



**SINGLE FAMILY PROGRAMS DIRECTORY**  
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**SINGLE FAMILY DEPARTMENT**

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<b><u>SECTION/Function</u></b>	<b><u>Responsible Individual(s)</u></b>	<b><u>Title</u></b>	<b><u>Direct Dial Number (212)</u></b>	<b><u>E-Mail Address</u></b>	<b><u>Direct Fax Number (917)</u></b>
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<b><u>POST-CLOSING</u></b>					
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	Marsha Byers	Document Specialist	872-0435	<a href="mailto:MByers@nyshcr.org">MByers@nyshcr.org</a>	274-0435
	Alexandra Santana	Final Document Loan Analyst	872-0631	<a href="mailto:ASRodriguez@nyshcr.org">ASRodriguez@nyshcr.org</a>	274-0631

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<b><u>ADMINISTRATION</u></b>					
Lock-in Fee Billings	OLIVIA JERVIS	AVP - Post-Closing, Administration, & QC Manager	872-0396	<a href="mailto:OJervis@nyshcr.org">OJervis@nyshcr.org</a>	274-0396
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	Alexandra Santana	Final Document Loan Analyst	872-0631	<a href="mailto:ASRodriguez@nyshcr.org">ASRodriguez@nyshcr.org</a>	274-0631
<b><u>MISCELLANEOUS</u></b>					
Lender Contact Changes/Additions or Deletions to Branch List	Susan Pline	Vice President	872-0391	<a href="mailto:SPline@nyshcr.org">SPline@nyshcr.org</a>	274-0391
Changes in Lender Status (i.e. mergers, acquisitions, name changes)	Susan Pline	Vice President	872-0391	<a href="mailto:SPline@nyshcr.org">SPline@nyshcr.org</a>	274-0391
<b><u>SERVICING</u></b>					
Foreclosures/Bankruptcies	DIANE SCLAFANI	AVP - Servicing	872-0397	<a href="mailto:DSclafani@nyshcr.org">DSclafani@nyshcr.org</a>	274-0397
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REO	Diane Sclafani	AVP - Servicing	872-0397	<a href="mailto:DSclafani@nyshcr.org">DSclafani@nyshcr.org</a>	274-0397
Document Control	Dardanella Moore	Loan Satisfaction Specialist	872-0492	<a href="mailto:DAMoore@nyshcr.org">DAMoore@nyshcr.org</a>	274-0492
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Loan Satisfactions	Madeline Perez	Loan Satisfaction Specialist	872-0405	<a href="mailto:MLPerez@nyshcr.org">MLPerez@nyshcr.org</a>	274-0405
Delinquencies/All other Non-Accounting Servicing Matters	Ian Clement	Team Leader	872-0442	<a href="mailto:IClement@nyshcr.org">IClement@nyshcr.org</a>	274-0442
CCAL/DPAL Payoffs	Tene' McNeil	Default Specialist	872-0409	<a href="mailto:TMcneil@nyshcr.org">TMcneil@nyshcr.org</a>	274-0409
<b><u>TREASURY AND ACCOUNTING DIVISION</u></b>					
<u>Function</u>	<u>Responsible Individual(s)</u>	<u>Title</u>	<u>Direct Dial Number (212)</u>	<u>E-Mail Address</u>	<u>Direct Fax Number (917)</u>
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Mortgage Accounting	Henry Hauk	Assistant Comptroller	872-0567	<a href="mailto:HHauk@nyshcr.org">HHauk@nyshcr.org</a>	274-0567
<b><u>EXTERNAL COMMUNICATIONS</u></b>					
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General Marketing & Advertising Inquiries	Craig Shannon	Graphics Specialist	872-0689	<a href="mailto:Cshannon@nyshcr.org">Cshannon@nyshcr.org</a>	274-0689
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