
Bulletin # 70

To: CHFA Lenders

From: CHFA Single Family Underwriting

Subject: **New EMAIL Mailbox for Lender Inquiries and Special Requests**

The Connecticut Housing Finance Authority, (CHFA) Single Family department is happily experiencing a 40% increase in production, and with the multiple enhancements we have made to our eligibility criteria, underwriting guidelines and new programs, we expect growth to continue through year end and beyond. Thank you for your business!

To help improve our efficiency we have established a **New EMAIL Mailbox** just for our Participating and Correspondent Lenders. The new mailbox address is:

SFAMInquiry@chfa.org

With the introduction of the new CHFA LOS, Lender Account Administrators (and other designated staff) can view their CHFA pipeline at a moment's notice to ascertain the status of any file in process here at CHFA. Additionally, Loan Officers and Originators can view individual pipeline activity as well.

Effective immediately, all requests for "File Rushes" or CHFA opinion on unusual loan scenarios must be sent to the SFAMInquiry mailbox for a response.

Consultation with your underwriting staff or independent research at HUD, (www.hud.gov), Allregs (www.allregs.com) or Fannie Mae (www.efanniemae.com) will answer most of your questions reducing the need to contact CHFA, however, CHFA recognizes that even with these resources (*which you are strongly encouraged to use*) Lenders will sometimes have requests that require CHFA staff special attention. Emails sent to CHFA Mortgage Specialists and Underwriters will be forwarded to the SFAMInquiry mailbox for a response.

The SFAMInquiry mailbox will be reviewed and emails returned throughout the day.

This new workflow process will eliminate unplanned distractions for the CHFA Single Family staff and allow them to concentrate on reviewing loans to provide the best customer service experience we can offer.

All questions regarding this notice should be directed to Valencia Taft-Jackson at 860-571-4224 or Valencia.Taft-Jackson@chfa.org or Norbert Deslauriers at 860-571-4374 or Norbert.Deslauriers@chfa.org.