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> Partner Alert

Alert 24-16 | May 29, 2024

Massachusetts Provisions for Permanent Telephone Counseling

On April 30, 2024, Chapter 88 (MA Acts of 2024) introduced permanent provisions that allow counseling for reverse mortgages using real-time video conference or telephone. The amendment ensures accessibility for all customers (especially with geographical restrictions), convenience, and technological adaptation, setting best standards for financial services.

Effective immediately, Liberty Reverse Mortgage will be reviewing the Counseling Certificate provided in the loan file to ensure the Counseling Agency is on the Massachusetts approved counseling list with [MA Executive Office of Elder Affairs website](#). If the counseling agency is not on the approved list, the loan will be rejected for not meeting the minimum submission requirements.

If you have any questions, please contact your Account Manager or Lender Support.

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