TO: All CHFA Single Family Servicers

FROM: Liisa Koeper, Assistant Director

SUBJECT: CHFA Operating Manual

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Chapter 6 – Loan Delivery & Purchase, Chapter 7 - Servicer Reporting Guidelines and Chapter 8 – Single Family Servicing in CHFA's Operating Manual have been reorganized, updated and published to CHFA.org.

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Chapter 6 – Loan Delivery & Purchase

6.1 Delivery of Service-Released Loans
6.2 Service-Retained Loans – Documentation Requirements
6.3 Downpayment Assistance Program/s
6.4 Purchase of Committed, Non-MBS ("CHFA- Owned") Loans
6.5 Escrow Reserves
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Chapter 7 - Servicer Reporting Guidelines

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7.2 Servicer Billing
7.3 P+I Remittance of Funds
7.4 P+I Remittance Reporting
7.5 Automated Exception Reporting
7.6 Payoff Reporting
7.7 PMI Cancellation Reporting
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7.9 MBS Servicer Reporting
7.10 Forms List

Chapter 8 – Single Family Servicing

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8.4 Escrow Responsibilities
8.5 Homeowner's Insurance
8.6 Inspections and Notification by Servicer
8.7 Release of Mortgage
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8.10 CHFA Delinquency Intervention Counseling Program
8.11 Default Servicing Standards and Expectations
8.12 Bankruptcy
8.13 Loss Mitigation
8.14 Foreclosure
8.15 Super Liens
8.16 FHA Conveyance, VA Transfer of Custody and CHFA REO
8.17 Claim Submission and Expense Reimbursement
8.18 Servicer Contacts
8.19 Forms List

Questions regarding this Bulletin should be directed to
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