



## HOME MEANS NEVADA, INC.

A Non-Profit Entity Established by the  
State of Nevada, Department of Business and Industry

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### Homeowner Assistance Portal Launched to Assist Nevada Homeowners Impacted by COVID-19 Pandemic

**LAS VEGAS, NV** - Home Means Nevada, Inc. (HMN), a state-affiliated nonprofit organization that administers certain functions of the Foreclosure Mediation Program, has launched a new, innovative tool for struggling Nevada homeowners as part of its ongoing COVID-19 response initiative. Utilizing the existing foreclosure mediation portal, HMN has added **The Homeowner Connect** (THOC), a one-stop resource for homeowners experiencing financial hardship related to the COVID-19 pandemic. THOC can be accessed through the HMN website - <http://www.homemnv.org/> - or by utilizing the direct link below.

*“We are pleased to have the opportunity to make THOC available for all Nevadans and appreciate the cooperation of the mortgage servicing community as we assist Nevada homeowners in dealing with the events related to the COVID-19 public health emergency and further our efforts to promote home retention in our state,”* said HMN President Shannon Chambers.

THOC offers features and access to information for Nevada homeowners on the steps that can occur prior to a default and potential participation in the Foreclosure Mediation Program if the homeowner is eligible. Homeowners that are currently in a forbearance related to COVID-19, not making payments, unable to make payments, or in other situations can receive information on what their options might be from a HUD certified counselor.

Should mortgage relief and home retention programs become available and implemented at both the state and federal level in the future, the THOC portal will connect homeowners to the programs for which they are eligible.

The Homeowner Connect portal is located at <https://thehomeownerconnect.org/nevada> and provides the following features and benefits:

- A free self-service portal to assist and provide information to homeowners and consumers and allow participating mortgage servicers to assist and interact with homeowners and consumers exchange documents through the portal

- On-demand assistance provided by Housing and Urban Development (HUD)-certified non-profit housing counselors
- Participating mortgage servicers agree to Standards of Conduct for responsiveness and transparency
- One-stop shop for homeowners and consumers to access and obtain information on mortgage terminology and potential mortgage assistance programs
- Proactively addresses potentially unlawful and predatory practices through the security of a state-sponsored portal
- An end-to-end audit trail of documented interactions and potential loan transfers between homeowners and mortgage servicers

**About Home Means Nevada, Inc.**

Home Means Nevada, Inc. (“HMN”), a state-affiliated nonprofit organization, was established for the development and execution of homeowner assistance to address the challenges and needs of distressed homeowners in Nevada. HMN oversees portions of the Nevada’s Foreclosure Mediation Program as established with the passage of Senate Bill 490 of the 2017 Nevada Legislative Session. HMN is governed by a board of directors. Shannon Chambers was appointed as the President of Home Means Nevada, Inc. in 2017 and has also served as the Nevada Labor Commissioner since 2014.

**About IndiSoft, LLC**

Columbia, Maryland-based IndiSoft LLC develops collaborative technology solutions for the financial services industry. Its RxOffice platform the core framework for The Homeowner Connect, provides advanced workflow management and rich data management tools that enhance risk-based assessment and help companies meet regulatory requirements. RxOffice provides efficient, reliable, and scalable solutions for companies, including mortgage servicers, investors, insurers, and law firms to name a few, that want to remain compliant, effectively manage workflow and maintain a competitive edge. Connect: [www.indisoft.us](http://www.indisoft.us) | Twitter: @IndiSoftllc.