offer me/us assistance based solely on the representations in this affidavit.
- 9. I/we accept and agree to all terms of the Home Affordable Modification Trial Period ("Trial Period") Plan which is incorporated herein by reference as if set forth in full.
- 10. I/we agree that when the Servicer accepts and posts a payment during the Trial Period it will be without prejudice to, and will not be deemed a waiver of, the acceleration of my loan or foreclosure action and related activities and shall not constitute a cure of my default under my loan unless such payments are sufficient to completely cure my entire default under my loan.
- 11. I/we agree that any prior waiver as to payment of escrow Items in connection with my loan has been revoked.
- 12. I/we agree to the establishment of an escrow account and the payment of escrow items if an escrow account never existed on my loan.
- 13. I/we understand that Servicer will collect and record personal information, including, but not limited to, my name, address, telephone number, social security number, credit score, income, payment history, government monitoring information, and information about account balances and activity. I understand and consent to the disclosure of my personal information and the terms of the Trial Period Plan and Modification Agreement by Servicer to (a) the U.S. Department of the Treasury, (b) Fannie Mae and Freddie Mac in connection with their responsibilities under the Homeowner Affordability and Stability Plan; (c) any investor, insurer, guarantor or servicer that owns, insures, guarantees or services my first lien or subordinate lien (if applicable) mortgage loan(s); (d) companies that perform support services for the Home Affordable Modification Program and the Second Lien Modification Program; and (e) any HUD certified housing counselor.

Borrower Signature	Date	Co-Borrower Signature	Date
E-mail Address:		E-mail Address:	
Cell Phone #		Cell Phone #	
Home Phone #		Home Phone #	
Work Phone #		Work Phone #	
Social Security #		Social Security #	
Explanation:			

Hardship Affidavit Page 3 of 4 August 2009

Explanation (Continued):						

Borrower:	
Loan #	
Date:	

MONTHLY EXPENSES – DO NOT INCLUDE INSTALLMENT LOAN PAYMENTS, ANY ITEMS DEDUCTED FROM YOU PAYCHECK, OR HAZARD INSURANCE AND REAL ESTATE TAXES THAT ARE PAID IN YOUR MORTGAGE PAYMENT. These are monthly expenses that are not reported to a credit bureau. If you do not have the expense every month, do not include it on this form.

		NEWARKS (II AIN)
Electricity, Gas or Oil	\$	
Water and Sewer	\$	
Home Maintenance Repairs	\$	
Home Telephone	\$	
Cell Phone	\$	
Internet	\$	
TV Cable	\$	
Groceries	\$	1.0000000000000000000000000000000000000
Clothing	\$	ta Anna Anna Anna Anna Anna Anna Anna An
Transportation(Do Not Include Car Payment)	\$	
Auto insurance	\$	
Medical (premiums and bills not paid by insurance)	\$	
Life Insurance	\$	
Long Term Insurance	\$	
Education, Tuition, Books	\$	
Alimony, Child Support	\$	
Dry Cleaning/Laundry Service	Ş	
Entertainment	\$	
Child Care	\$	
Spending Money	\$	
Self-employment Taxes	\$	
Taxes (repayment plan on past taxes)	\$	1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -

JAMES B.NUTTER & COMPANY Montgage Bankens

[816] 531-2345

WESTPORT/PLAZA OFFICE 4153 BROADWAY P.O. BOX 10346 KANSAS CITY, MISSOURI 64171-9936

Occupancy Affidavit

Loan Number:	Date:	
Borrower(s):		
Property Address:		
Address of Residence:		
Dates at Current Residence:		
From	to	
resided in the property in the last have made any false statements mitigation assistance at this tim	g this Affidavit, I/We currently reside in the property and/or het 18 months. I/We understand that, if it is determined that in regard to occupancy, I/We may no longer be eligible for e or in the future due to false statements made in regard ld be considered "mortgage fraud" in certain jurisdictions.	I/We loss
Borrower Signature	Date	
Borrower Name Printed		
Borrower Signature	Date	
Borrower Name Printed		



Servicer:	Loan Number:

HELP FOR AMERICA'S HOMEOWNERS.



Dodd-Frank Certification

The following information is requested by the federal government in accordance with the Dodd-Frank Wall Street Reform and Consumer Protection Act (Pub. L. 111-203). You are required to furnish this information. The law provides that no person shall be eligible to begin receiving assistance from the Making Home Affordable Program, authorized under the Emergency Economic Stabilization Act of 2008 (12 U.S.C. 5201 et seq.), or any other mortgage assistance program authorized or funded by that Act, if such person, in connection with a mortgage or real estate transaction, has been convicted, within the last 10 years, of any one of the following: (A) felony larceny, theft, fraud, or forgery, (B) money laundering or (C) tax evasion.

I/we certify under penalty of perjury that I/we have not been convicted within the last 10 years of any one of the following in connection with a mortgage or real estate transaction:

- (a) felony larceny, theft, fraud, or forgery,
- (b) money laundering or
- (c) tax evasion.

I/we understand that the servicer, the U.S. Department of the Treasury, or their agents may investigate the accuracy of my statements by performing routine background checks, including automated searches of federal, state and county databases, to confirm that I/we have not been convicted of such crimes. I/we also understand that knowingly submitting false information may violate Federal law.

This Certificate is effective on the earlier of the date listed below or the date received by your servicer.

Borrower Signature	Date	
Co-Borrower Signature	 Date	
Co-Borrower Signature	 Date	
Co-Borrower Signature	 Date	





BEHIND ON YOUR MORTGAGE PAYMENTS?

Help is available.

FREE assistance from HUD-approved housing counseling agencies is available to you.

Housing Counselors at non-profit or government agencies approved by the U.S. Department of Housing and Urban Development (HUD) are trained to help homeowners who are having problems making their mortgage payments. Counselors can help you find the best option for your situation.

HUD-approved Housing Counselors will:

- Work with you in person or over the phone.
- Help you understand your housing options.
- Help communicate with your lender.
- Recommend financial tools to help you solve current problems and avoid future ones.
- Connect you with local resources that may provide you with additional assistance.

This Help is Free.

HUD approved housing counseling agencies cannot charge to help you explore your options if you are having trouble paying your mortgage loan.

- Watch out for companies that charge a fee for these services. It may be a scam.
- Check www.hud.gov/findacounselor to confirm the counseling agency is HUD-approved.

HOW TO FIND A HOUSING COUNSELOR TODAY:

- Online. Search for a housing counseling agency near you at: www.hud.gov/findacounselor or http://www.consumerfinance.gov /find-a-housing-counselor/
- By Phone. Call HUD's Housing Counseling Locator Service at (800) 569-4287.
 - Persons with hearing or speech impairments may access this number via TTY by calling the Federal Information Relay Service at (800) 877-8339.
 - Comprehensive foreclosure assistance is available around the clock at (888) 995-HOPE (4673).