



**KHHC** | Kentucky  
Housing  
Corporation  
*Investing in quality housing solutions.*

## **Welcome to Kentucky Housing Corporation!**

Kentucky Housing Corporation (KHC) is proud to be the servicer of your mortgage loan. We are available to assist you with questions you may have. KHC offers various payment options for your convenience, including the Automatic Clearing House payment draft, which is explained on our website at [www.kyhousing.org](http://www.kyhousing.org) under My Account.

Temporary payment coupons are enclosed for your use until receipt of the new coupon book(s), which should arrive within the next 30 days. It is recommended that you keep the payment book(s) each year, as the book includes important information for income tax filing purposes.

If you misplace your coupon book, it can be replaced at a cost of \$5. Do not delay payments while you are waiting for a new payment book. Simply write your KHC loan number on your check or money order and mail it to KHC at 1225 Louisville Rd., Frankfort, KY 40601, or utilize our website for one-time or recurring payment options. If you would like to pay using check by phone, please call our office at 502-605-1317 from 8 a.m. to 5 p.m. ET, Monday through Friday. There is a \$10 fee for this service.

For further details and more information, please click on the My Account section on KHC's website at [www.kyhousing.org](http://www.kyhousing.org). If you have any questions, please call our Loan Servicing team toll-free in Kentucky at 800-341-5622 or 502-605-1318, locally; TTY 711; or email [customerservice@kyhousing.org](mailto:customerservice@kyhousing.org).

Sincerely,

### **Customer Service Team**

Loan Servicing Department  
Kentucky Housing Corporation

*Si usted habla español y considera que necesita un interprete puede llamar gratis a 800-341-5622 (en Kentucky) o 502-564-7630, extension 217 para asistencia. Para versiones en español de estos documentos y mas, visite nuestro sitio web [www.kyhousing.org](http://www.kyhousing.org) y elija Espanol.*

# Welcome to KHC!

We're so glad that you decided to buy your home through Kentucky Housing Corporation (KHC). Your home loan is serviced by KHC, here in Kentucky. This packet contains information to assist with your new home mortgage. You may still have questions, and that's fine! KHC is here to help you – simply call our loan servicing department office in Frankfort, or visit our website for more information at [www.kyhousing.org](http://www.kyhousing.org).

## **We Care About You**

KHC is committed to working with you to help you be a successful homeowner. We offer several ways to contact us with any questions or concerns that you may have during the life of your mortgage. On the sheet titled Contact Us, you'll find all of the ways to get in touch with our staff, who are more than glad to help you with your home mortgage. Also, we've included a convenient magnet for your fridge, with our contact information, condensed for ease of access.



## **We Know Challenges Arise**

If you run into financial difficulties beyond your control and have trouble making your mortgage payment, seek help. Don't delay. Solutions start with a conversation between you and your mortgage loan advisor. As a valued customer, we will take an honest look at your situation and available options, then make a plan to move forward. KHC is here to help you find a solution to keep your home.

# Contact Us

## Questions?

KHC is determined to provide you with outstanding customer service, whichever way you contact us. Our experienced customer service professionals can help you with your questions and payments, and best of all, we are located in Kentucky and care about providing assistance. To speak with a team member, please call **toll-free at 800-341-5622** during our normal office hours **Monday through Friday, 8 a.m. to 5 p.m. ET**. A full list of extensions for departments within loan servicing, as well as fax numbers is available on KHC's website, [www.kyhousing.org](http://www.kyhousing.org), under **My Account**.

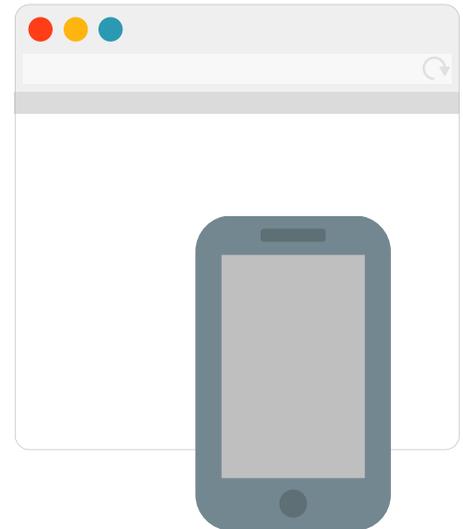
## Payments

There are four easy ways to make loan payments: by mail, over the phone, in person, and online. Either automatic or online payments are the most convenient methods to pay your mortgage. In the event that you must mail your payment, please enclose your payment coupon with a money order, cashier's check, certified check, personal check, or attorney's escrow check – payable to KHC.

Please mail your payment to:



***Kentucky Housing Corporation  
1225 Louisville Rd.  
Frankfort, KY 40601***



# Online Resources



## Online Payments

Enjoy 24/7 access to your account. Access payment due dates, loan balances, bill payment, and payment history. Paying your mortgage online, through KHC's website ([www.kyhousing.org](http://www.kyhousing.org), under **My Account**), is the most convenient method KHC offers, and there's no charge to use the service.

## Automated Clearing House (ACH) Payments

Making a payment through ACH is easy and ensures your mortgage is paid on time every month, and can improve your credit. To sign up, go to the **My Account** link on KHC's website, and complete the form found under **Resources**. You may also use the Online Payment portal to set up monthly payments as a one-time or recurring draft.

## Credit Counseling

HUD-sponsored housing counseling agencies can provide you with expert advice on your home and related finances. To find a HUD-approved counselor near you, go to the **Home Buyers** link on KHC's website, and click **Housing Counseling and Education**.

## Kentucky Homeownership Protection Center

Approved foreclosure intervention and default counselors can work with you, one-on-one, through problems making your mortgage payments. Resolutions might include a reduced monthly payment amount, reduced interest rate, or extended mortgage term.\* For more information, visit [www.ProtectMyKYHome.org](http://www.ProtectMyKYHome.org).

## FAQs

KHC also provides information and resources on the **My Account** web page for frequently asked questions.

\*Services only offered to qualifying applicants while funds are available. Anyone who contacts the Protection Center will have access to free financial counseling.

# Escrow and Taxes

## Annual Tax and Interest (T&I) Statements

KHC provides annual T&I Statements by January 31, conveniently located within customers' payment coupon books. The statement reflects the amount of mortgage interest paid and any real estate taxes paid through your escrow account during the period of time your loan was serviced by KHC. You may also access this information at any time by utilizing KHC's website, [www.kyhousing.org](http://www.kyhousing.org).

## Yearly Taxes

As a property owner, you are required to pay taxes on your property. The taxes you pay are in proportion to the value of your property.

KHC receives real estate tax information directly from the taxing authority for your home. In order to pay your yearly property taxes, we will collect monthly funds from you in the form of an escrow payment. Your escrow account is analyzed annually, and if we've collected too much, an escrow refund check will be mailed to you. If we have collected too little or your taxes have increased, we will pay your tax bill in full, but your overall payment may increase due to the property bills. New payment coupons will be issued to you in January each year, and the Escrow Account Disclosure Statement will be included with the new coupon book you receive.

## Taxing Authority

If you are concerned about any increases or any other charges to your tax bill, please contact your taxing authority directly to discuss those changes.



# Escrow and Insurance

Homeowner's insurance (hazard insurance) is a requirement of your mortgage. It protects your property from loss. Generally, the amount of insurance must be enough to cover the cost to replace the house or unpaid principal amount of the loans secured by the property. Homeowner's insurance will be paid through your escrow account. The payment will be made in full regardless of the amount. Your escrow account will be analyzed annually in January and if too much was collected, an escrow refund check will be issued. If there is a deficit in your account, your mortgage payment may increase to cover the difference.



## Proof of Insurance

Proof of Insurance was provided at the time of closing. If you change your insurance carrier, please send us the updated contact information to ensure payments are made to the proper carrier.

## Forced Placed Insurance

If KHC receives notice your property is not covered by homeowner's insurance and we are unable to contact you to discuss coverage options, we are required to place coverage on the property. This is called **Forced Placed Coverage**. The premiums could be higher, which can impact your mortgage payment after your loan goes through the escrow analysis period in January.

## Flood Insurance

Flood insurance is required for properties located in federally-mandated Special Flood Hazard areas. This term is used by the Federal Emergency Management Agency (FEMA) in the National Flood Insurance Program (NFIP) to refer to the land area covered by the floodwaters of the base or 100-year flood – an area of land that has an approximate 1 percent probability of a flood occurring on it in any given year. Flood insurance will be paid for through your escrow account, if applicable.

## Private Mortgage Insurance

Some of our conventional loans have mortgage insurance that is required if you have less than 20 percent equity (or down payment) in your home. It protects the mortgage lender from losses if a customer is unable to make loan payments and defaults on the loan.

Additional mortgage term life and disability insurance information are available upon request.



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[www.kyhousing.org](http://www.kyhousing.org)

