



## COVID-19 Mortgage Relief Assistance Request

If you are having mortgage payment challenges, please email the following information to [servicingassist@rbbusa.com](mailto:servicingassist@rbbusa.com). We will contact you to acknowledge receipt and let you know if you need to send additional information or documents. **Bold type information items are required.**

### Borrower Information

**Borrower's name:** \_\_\_\_\_

**Property address:** \_\_\_\_\_

**E-mail address:** \_\_\_\_\_

**Primary phone number:** \_\_\_\_\_  Cell  Home  Work  Other

**Alternate phone number:** \_\_\_\_\_  Cell  Home  Work  Other

**Preferred contact method (choose all that apply):**  Cell phone  Home phone  Work phone  Email

Is either borrower on active duty with the military (including the National Guard and Reserves), the dependent of a borrower on active duty, or the surviving spouse of a member of the military who was on active duty at the time of death?  Yes  No

### Assistance Information

**Do you have an Automated Clearing House (ACH) payment with Royal Business Bank that you wish to cancel?**  Yes  No

**Are you requesting deferment assistance for your mortgage payment?**  Yes  No

Please advise how you are affected by the COVID-19 crisis below.

Please do NOT include any personal information such as Social Security, Tax Identification, or Driver's License numbers on this form or in the email.