



Reverse Mortgage Counseling Loan Originator Guide

To ensure a smooth and timely reverse mortgage transaction, it is important to always set appropriate expectations with your clients about all the steps necessary to get their file to the finish line. Use the following guide to set proper expectations on the counseling process with your client so that they are prepared when they call to schedule the counseling appointment.

General points to consider covering with your client:

- Counseling is traditionally the only out of pocket cost the borrower will be responsible for on each reverse mortgage transaction. On average the fee is \$150 paid by debt or credit card over the phone to the counseling agency.
- When calling to schedule an appointment, the borrower will need to specify that they are calling to schedule FHA/HECM reverse mortgage counseling.
- When arranging the appointment, your client may be asked for an access code which can be found on page 5 of the provided proposal.
- Every certificate is valid for 6 months from the appointment date.
- Everyone on title to the subject property at time of application must be counseled. This applies to individuals that do not plan to be a borrower and/or those that are scheduled to be deeded off title during the loan process.
- For purchase transactions, it is best practice to always have your borrower counseled prior to the purchase contract date.

State Specific HECM Counseling Rules:

- California - requires 7-day cooling off period after counseling date. This means loan services may not be ordered until 7 days after the counseling date.
- Tennessee and Vermont – counseling must predate the application date.
- Texas - counseling certificate is only valid for 6 months and must be renewed prior to closing if no longer valid.
- Minnesota - HECM counselor must work for an agency that is physically located in the state of Minnesota.
- Massachusetts – HECM counselor must be from the approved list of counselors included in the proposal documents.

The following page is an example of the counseling list that will be included in your clients provided proposal. Although many of the counselors found on this list may be approved in every subject property state, borrowers should reference the list of approved HECM counselors from their proposal to ensure the company they schedule with is approved.

FHA Approved Reverse Mortgage Counselor List

The U.S. Department of Housing and Urban Development (HUD) **requires** that a counseling session be conducted for all reverse mortgage programs. It must be done by an independent, objective housing counseling agency, approved by the Federal Housing Authority (FHA). There is a fee involved, paid directly to the counseling agency. The session will last about 30-45 minutes and may be done in person or over the phone, whichever you prefer. The FHA has established this counseling requirement to ensure that all clients have been properly educated about Reverse Mortgage programs.

Contact any one of these HUD-approved national or local counseling agencies and schedule your counseling session.

National Phone Counseling:

Agency Name	Telephone
Money Management International	(877) 908-2227
Housing Options Provided for the Elderly (HOPE)	(844) 432-6467
National Foundation for Credit Counseling	(866) 698-6322
Consumer Credit Counseling Service of Maryland (CCCSMD)	(800) 642-2227
Greenpath	(888) 860-4167

Telephone Counseling Agencies:

QUICKCERT, INC. Agency ID: 84311	7122 S SHERIDAN RD STE 2-533 TULSA, OK 74133 (888) 383-8885
CAMBRIDGE CREDIT COUNSELING CORP Agency ID: 81323	67 HUNT STREET AGAWAM, MA 01001 (888) 764-7460
HORIZON COUNSELING INC. Agency ID: 90309	102 N. BARTOW ST. CARTERSVILLE, GA 30120-3106 (888) 315-4326
DEBT HELPER	1325 N. CONGRESS AVE., #201 WEST PALM BEACH, FL 33401 (800) 920-2262

State/Local Counseling:

ADMINISTRATION OF RESOURCES AND CHOICES (ARC) Agency ID#: 81052 Website: https://www.arc-az.org	1625 N ALVERNON WAY STE 101 TUCSON, AZ 85712-3370 (520) 623-9383
ADMINISTRATION OF RESOURCES AND CHOICES (ARC) Agency ID#: 81809 Website: https://www.arc-az.org	5800 W GLENN DR STE 275 GLENDALE, AZ 85301-2499 (602) 374-2226
MONEY MANAGEMENT INTERNATIONAL - PHOENIX PHONE CENTER Agency ID#: 83789 Website: www.moneymanagement.org	SUITE 350 2401 W PEORIA AVE PHOENIX, AZ 85029-4790 (866) 232-9080