



To help serve our customers, Gateway now has an automated forbearance process on our website.

- Please log in to your account to see what options may be available to you based on the federal agency guidelines that are specific to your type of loan.
- Once logged in, a questionnaire will pop-up with a few questions.
- If allowed by the federal agency overseeing your loan, you will automatically be placed on a forbearance.
- Regardless of the outcome, our loss mitigation team will begin monthly contact to review your situation and discuss options.

If you prefer to speak directly with a Customer Service Representative, please understand that our call volume is extremely high, so there will be unavoidable hold times. Our customer service line is 1-877-764-9319. We appreciate your patience.

[Log In Here](#)



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