

## LENDER ONLINE RESERVATION PROCEDURES

Lenders must use LOL to reserve SONYMA loans. After Lender has received LOL training and upon receiving permission from SONYMA that it may commence using LOL, Lender will have the ability to enter the Mortgage Loan Reservation data on LOL and will immediately have access to specific Mortgage Loan information and reports. Seller represents and warrants to SONYMA that with respect to each such Mortgage Loan:

**Note:** *Any reference to the Seller's Guide and Appendices includes subsequent Seller's Guide Bulletins and Monthly Lender Notices.*

*The link to the Seller's Guide is as follows:*

<http://www.nyshcr.org/assets/documents/1819.pdf>

*The link to the Information for SONYMA Participating Lenders page, where further links are available to Lender Announcements and Monthly Lender Notices is as follows:*

<http://www.nyhomes.org/index.aspx?page=103>

1. Seller agrees to use LOL only in the manner described in Appendix V of the Seller's Guide, the Availability of Funds and Notice of Terms Bulletin, the Monthly Lender Notice, and any subsequent SONYMA-published lender bulletins, and has complied with and met all requirements of the Seller's Guide and Appendix V.
2. Seller, when reserving a Mortgage Loan in LOL, has made the initial determinations listed in Section 2.6(a) of the Seller's Guide and has accepted a loan application where the Borrower has entered into a fully executed contract of sale or binder, that is dated on or prior to the Residential Loan Application Date.
3. The interest rate offered to the Borrower by Seller conforms to the interest rates published in the current Availability of Funds and Notice of Terms Bulletin, for the SONYMA program in which the Borrower is making an application.
4. All data entered into LOL is accurate, complete and up-to-date. Seller acknowledges that any improperly reserved loans may result in a penalty.
5. Seller will notify SONYMA of any changes to the Mortgage Loan information after the Lender's initial data entry on LOL by submitting the LOL Data Entry Change Request Form (SONYMA Form L1; **Exhibit 1**). If material changes are made to the Mortgage Loan, Lender must also notify the PMI and/or Pool Insurer, as applicable.

6. Seller understands that acceptance of a Reservation by LOL does not guarantee that the Mortgage Loan will be approved by SONYMA during the pre-closing compliance review described in Appendix III of the Seller's Guide or the post-closing (pre-purchase) review as described in Appendix IV of the Seller's Guide. In addition, acceptance by LOL does not guarantee that the Mortgage Loan meets all credit underwriting guidelines, which is the responsibility of the Seller, the PMI, and the Pool Insurer.
7. Seller acknowledges that, as of the Reservation Date, Seller is liable to SONYMA for payment of a Lock-in Fee in the amount of one percent (1.0%) of the loan amount entered in LOL.

The following information covers only those requirements that differ from the requirements set forth in Section 2.6 of the Seller's Guide. These procedures and Section 2.6 of the Seller's Guide shall be read together.

LOL has built in edits to detect data entry errors and to determine whether a Mortgage Loan may be eligible for SONYMA financing. For example, LOL will display an error message for a loan that is over the income or purchase price limits for the program under which the loan is being reserved. If LOL makes the determination that the loan entered does not qualify, Lender should ensure it has made the correct data entries before rejecting the loan for SONYMA financing. For instance, if the loan has been rejected for being over the income limits, Lender should check all the entries that would affect that response. The below listed fields, if not entered correctly, are some of those fields that could impact LOL's decision to accept a loan:

- Program Name
- Property City and County Name
- Number of Persons Expecting to Occupy Household
- Target or Non-Target Area
- Annual Household Income
- Purchase Price and Acquisition Cost

Please refer to **Exhibit 2** for help on troubleshooting error messages displayed by LOL after entering a Reservation.

### **1. Entering a New Reservation**

If Mortgagor meets the criteria listed in the Section 2.6 of the Seller's Guide, Lender, upon accepting a Mortgage Loan application from Mortgagor, has **seven (7) calendar days** from the Residential Loan Application Date to reserve the loan with SONYMA.

If the loan is not reserved within seven (7) calendar days from the Residential Loan Application Date, the Reservation will not be accepted by LOL. The Lender must contact SONYMA to determine if SONYMA will accept the Reservation, the interest rate at which the loan will be locked and whether Lender will be assessed a penalty.

**Note:** The Reservation Date becomes the Lock-in Date and counts as day one of the rate lock-in period. The interest rate will be the rate that is available for the specified loan program and loan term, on the date of the loan reservation.

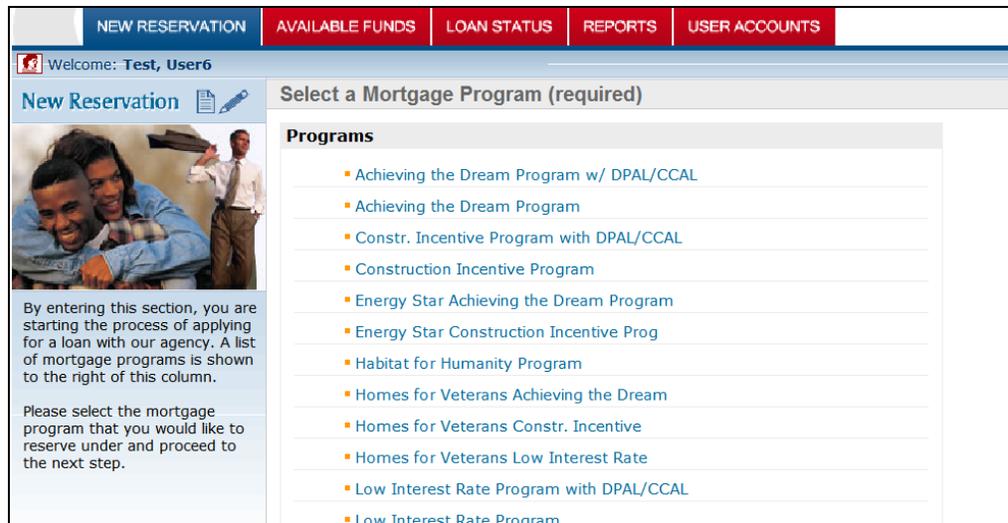
Section 2.6 of the Seller’s Guide provides details on manually submitting a faxed Reservation form to SONYMA.

To enter a new reservation on LOL:

- a. Click on the “New Reservation” tab at the top left of the Home Page screen. A list of available SONYMA programs is displayed. Refer to **Figure 1** below to view the SONYMA program menu.

**Note:** Depending on the availability of current programs and products, this screen may display different programs and products in the future.

- b. Click on the appropriate SONYMA program name. If the Mortgagor has opted to receive a Down Payment Assistance Loan (DPAL), ensure that the appropriate program with DPAL has been selected.



**Figure 1**

c. The New Reservation Data Entry Form is displayed. Refer to **Figure 2** below.

New Reservation Form		Show Help	Hide Help
<b>FIRST MORTGAGE</b>			
Program: Low Interest Rate Program with DPAL/CCAL		Lender Loan No: [ ]	
Loan Type: Conventional	*Loan Amount: [ \$0 ]	*Term: 360 months	Interest Rate: 5.375 %
*Application Date: [ ]	CCAL Amount: [ ]	DPAL Amount: [ ]	
<b>BORROWER</b>			
*First Name: [ ]	Middle Initial: [ ]	*Last Name: [ ]	
*Soc. Sec. No: [ ]	Date of Birth: [ ]	*Age: [ ]	
*Sex: [ ]	*Race: [ ]	*Ethnicity: [ ]	
*Marital Status: [ ]	Single Parent: [ ]		
<b>CURRENT ADDRESS</b>			
*Street: [ ]	Unit No.: [ ]	*City: [ ]	[ ]
		Other City: [ ]	
*State: New York	*Zip: [ ] - [ ]	County: [ ]	[ ]
		Other County: [ ]	
Home Phone: [ ]	Business Phone: [ ]		
<input type="checkbox"/> Check if CO-BORROWER			
<b>PROPERTY</b>			
*Purchase Price: [ \$0 ]	*Acquisition Cost: [ \$0 ]	*New/Exist/Rehab: [ ]	
Year Built: [ ]	*No. of Units: [ ]		
LTV: [ ]	Lock-in Type: Short	Estimated Completion Date: [ ]	[ ]
Is this property being converted from a previous non-residential use? Yes [ ] (i.e. converted from warehouse, school, etc.)			
<b>PROPERTY ADDRESS</b>			
*House No.: [ ]	*Street: [ ]	Unit No.: [ ]	
*City: [ ]	*Zip: [ ] - [ ]		
*County: [ ]			
*Census Tract: 0.00	Find it	Block Group: [ ]	
*Target/Non-Target: [ ]	*Project: [ ]		
<b>ANNUAL INCOME</b>			
*Borrower Wages: [ \$0 ]	From Assets: [ \$0 ]	Other: [ \$0 ]	Subtotal: [ \$0 ]
Non-Applicant Income: [ \$0 ]			Subtotal: [ \$0 ]
			<b>TOTAL:</b> [ \$0 ]
<b>HOUSEHOLD</b>			
*Household Size: [ ]			*Prior Homeowner: No [ ]
No. of Income Recipients: 0			Date Last Occupied: [ ]
No. of Persons 18 or Over: [ ]			
No. of Persons Under 18: [ ]			
No. of Dependents: [ ]			
No. of Disabled/Handicapped: [ ]			
No. of Elderly: [ ]			
<b>OFFICERS &amp; CONTACTS</b>			
*Loan Officer: Test, User6			*Loan Processor: Test, User6
*Contact Person: [ ]			Transcripitor: Test, User6
<b>SUBMIT</b>			

**Figure 2**

d. Click on “Show Help” (at the top of the form) to list a brief description of the required data and/or data format for each data entry field. Listed below are a few additional comments regarding data entry of loan information on LOL.

\* All fields identified with a red asterisk(\*) are required entry data fields; LOL User must enter data in these fields for the Reservation to be accepted. This includes the designation of a Contact Person, a Loan Processor (LP) and a Loan Officer (LO) for each loan Reservation.

\* After each entry, LOL User may press the “Tab” key to move to the next entry box or the LOL User can move to any other entry box by clicking on the box with the mouse.

\* If the loan application has a co-borrower, click in the box entitled “Check if Co-Borrower”.

\* Note that there is a field for Borrower Race Code; however, there is no field for the Co-Borrower Race Code.

\* If a Borrower indicates on the 1003 that he/she is more than one race, select the “Two or More” option under the “Race” field.

\* If the Borrower’s or Co-Borrower’s marital status is initially entered as “Single Parent”, the Single Parent data field defaults to “Yes”. If, prior to submitting a Reservation, the LOL User changes the response in the Marital Status field to an option other than “Single Parent”, the LOL User must also change the data in the Single Parent field to “No”.

\* At the time of the initial data entry in the “Purchase Price” field, the “Acquisition Cost” field is automatically updated with the same information. If prior to submitting the Reservation, the user changes the Purchase Price amount data, the user must also manually change the Acquisition Cost amount, as applicable. Note that changes to the “Purchase Price” field will not automatically change the “Acquisition Cost” field. Lenders are reminded that the Acquisition Cost is defined in Section 2.406 of the Seller’s Guide and should be entered in accordance with the provisions of this section.

- \* LOL automatically assigns the County Name to the property, based upon the City Name entered by the LOL User. New York State has several duplicate city names. If the correct County Name does not appear on the Reservation screen, LOL User must refer to the City field drop down list to select the second or third (duplicate) City Name until the correct City/County combination is displayed.
- \* Enter whole dollar amounts in all numerical fields.
- \* Enter the Income as an **annual figure** (multiply the monthly income by 12 to determine the annual income).
- \* The “Loan Officer” (LO) and “Contact Person” fields are required data entry fields on the New Reservation Data Entry Screen. The appropriate name must be selected from the drop down list. Although data entry in the “Loan Processor” (LP) field is not required, it is recommended that this information be provided. If two LOL Users are designated as the Loan Officer and Loan Processor, both will have access to the loan information on LOL. However, the LP and/or LO may also be designated as such and have no access to LOL as a user (i.e. Contact Only access level).
- \* Refer to **Exhibit 2** for a listing of data entry error messages. If data entry errors are detected by LOL, make the necessary corrections and re-submit the Reservation by completing the procedures outlined in Item 4 below.
- \* If, during the Reservation data entry process the user clicks on the “Home” icon or the “back” arrow key, the user will be directed back to the Home or first page and all data entry will be lost. **The loan will not be reserved.**

**Note:** Once a Reservation has been accepted, Lender users can no longer make changes to the loan data. Lenders must notify SONYMA of loan information changes by submitting the LOL Data Entry Change Request Form (SONYMA Form L1; **Exhibit 1**).

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## 2. Data Entry Error Messages (errors that occur during data entry process)

These Data Entry Error Messages occur when the LOL User is attempting to enter data in each specific field on the LOL Reservation Data Entry Screen. The system will display a box to alert the LOL User of the error and will provide a resolution. **Exhibit 2** (Section A) also provides suggestions for entering data and troubleshooting error messages.

When an error message is received, LOL User must click on “OK” to return to the Reservation data entry screen. LOL User should follow the instructions displayed in the error message box to correct the error.

## 3. Identifying Census Tract and Block Number

To identify the correct Census Tract and Block Number for a specific property, user may click on the “Find It” button (beside the “Census Tract” data entry field on the LOL Reservation Data Entry Screen), which will link to the United States Census Bureau’s website.

Refer to **Figure 3** below to view the US Census Bureau website screen.

- a. Ensure that the “Address Search” Tab has been selected.
- b. Enter the property’s Street Address, City, State or the Street Address and Zip Code.
- c. Press “Go”
- d. If found, the property’s County, Census Tract, and Block Group (among other things) will appear on the screen.
- e. LOL User should enter the census tract and block group data in the appropriate fields on the LOL Reservation Data Entry Screen according to the format outlined in the “Show Help” description.

**Note: If the property address cannot be found in the Census Bureau website (as in some cases with new construction), or if the Census Bureau’s web site is down, enter “999” in the Census Tract field and leave the Block Group field blank.**

U.S. Census Bureau  
American FactFinder

Main Search Feedback FAQs Glossary Site Map Help

Search

You are here: [Main](#) > [Search](#) > [Advanced Geography Search](#)

general search keyword **geography**

Choose a geography selection method

list name search **address search** map

Select a year and program

Census 2000

Enter a street address, city and state, or a street address and ZIP code. Click 'Go'

Street Address [Quick tips](#)

641 Lexington Avenue

City State ZIP Code

New York New York 10022 Go

Geographies containing **641 Lexington Ave , New York , New York, 10022**:  
Select a geography and click 'OK'

State: New York  
... County: New York County  
..... County Subdivision: Manhattan borough  
..... Census Tract: Census Tract 100  
..... Block Group: Block Group 1  
..... Block: Block 1001  
..... Voting District/Remainder: Voting District 7300006  
... Place: New York city

Figure 3

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#### 4. Submitting the Reservation

After all Mortgage Loan information has been entered on the LOL Reservation Data Entry Screen, LOL User must click on the “Submit” button in order to complete the Reservation. Refer to **Exhibit 2** (Section B) for a listing of program error messages which may appear after submitting a Reservation.

- a. If data entry or program errors are detected by LOL, make the necessary corrections by following the procedures outlined in Items 5 and 6 below, and re-submit the Reservation.
- b. If no data entry errors are detected, the system will proceed with the Reservation. If approved, a Reservation Acceptance Notice (LOL Reservation Confirmation) will be displayed. The SONYMA Reservation Loan Number will be assigned upon the acceptance of the Reservation and will be displayed on the Reservation Acceptance Notice. The LOL User should click on “Print this Page” to print this confirmation notice. To print the completed Reservation Form, click on “Click Here” to view the form and click on the printer icon to print the Reservation Form. Lender will need a copy of this form if changes to the Reservation are requested at a later date.

Refer to **Figures 4a and 4b** to view a sample of the Reservation Acceptance Notice and the confirmation form.

The screenshot shows the SONYMA Lender Online interface. At the top, there is a navigation bar with links for Home, Bulletin Board, and Program Documents. Below this is the SONYMA logo and the text "Lender Online For All Your Clients' Needs". The main header identifies the user as "Wyatt, Mary" and provides a "Welcome" message. A navigation menu includes buttons for "NEW RESERVATION", "AVAILABLE FUNDS", "LOAN STATUS", and "USER ACCOUNTS". The main content area is titled "Reservation Acceptance Notice" and features a large red banner stating "YOUR RESERVATION HAS BEEN ACCEPTED!". Below this banner, the reservation/loan number "895ABC88913" is displayed. A "Disclaimer Statement" follows, explaining that the reservation is subject to data accuracy and underwriting. At the bottom, there are two buttons: "Click here" to view and/or print the reservation, and "Print this page". A sidebar on the left contains a "New Reservation" link and a "Notes" section with instructions on printing and requesting changes.

Figure 4a

**Note:** LOL confirmation may take several seconds, depending on the speed of the user's connection to the Internet and other factors. The SONYMA Reservation loan number will appear at the top of the Reservation Acceptance Notice. This number will appear on all SONYMA reports and must be used by the Lender when communicating to SONYMA about a specific loan.

 <b>RESERVATION ACCEPTED</b>						
GENERAL INFORMATION						
Reservation/Loan No.	Reservation Accepted Date			Commitment Expiration Date	Reservation Expiration Date	
9	Wednesday, December 31, 2008, at 02:05 PM			03/09/2010	03/15/2009	
Lender Loan No.	Lender ID No.	Lender Name			Lender Fee Earned %	
6333						
FIRST MORTGAGE						
Program					Loan Type	
Achieving the Dream Program w/ DPAL/CCAL					Conventional	
Amount	Term	Interest Rate	CCAL Amount	DPAL Amount		
\$49,247	360 months		\$3,000.00	\$0.00		
BORROWER						
Full Name	Social Security No.	Age	Sex	Race	Ethnicity	
TEJADA,	***-**-6193	42	Female	Did Not Respond	Hispanic	
Marital Status	Single Parent	Wages	From Assets	Others		
Single Parent	Yes	\$35,268	\$0	\$0		
Address				Home Phone	Business Phone	
BROOKLYN , NY 11213-0000						
PROPERTY						
Purchase Price	Acquisition Cost	New/Exist/Rehab	Year Built	No. of Units	Housing Type	
\$130,997	\$130,997	New	2009	Cooperative		
House No.	Street	Unit No.	City	State	Zip Code	County
135	ST 303C		Brooklyn	NY	11231-0000	Kings
Census Tract	Block Group	In Targeted Area		Project		
57.00	0	No				
HOUSEHOLD						
Household Size	No. of Income Recipients	No. of Persons 18 or Over	No. of Persons Under 18	No. of Dependents	No. of Disabled/Handicap	No. of Elderly
4	1	0	3	3	0	0
Prior Homeowner	Date Last Occupied	Non-Applicant Annual Income		Total Household Income		
No	01/13/2010	\$0		\$64,908		
OFFICERS & CONTACTS						
Loan Officer	Loan Processor	Contact Person	Transcripitor	Real Estate Company	Real Estate Agent Name	
Disclaimer Statement						
<p>This reservation is accepted by SONYMA subject to the accuracy of the data entered in LOL by lender, and the loan's compliance with all requirements of SONYMA, including borrower and property credit underwriting requirements, as set forth in the Seller's Guide, the Availability of Funds and Notice of Terms Bulletin, and any Lender Letters issued by SONYMA. SONYMA and its mortgage pool insurer will confirm the eligibility upon performing a pre-closing and pre-purchase review of the loan file. If the reservation is for a Mortgage Credit Certificate (MCC), this reservation is accepted by SONYMA subject to the accuracy of the data entered in LOL by lender, and the loan's compliance with all requirements of SONYMA, as set forth in the Program Manual and any subsequent MCC Lender Letters issued by SONYMA. SONYMA will confirm the eligibility for an MCC upon performing a pre-closing and pre-purchase review of the loan file.</p>						

**Figure 4b**

## 5. LOL Error Messages (errors that occur after Reservation is submitted for approval)

These LOL Error Messages occur after the user has pressed the “Submit” button to reserve a loan on LOL. If the Reservation is rejected, the system will alert the user of the reason.

**Exhibit 2 (Section B)** lists the possible program error messages and the action for the LOL User to take in order to enter a valid Reservation.

**Note: In some cases, after Lender has ensured that all data has been entered accurately and in accordance with Exhibit 2, LOL may still reject the Reservation. If the LOL User is unsure as to why the Reservation was rejected, please contact SONYMA for more information.**

## 6. Troubleshooting LOL Reservation Issues

If for any reason, LOL does not accept the Reservation submitted, Lender should contact SONYMA’s Reservation Department (212-872-0407) to troubleshoot the problem or error message. In certain cases the Reservation Department may request that Lender fax to SONYMA a fully completed and signed Loan Reservation Worksheet and Rate Certification ([SONYMA Form 238](#)), along with the first and signed pages of the loan application, the first and signed pages of the Sales Contract or binder, the Interest Rate Option Form ([SONYMA Form D3](#)), and any other forms as required for specific programs. Follow the procedures outlined in the SONYMA Seller’s Guide, Section 2.6. SONYMA will attempt to enter the Reservation for the Lender and will respond to Lender to explain how to remedy a similar situation in the future

Situations that may prevent the Lender from entering LOL Reservations include:

- \* Lender did not reserve the loan within the seven (7) day timeframe from the Residential Loan Application Date.
- \* Lender’s internet access is down.
- \* LOL website is down.
- \* Duplicate loan Reservation.

- b. After SONYMA personnel have reserved the loan, and Lender once again has access to LOL, Lender may view the new loan data immediately on LOL.

**Note: Seller shall not rely on a fax confirmation to confirm that SONYMA has received the loan Reservation. Seller must review the loan status and/or reports on LOL to ensure that the loan was reserved.**

**Note: IF SONYMA LEARNS THAT LOL WILL NOT BE OPERATIONAL FOR A CONSIDERABLE PERIOD OF TIME, SONYMA WILL SEND LENDER AN ANNOUNCEMENT WITH INSTRUCTIONS ON HOW TO PROCEED.**

## **7. Data Entry Change Requests (after data was entered on LOL)**

Once a Mortgage Loan has been reserved on LOL, Lender does not have the ability to make changes to the Mortgage Loan data. Any material changes must be reported to SONYMA for correction or change. In addition, if material changes are made to the Mortgage Loan, Lender must notify the PMI/Pool insurer, as applicable.

Lender must complete and fax to SONYMA's Reservation Department the LOL Data Entry Change Request Form (SONYMA Form L1; **Exhibit 1**).

If Lender determines that the original data entry requires corrections or changes, the following procedures must be followed:

- \* Lender completes the LOL Data Entry Change Request Form (SONYMA Form L1; **Exhibit 1**).
- \* Lender faxes the LOL Data Entry Change Request Form to SONYMA's reservation fax number, as indicated on Form L1.
- \* SONYMA personnel inputs the correct data.
- \* Lender can view the changes on LOL within one-half hour of SONYMA's data entry.

**Note: Seller shall not rely on a fax confirmation to confirm that SONYMA has received the LOL Data Entry Change Request Form. Seller must review the loan status and/or reports on LOL to ensure that the loan data was revised correctly.**

## 8. Lender Pipeline

Mortgage Loans will be displayed on LOL until one of the following events occur, at which time the Mortgage Loan will be purged from LOL.

- a. Loan was rejected or cancelled for a period of more than 120 days prior to the current date.

**Reminder:** Reservations are automatically cancelled by SONYMA 75 days from the Reservation Date if the pre-closing loan file has not been received by SONYMA. This date is shown as the “Reservation Expires” date on the LOL Loan Status screen. After cancellation, if Lender still intends to submit the loan file to SONYMA, Lender must immediately send written notification to SONYMA to request that the Reservation be reinstated. If the Reservation remains cancelled, SONYMA will bill Lender for the Lock-in Fee as set forth in Section 2.106 of the Seller’s Guide.

- b. All final recorded instruments and title policies for the Mortgage Loan have been delivered by Lender to SONYMA.

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SONYMA #: \_\_\_\_\_

**LOL DATA ENTRY CHANGE REQUEST FORM**  
FAX # 1-917-274-0406

SONYMA requires that this change request form be submitted for each loan for which data entry changes/corrections are required. Indicate the changes below.

**Borrower's Name:** \_\_\_\_\_

**Address of Property:** \_\_\_\_\_

**Data to be Changed:**

<u>Field Name</u>	<u>Previous Information</u>	<u>New Information</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

SONYMA, please make the specified changes listed above. We hereby certify that the changes are true and correct.

Certified by: \_\_\_\_\_ Date: \_\_\_\_\_  
(Contact)

Contact Name: \_\_\_\_\_ E-mail: \_\_\_\_\_

Telephone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

**FOR SONYMA USE ONLY**

DATE OF DATA ENTRY CHANGE: \_\_\_\_/\_\_\_\_/\_\_\_\_ OPERATOR INITIALS: \_\_\_\_\_  
MONTH DATE YEAR

