



# HOMEOWNER ASSISTANCE PROGRAM (HOAP)

**97%**

of homeowners who apply can keep their homes.



HOAP has helped 61,000 Sagen-insured homeowners stay in their homes.

## Contact Us

Homeowner Assistance Program Hotline  
1.844.711.4627

Email  
[homeassist@sagen.ca](mailto:homeassist@sagen.ca)

Website  
[www.sagen.ca/products-and-services/hoap/](http://www.sagen.ca/products-and-services/hoap/)

HomeAssist Portal Link  
[www.homeassist.sagen.ca/homeassist/](http://www.homeassist.sagen.ca/homeassist/)

Lender Referral Link  
[www.research.net/r/gnwhoal](http://www.research.net/r/gnwhoal)

## Lender HOAP Reference

### Helping Homeowners in Need

Sagen's Homeowner Assistance Program (HOAP) is designed to help qualified homeowners who are experiencing temporary financial difficulties due to unexpected life events. These events may put pressure on household income affecting their ability to make their mortgage commitments.

### When Should you Contact Sagen?

Reach out to us if your borrower is experiencing or about to experience financial hardship. The sooner we're informed, the sooner we can present you with a wider variety of solutions. Complete an [Evaluation Form](#) to get the process started.

Please refer your Sagen-insured borrower to HOAP:

- In the absence of a conceivably identifiable default management solution
- Uncertainty regarding the borrower's eligibility to Homeowner Mortgage Relief Options, as outlined in the [Default Management Playbook](#).

### Common Situations

There are a range of situations that may affect a homeowner's ability to make their mortgage payments. Some common situations may include:

- Job loss
- Reduced income
- Marital separation or divorce
- Unexpected illness or disability
- Natural disasters and economic downturns

### Disaster Relief

Our team of qualified HOAP analysts are always available and ready to provide support to homeowners who are impacted by:

- Natural disasters such as floods and fires
- Economic downturns like mass layoff and strikes

Contact our team at the earliest sign of homeowner impact for us to assess and review for the best possible solution under our Homeowner Assistance Program.

### Available Options

At Sagen, we consider various solutions that may alleviate a homeowner's temporary financial burden. Each circumstance is individually assessed to determine if a workout is possible, and what the ideal workout solution would be. Some of the most common options that can be considered are:

- Capitalize arrears
- Increase amortization period
- Provide promissory notes
- Assistance with sale of the property

### HomeAssist Portal

Our HomeAssist portal is a web-based borrower portal, created to enable lenders to refer customers to Sagen's HOAP team to review potential workout opportunities or solutions. By using the HomeAssist portal, borrowers can electronically submit all the required information to Sagen, including their mortgage information, financial details, and consent, in a secure and confidential manner.