



# HOMEOWNER ASSISTANCE PROGRAM (HOAP)

**90%**  
of homeowners who  
apply can keep their  
homes.



HOAP has helped 63,000  
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/)

HOAP Portal Link  
<https://my.sagen.ca/mysagen/hoap>

## 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.

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.

See Contact Us and HOAP Portal sections below.

### 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

### HOAP Portal

Our HOAP portal is a web-based portal designed to enable both lenders and borrowers to submit requests to Sagen's HOAP team to review potential workout opportunities. By using the HOAP portal, lenders and borrowers can electronically submit all the required information to Sagen to assess the situation, including reason for hardship, mortgage information, financial details, and consent in a secure and confidential manner.

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