

COVID-19 Payment Assistance

How long do I have to make my payment without any late charges or impacts to my credit report?

- Your mortgage payment is due on the 1st of the month but is not considered late or subject to late fees until after the 15th of the month.
- You have a full 30 days after your payment due date before any lender is allowed to officially report a late payment to the credit bureaus.

What type of mortgage relief is available?

- BOS has programs available, including a minimum of 90 days of re-payment assistance, to help our mortgage clients through these tough times.
- We encourage you to contact us, so we can help with your payment assistance needs based on your situation. Please call Bank of Springfield's help desk at 217-529-5555 or 877-698-3278 between the hours of 8:00 a.m. to 5:00 p.m. CST Monday through Friday and ask to speak to Suzanna Scherf at ext. 1282.

If any of the following questions pertain to you, please contact us to determine payment assistance options.

- What will happen if I can't make my payment due to job loss from COVID-19?
- What should I do if my payment will be late this month?
- I can't afford the late charges with everything else going on. What should I do?
- I can only pay part of my required payment. Will you accept that?
- I applied for payment assistance. What's going to happen next?
- What if I can't meet my deadline for document submission given shutdowns?
- I applied for loan modification. What's going to happen next?
- I got a letter requesting documentation for modification. I can't fax or mail it to you. What should I do?
- I can't pay my escrow shortage, what should I do?



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