



Dear WCDA Customers and Partners:

Health and safety is of utmost importance to us here at Wyoming Community Development Authority, so we have made the conscious decision to close our lobby to the public and to reduce the number of staff members in our building. Effective Monday, April 6, 2020, all WCDA employees that are able to telework will do so. Our wonderful Servicing Department, along with an awesome Loan Review team member and several other essential team members, will be in the office and available by phone from 8:00 a.m. to 5:00 p.m. All staff members, whether teleworking or in the office, are available by phone or email. During this time of uncertainty, WCDA is still financing quality and affordable housing in Wyoming and is committed to helping you every step of the way.

#### FAQ's:

**1. Is WCDA still open?** Yes! Although we have closed our front lobby doors, we are still willing and able to assist you in every other way. Please call or email us with any question you may have. For those of you wanting to make your mortgage payment, please remember a few things:

- you can make your payments via phone, mail, or through our 24 hour drop box;
- we only accept non-cash payments in our drop box;
- all payments received after 3 p.m. will be processed the next business day.

**2. Are you offering mortgage assistance during this crisis?** Yes! WCDA is committed to helping our homeowners during this unprecedented time.

- Late charges will be suppressed for April, 2020.
- Credit reporting will be coded appropriately upon receipt of written notice of how COVID 19 has affected your income.
- To request short term forbearance WCDA must receive in writing a request for forbearance with a brief statement how COVID 19 created a financial hardship.
  - Email to [WCDACOVID19@wyomingcda.com](mailto:WCDACOVID19@wyomingcda.com) or
  - Mail to WCDA, Attn COVID 19, PO Box 10100, Casper WY 82602
  - Formal acknowledgment will be mailed once request is received.
- It is critical that you keep in contact with WCDA during this time to identify the best option available to help you.
- Foreclosure and eviction actions have been suspended until 5/18/2020.

**Please call our WCDA Servicing Department at 307-265-5102 or 800-273-4635 to receive more details about mortgage relief options.**

**3. Are WCDA staff members going to be working in pajamas?** Chances are high! Although some WCDA staff may be helping you in their pajamas, we promise to hold ourselves to our usual high standards.

Through sickness and in health, good times and bad times, we do... promise to be here for you.

Stay safe and healthy, Wyoming! Remember, we're all in this together.

Thank you for your understanding,

*Scott Hoversland*

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