



STATE OF CONNECTICUT  
**DEPARTMENT OF BANKING**  
260 CONSTITUTION PLAZA – HARTFORD, CT 06103



**Jorge L. Perez**  
Commissioner

October 21, 2024

**To:** Presidents and Chief Executive Officers of Connecticut  
Residential Mortgage Servicers  
**Subject:** Guidance on providing relief for Connecticut residents impacted by August storm

The Connecticut Department of Banking (the “Department”) recognizes the enormous challenges facing residents impacted by the severe storms, flooding, landslides, and mudslides (“the storm”) which caused significant property damage in areas of Connecticut from August 18, 2024, to August 19, 2024. Parts of New Haven, Litchfield and Fairfield counties have been declared a federal disaster area by FEMA. Impacted residents can apply for disaster relief at <https://www.disasterassistance.gov>.

During this period, licensees are encouraged to work with all borrowers whose ability to make loan repayments at this time may be impacted by the storm. Efforts to work with borrowers can include waiving late fees, offering forbearance plans or other deferment options, and have adequate staff available to proactively assist borrowers impacted by the storm.

The Department requests that mortgage servicers consider providing guidance to their internal and external collection teams regarding their policies at this time around this event. The ability for borrowers to learn about and access any accommodations offered by mortgage servicers during this period will be limited if, employees, agents, and other third parties are not, or are unable, to inform borrowers about possible relief.

FEMA has opened a Disaster Recovery Center in Southbury to provide in-person assistance to homeowners, renters, businesses, and private nonprofits seeking to apply for federal disaster aid for damages incurred due to the storm. Located at Southbury Town Hall (501 Main Street South, Southbury) this Disaster Recovery Center is open Mondays to Fridays from 8:00 a.m. to 6:00 p.m., Saturdays from 8:00 a.m. to 4:00 p.m., and Sundays from 10:00 a.m. to 2:00 p.m. Anyone who lives in any town impacted by the flooding from the August 18 storm can visit this center to seek assistance with applying for aid.

In addition, the Small Business Administration (SBA) has opened two business recovery centers in Monroe and Oxford. Located at the Monroe Police Department (7 Fan Hill Road) and Oxford Town Hall (486 Oxford Road), these Business Recovery Centers are staffed by SBA customer service representatives who can assist business owners in completing their disaster loan

TEL: (860) 240-8299 ● FAX: (860) 240-8178

<http://www.ct.gov/dob>

*An Affirmative Action/Equal Opportunity Employer*

applications, accept documents, and provide updates on an application's status. Both locations are open Mondays to Fridays from 8:00 a.m. to 6:00 p.m., and on Saturdays from 10:00 a.m. to 2:00 p.m. They are closed on Sundays. Walk-ins are accepted, however it is encouraged to schedule an appointment in advance by visiting [appointment.sba.gov](http://appointment.sba.gov). In addition to applying in person, business owners may also call the SBA's Customer Service Center at 800-659-2955 or send an email to [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov) for more information.

Department staff stand ready to assist licensees as they work with customers recovering from this disaster. Please do not hesitate to contact Consumer Credit Division Director Carmine Costa at [carmine.costa@ct.gov](mailto:carmine.costa@ct.gov) or (860) 240-8207 or myself at [jorge.perez@ct.gov](mailto:jorge.perez@ct.gov) or (860) 240-8100 if you have questions or suggestions. We encourage you to share this letter with members of your board of directors and your management team.

Sincerely,

Jorge L. Perez  
Banking Commissioner

TEL: (860) 240-8299 ● FAX: (860) 240-8178

<http://www.ct.gov/dob>

*An Affirmative Action/Equal Opportunity Employer*