



MONTHLY LENDER NOTICE

Dated: February 1, 2011

NOTE TO LENDERS: *The purpose of the Monthly Lender Notice is to provide Lenders with important program information updates and reminders. Interest rate information is published each week in the "Availability of Funds and Notice of Terms Bulletin". A new Monthly Lender Notice is issued by SONYMA by the first calendar day of each month.*

UPDATES

RESTRUCTURING OF SONYMA OPERATIONS UNIT

SONYMA has restructured its Operations unit. Effective immediately, the day-to-day operations of SONYMA's Originations unit will be managed by Marie Cammarata and the Post-Closing unit will be managed by Olivia Jervis. Marie brings over 25 years of experience to this position. Over the years, she has accumulated a wealth of knowledge regarding all aspects of the industry and has extensive project and mortgage operations background. She will also retain her duties as Project Set-Aside Program Director. Questions and inquiries regarding pre-closing file reviews, loan reservations, extensions, lock-in fee waivers, escrows, etc. can be directed to Marie at (212) 872-0401 or mcammarata@nyshcr.org. Olivia has been an employee of SONYMA for more than 27 years. She returns to a position that she held for many years during her tenure with us. Questions and inquiries regarding post-closing file reviews and submission of final documents can be directed to Olivia at (212) 872-0396 or ojervis@nyshcr.org.

Attached is a [directory](#) of all relevant SONYMA personnel. Please retain this directory and use it when contacting SONYMA. The directory lists each major function of the Agency's programs and the individual(s) responsible for that function.

REMINDERS

REMINDER TO REPORT LOAN CLOSINGS

On the first business day of each week, lenders are required to submit a report to SONYMA identifying each Mortgage Loan closed during the prior week. The report should contain at minimum the SONYMA Loan Number, Mortgagor's name and the closing date. Attached please find a sample report ([Closed Loan Report, Form #246/ 12-10](#)) that can be used for this purpose. Fax this report to the attention of Lou Germanakos at 917-274-0407 or email this report to lgermanakos@nyshcr.org.

SUBMISSION OF SELLER'S ANNUAL CERTIFICATION

Pursuant to the Seller's Guide, lenders are reminded that if your fiscal year ended December 31, you must submit, no later than March 31, 2011, a fully completed and executed [Seller/Servicer Annual Certification \(Form 240/2-10\)](#). Please submit the form to Susan Pline, Vice President, Single Family Programs, 641 Lexington Avenue, New York, NY 10022.

Lenders who also service SONYMA loans are required to submit the Annual Certification of Compliance with Minimum Servicing Standards (refer to [Servicer letter dated June 15, 2010](#), for more information).

RESPA GUIDELINES FOR SONYMA DOWN PAYMENT ASSISTANCE LOANS

On October 6th, HUD released a notice exempting, among other things, certain down payment and closing cost assistance products from Sections 4 and 5 of the Real Estate Settlement Procedures Act ("RESPA") requirements. Because SONYMA funds its Down Payment Assistance Loan ("DPAL") with proceeds from tax-exempt mortgage

revenue bonds, DPALs qualify for this exception. However, Item “E. Settlement Cost” of the notice states (as one of six eligibility characteristics) that if the second mortgage settlement charges exceed one percent (1%) of the down payment assistance loan amount, the loan is NOT exempt from the RESPA requirements. SONYMA believes that due to the one percent (1%) settlement cost requirement, most DPALs will not be exempt from RESPA requirements since the combined cost of the recording fee and the New York State mortgage tax for the DPAL will likely exceed one percent (1%) of the second mortgage loan amount. Therefore, lenders should prepare a GFE and HUD-1 for the DPAL when the costs exceed one percent (1%). However, in those instances where the DPAL loan expense is less than one percent (1%), it is not necessary for the lender to prepare the GFE and HUD-1 for the DPAL. Refer to [Lender Letter dated October 27th](#) for more details.

Important Note: Please be advised that SONYMA does not give legal advice. Lenders must make their own determination as to whether these forms are necessary.

NEW E-MAIL DOMAIN FOR SONYMA

As a result of SONYMA’s integration into the New York State Homes and Community Renewal (HCR), e-mail addresses for all SONYMA employees have changed. The new e-mail address ends with @nyshcr.org instead of the previous address of @nyhomes.org. Please make a note of this change.

SUSTAINABLE NEIGHBORHOODS INITIATIVE

On September 28, SONYMA announced the Sustainable Neighborhoods Initiative (SNI) in support of the Sustainable Neighborhoods Demonstration Program (SNDP) that was created by HCR. SNDP has made \$2 million available to assist local governments, municipal housing authorities and not-for-profit corporations in the rehabilitation and redevelopment of vacant and/or blighted residential properties in upstate New York. SONYMA’s SNI will provide special pricing to borrowers purchasing a home under SNDP. For more information, please see our [Lender Letter dated September 28](#).

MORTGAGE INSURANCE/POOL INSURANCE/CREDIT UNDERWRITING

GENWORTH’S JOB LOSS PROTECTION PRODUCT

Genworth offers job loss protection to any borrower receiving Genworth mortgage insurance. This product is available at no additional cost to borrowers or Lenders and provides protection from temporary unemployment. Borrowers who become involuntarily unemployed will have their mortgage payments covered up to a maximum of \$2,000 a month for a three month period, per occurrence (to a maximum of 6 months). For more information, please see our website (<http://www.nyhomes.org/Home/Buyers/SONYMA/JobLossPaymentProtectionPlan.htm>).

POOL INSURER COMMITMENT TIMEFRAMES

Both Genworth Mortgage Insurance Corporation and SONYMA’s Mortgage Insurance Fund (“MIF”) issue insurance commitments for a 6-month period, starting from the date the loan is approved for mortgage insurance and/or pool insurance. As a reminder, loans not closing within the 6-month commitment period will require a second review by Genworth and/or MIF, as applicable, to ensure the loan application remains a good credit risk. As such, after the 6-month commitment period has expired, Genworth and/or MIF will require updated credit documentation (paystubs, credit report, bank statements, etc.) and an appraisal update with recent comparable sales. If values have declined since the original appraisal, or if the original appraisal is older than 12 months, then a new standard appraisal (i.e., Fannie Form 1004 or Freddie Form 70) will be required. ***The SONYMA loan must close on or prior to the extended expiration date of the MI/pool commitment.***

INTEREST RATE CHANGES; LAPSE OF COVERAGE; MATERIAL CHANGES TO LOAN FILE AFTER COMMITMENT

If SONYMA approves an extension of the mortgage commitment, lenders are responsible for notifying the pool insurer and the appropriate PMI insurer, if applicable, of changes in interest rates prior to closing. AN INCREASE IN THE INTEREST RATE MAY RESULT IN A REJECTION OF THE LOAN BY THE POOL INSURER. Lenders are also responsible for ensuring that coverage from such insurer has not lapsed prior to loan closing.

Most lenders update credit documents and appraisals prior to closing. In the event these updates indicate the borrower’s credit, income, or asset position has changed to the point where the borrower’s ability to repay or close on the requested loan amount is impacted, or the value of the property has declined, these updates must be forwarded to the appropriate pool and/or mortgage insurer for reconsideration of the insurance commitment.

SUBMITTING FILES TO THE POOL INSURER

All Low Interest Rate and Achieving the Dream Program loan files must be sent directly to Genworth Mortgage Insurance Corporation for pool (and MI, if necessary) insurance underwriting [not to SONYMA’s Mortgage Insurance Fund (MIF)]. Loans for which Genworth elects not to provide mortgage insurance, but which meet SONYMA guidelines, will continue to be approved through Genworth with MIF providing the mortgage insurance. Only loans reserved under the Construction Incentive, Remodel New York, and Habitat for Humanity Programs should be sent directly to MIF for mortgage insurance. Files should be sent as follows:

<i>Program</i>	<i>SONYMA Loan Number Prefix</i>	<i>Pool Insurer Address</i>
<i>Low Interest Rate and Achieving the Dream Programs</i>	890, 895, 910, 915, 920, 925, 935	Genworth Mortgage Insurance Corporation Attn: Central Imaging 6601 Six Forks Road Raleigh, NC 27615
<i>Construction Incentive, Remodel New York, and Habitat for Humanity Programs</i>	892, 896, 912, 916, 919, 932	SONYMA Mortgage Insurance Fund 641 Lexington Avenue, 5 th Floor New York, NY 10022 Attention: Mike Esposito

LENDER ONLINE/LOAN RESERVATIONS

RESERVATION/RATE LOCK-IN REQUESTS; USE OF LENDER ONLINE

Lenders must reserve loans via our internet-based Lender Online (“LOL”) system. As a reminder, if you have not been assigned a logon ID and password to allow you to access LOL, please contact your SONYMA Primary Contact. If you do not know whom to contact, please call Lou Germanakos at 212-872-0407 or e-mail him at lgermanakos@nyshcr.org. LOL Administrators: When reserving loans on LOL, a Contact Person, Loan Officer and Loan Processor must be assigned to the loan; otherwise, the reservation will not be accepted. Please remember to set up a Contact Person, Loan Officer and Loan Processor for each branch office listed on LOL.

Lenders must be in receipt of a fully executed binder or sales contract, prior to accepting a loan application and registering the loan with SONYMA. Any applications taken without such verification must not be reserved. Reservations made without the proper documentation will be subject to a rate change and possible Lender penalty. *Reminder:* Lenders locking new construction loans as short term are advised that Lender paid penalties may result should the loans close beyond the initial lock term.

RESERVATIONS NOT ACCEPTED BY LENDER ONLINE

Lenders will be unable to reserve a loan on Lender Online when (1) the application was taken 7 days or more prior to the reservation date, and (2) the applicant exists on the system from a previous reservation (already reserved, or if the application was denied or withdrawn); only SONYMA personnel can reserve these loans. If you receive a message that the application is 7 days or older or the applicant has a previous reservation, the reservation must be entered by SONYMA. When this occurs, the Lender is required to submit the below listed documents by fax to the number at the top of the [Loan Reservation Worksheet & Rate Certification Form \(Form #238/10-10\)](#) (917-274-0406):

- *Fully completed and executed [Loan Reservation Worksheet & Rate Certification Form \(Form #238/10-10\)](#);
- *1003 (1st page & signature page, executed and dated by applicants);

*Sales Contract (only the 1st page & the last signature page fully executed) or signed Binder; and

*Completed and executed [Interest Rate Option Form \(Form #D3/9-09\)](#).

SONYMA will research previously canceled or rejected reservations and will contact the sender of the fax if any issues arise. Additionally, for applications or 7 days or more, SONYMA may require the lender to pay a penalty if SONYMA's rates change during that time.

MAINTENANCE OF LENDER ONLINE USERS

Lenders are reminded that it is your responsibility to maintain a current list of all LOL users within your organization. *In particular, individuals who are no longer employed by your company should be immediately removed.* For more information, please refer to the [Lender Online User's Guide](#).

MISCELLANEOUS INFORMATION

LOAN OFFICER WEB PAGE

SONYMA maintains a web page specifically for Loan Officers. All the tools necessary for a Loan Officer to originate SONYMA mortgages are located on one comprehensive page. To access this page, please click here: [Information for Loan Officers](#).

TIPS OF THE WEEK

Remember to read our weekly Notice of Terms and Availability of Funds Bulletin to review our Tips of the Week. These tips provide Lenders with helpful tips and information regarding SONYMA financing. Note that we maintain an archive of these tips on our website (<http://www.nyhomes.org/Lenders/Lenders/ArchiveofWeeklyLenderTips.htm>), with links from both the Lender and Loan Officer pages.

INQUIRIES REGARDING LOAN DECISIONS

Lenders are advised not to refer applicants to call Genworth, SONYMA, or the MIF regarding loan decisions. All dialogue should be between the SONYMA Lender, and Genworth or SONYMA/MIF.

CLOSING INTEREST RATE CALCULATOR

Lenders are reminded that the [Closing Interest Rate Calculator](#) is the only source available to assist Lenders in determining closing interest rates for SONYMA loans. A revised calculator will be published each Friday morning.

SONYMA RELATIONSHIP MANAGERS

Please contact one of SONYMA's Relationship Managers if you need assistance with training on products, or guidance on policies or procedures. Please feel free to contact them using the following information:

Downstate (Albany and South)

Gail Kresge

Cell 917-576-8250

gkresge@nyshcr.org

Upstate (North and West of Albany)

Lynn Morris

Cell 917-613-1465

lmorris@nyshcr.org

REMINDER TO NON-SERVICING LENDERS – TIMELY SUBMISSION OF REQUIRED LOAN FILE TO SONYMA'S MASTER SERVICER

Lenders who do not service loans for SONYMA are reminded of their obligations to transfer servicing of loans to SONYMA's master servicer, M&T Bank ("M&T"), in accordance with previously agreed to procedures. [Click here to review the procedures](#). Each Lender has represented to SONYMA that it will transfer the servicing of each loan to M&T within 5 business days of the loan closing date. Lenders must advise borrowers at closing that M&T will be servicing their loan. Lenders may not process any servicing transactions prior to transfer and any mortgage payments received are to be sent to M&T for processing. ***Failure to do so may result in SONYMA suspending your company from taking new loan applications.***

SONYMA PRE-CLOSING FILE REVIEW

SONYMA's review time for loan application files is approximately 24 to 48 hours from receipt of the loan file. Lenders could help us improve our turnaround time by ensuring that all documents are submitted in the manner described on the [Pre-Closing Application File Checklist \(Form #225/12-09\)](#). Files submitted with missing or incomplete documents require us to perform multiple reviews of the same file and slows our response time in reviewing newly submitted loans. Additionally, if your loan file is suspended for deficient or further documentation, please submit any corrective or trailing documents at one time.

SONYMA LOAN STATUS

Lenders can get up-to-date loan status information by accessing Lender Online as discussed above or by calling Lou Germanakos at 212-872-0407.

SONYMA COMMITMENT EXTENSION REQUESTS

Requests for an extension of the commitment, accompanied by appropriate supporting documentation, must be made by completing and submitting the [Commitment Extension Request Form \(Form #235/5-08\)](#) to the attention of Sylvia Roberts, SONYMA Team Leader. SONYMA, at its sole discretion, will determine if the extension request is valid and may assess penalties to the Lender as described on the form. Upon the commitment being extended, the initial interest rate field on Lender Online will display "TBD".

REMINDER: When SONYMA extends a commitment, it is extending the time period to close a loan. It is NOT extending the interest rate.

If the extension is granted, the loan must close at the rate stated in the [Closing Interest Rate Calculator](#). Loans requiring extensions, depending on when reserved, may close at a substantially higher rate than initially locked.

Before closing any loan that has been extended by SONYMA, Lenders must ensure that the higher interest rate is acceptable to any mortgage insurer and the Pool Insurer (Genworth or MIF). In addition, please note that an extension from SONYMA does not imply an extension of the pool insurance commitment. Please see above.

LOAN PURCHASE PROCEDURE

SONYMA will purchase approved post-closing loans on Thursdays. If Thursday is an Agency holiday, the loans will be purchased on Friday. Lenders will be advised by e-mail when each closed loan document file has been approved for purchase. The mortgage loan will be purchased on the next scheduled purchase date. Until further notice, all loans will be purchased under the Mortgage Revenue Bond (MRB) Indenture.

SONYMA HOLIDAYS

The Agency will be closed on Monday, February 21, 2011, in observance of President's Day.

SONYMA FREQUENTLY ASKED QUESTIONS

1) Does SONYMA require a minimum number of credit references?

Applicants must have at least three lines of credit (trade lines) established for a minimum period of 18 months prior to the mortgage loan application date. If not, the loan must be manually underwritten. Alternative or non-traditional credit references that require regular periodic payments such as rent or utilities may be verified and included in the manual underwriting submission.

2) In the case of a joint application, must BOTH the borrower and the co-Borrower meet the minimum credit reference requirement?

No. Only the “primary” borrower (the applicant with the most income) must meet this requirement.

3) Must a revolving trade line on a traditional credit report be currently “active” in order to be counted?

No. The revolving trade line must have been “open” for a period of 18 months prior to the date of application. A revolving account that has been open for 18 months *but never used*, however, *would not be eligible*.

4) Can a paid-off installment loan be counted as an eligible credit reference?

Yes.

5) Does a revolving account that was opened more than 18 months prior to loan application but now appears “closed” qualify?

Yes, as long as the account was used.

6) If a borrower has only 1 or 2 eligible credit references on his/her traditional credit report, can non-traditional credit references be used to meet the minimum requirement?

Yes. Any combination of traditional and non-traditional credit may be used to meet the 3 credit reference minimum. If, however, the traditional credit report does not include at least 3 eligible trade lines, the LP or DU decision is not valid and the loan must be manually underwritten.

7) A borrower has the required number of traditional credit references, meets SONYMA credit underwriting requirements, yet the loan does not receive a standard approval through automated underwriting. May the loan be submitted as a manual underwrite?

Yes. If the loan meets SONYMA credit underwriting requirements, you may disregard the LP/DU credit decision and submit the loan as a manual underwrite.

8) What are SONYMA’s qualifying ratios?

The housing payment and debt ratios for manually underwritten loans (LTV’s of 97% or less) are 40% and 45%, respectively.

9) When verifying rental payments, is a standard VOR form acceptable documentation?

A standard VOR is acceptable only if the landlord is a management company. When the landlord is an individual, borrowers must provide either 12 consecutive months of cancelled checks or 12 consecutive monthly bank statements reflecting the clearing of rental payments.

10) Under what circumstances can a qualified Guarantor be added to the loan?

If a borrower does not have the minimum number of credit references but otherwise meets SONYMA credit underwriting guidelines, a qualified Guarantor with an acceptable credit history may be added to the loan to provide additional security. The Guarantor’s income MAY NOT be used for qualifying purposes. The Guarantor must be a blood relative and may not be a spouse. Lenders must submit a complete credit package on the Guarantor (i.e. 1003, credit report, income verification). The Guarantor will sign the Note at loan closing and is required to sign the Mortgagor’s Affidavit at both application and loan closing.

11) What is the age of the credit documents and appraisal reports at time of loan submission? At time of closing?

Lenders must ensure that credit documents (paystubs, credit report, bank statements) are dated within 90 days and that property appraisals are dated within four (4) months of the date that a file is submitted for MI/Pool insurance consideration. The credit and appraisal documents must be updated upon the expiration of the MI/Pool Certificate. In no event may the appraisal be more than one (1) year old at the time of loan closing.

12) Does SONYMA require color photographs of the subject property and comparables and where does the Lender send the appraisal for review?

SONYMA's pool insurer requires that the appraisal report include color copies of photographs of the subject property and of the comparable sales. ***Loans will be suspended by the pool insurer if the appraisal report does not include color copies of the photographs.*** The color photographs should be e-mailed to Genworth Mortgage Insurance Corporation (branch.albany@genworth.com). Please include the SONYMA # and borrower's name in subject line of the e-mail.

13) What type of Mortgage Insurance (MI) is required on SONYMA loans and what are the monthly premiums?

The premium rates for both Genworth Mortgage Insurance Company and SONYMA's Mortgage Insurance Fund ("MIF") are attached to this FAQ as exhibits. You will note that the premiums differ. For the programs that Genworth underwrites for Mortgage Insurance (Low Interest Rate and Achieving the Dream), Lenders may wish to disclose to applicants the highest premium which appears on either exhibit for the applicable LTV, to ensure applicants are not quoted a premium lower than they will actually will be required to pay. For all other programs, the MIF will be the primary insurer and thus, MIF's premiums should be used.

14) Does SONYMA require a walls-in policy for Condominiums?

Yes. SONYMA requires that borrowers obtain a "walls-in" coverage policy (commonly known as an HO-6 policy) for condominium units, if the condominium master policy does not provide the same interior unit coverage. See our [Seller's Guide Bulletin #2-2010](#) for more details.

15) Does SONYMA have a list of approved Condominiums and Co-ops?

SONYMA's list of approved projects under the Project Set-Asides program can be found on SONYMA's website on the [Information for SONYMA Participating Lenders](#) page and the [Information for Loan Officers](#) page. The Project Set-Aside approval list provides information pertaining to SONYMA's approved condominium and cooperative projects. When reserving loans on our Lender Online (LOL) system, lenders must select the appropriate project name from the drop-down list in the "Project" field. If the project name does not appear on the LOL drop-down list, please contact our Project Set-Aside Program Director, Marie Cammarata, at mcammarata@nyshcr.org for assistance. If you find that the number of units financed is near the allotted loans available for financing, we strongly recommend that you contact Marie Cammarata to establish if any more units are available for financing.



SINGLE FAMILY PROGRAMS DIRECTORY
ADDRESS: 641 Lexington Avenue, New York, New York 10022
TELEPHONE #: (212) 688-4000 GENERAL FAX#: (917) 274-0426



SINGLE FAMILY DEPARTMENT

GEORGE LEOCATA - Senior Vice President (212-872-0392) (E-Mail: GLEocata@nyshcr.org) (Fax: 917-274-0392)

SUSAN PLINE - Vice President (212-872-0391) (E-Mail: SPline@nyshcr.org) (Fax: 917-274-0391)

<u>SECTION/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>
<u>RELATIONSHIP MANAGERS</u>					
Albany and South	GAIL KRESGE	AVP - Relationship Manager	917-576-8250	GKresge@nyshcr.org	274-0399
North and West of Albany	LYNN M. MORRIS	AVP - Relationship Manager	917-613-1465	LMorris@nyshcr.org	274-0398
<u>ORIGINATIONS</u>					
Credit Underwriting Review	MARIE CAMMARATA	AVP/Originations & Project Set-Aside Director	872-0401	MCammarata@nyshcr.org	274-0401
	Genworth Mortgage		(800) 548-0884		
	MIF - Michael Esposito	Vice President	872-0707	MEsposito@nyshcr.org	274-0707
	David Fuller	Underwriter	872-710	DFuller@nyshcr.org	274-0710
Pre-Closing Compliance File Review	Maurice L. Jones	Team Leader	872-0414	MLJones@nyshcr.org	274-0414
	Alexandra Santana-Rodriguez	Loan Analyst	872-0631	ASRodriguez@nyshcr.org	274-0631
	Hilda Quiroz	Loan Analyst	872-0425	HQuiroz@nyshcr.org	274-0425
	Marcia Hamilton	Loan Analyst	872-0411	MHamilton@nyshcr.org	274-0411
	Michelle Walker-Davis	Loan Analyst	872-0421	MWalker@nyshcr.org	274-0421
Loan Reservations/Status	Lou Germanakos	Loan Reservation/Status Specialist	872-0407	LGermanakos@nyshcr.org	274-0407
Commitment Extensions/ Purchase Discrepancies	Sylvia Roberts	Team Leader	872-0422	SRoberts@nyshcr.org	274-0422
Lock-in Fee Waivers	Marie Cammarata	AVP/Originations & Project Set-Aside Director	872-0401	MCammarata@nyshcr.org	274-0401
<u>PROJECT SET-ASIDE</u>					
General Project Inquiries/ Project Approvals	Marie Cammarata	AVP/Originations & Project Set-Aside Director	872-0401	MCammarata@nyshcr.org	274-0401
<u>POST-CLOSING</u>					
Post-Closing File Review	OLIVIA JERVIS	AVP - Post-Closing, Administration, & QC Manager	872-0396	OJervis@nyshcr.org	274-0396
	Carol Smallwood	Loan Analyst	872-0432	CSmallwood@nyshcr.org	274-0432
	Ian Clement	Loan Analyst	872-0442	IClement@nyshcr.org	274-0442
	Jackie Santiago	Loan Analyst	872-0430	JSantiago@nyshcr.org	274-0430
	Rosa Morris	Loan Analyst	872-0418	RMorris@nyshcr.org	274-0418
Final Documentation	Veronica Jones	Team Leader	872-0640	VJones@nyshcr.org	274-0640
	Marsha Byers	Document Specialist	872-0435	MByers@nyshcr.org	274-0435

<u>SECTION/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>
<u>ADMINISTRATION</u>					
Lock-in Fee Billings/CCAL Disbursement	OLIVIA JERVIS	AVP - Post-Closing, Administration, & QC Manager	872-0396	OJervis@nyshcr.org	274-0396
	Olivia Jervis	AVP - Post-Closing, Administration, & QC Manager	872-0396	OJervis@nyshcr.org	274-0396
	Stephen Vasquez	Closing Cost Loan Analyst	872-0439	SVasquez@nyshcr.org	274-0439
	Arundhati Kamath	Administrative Analyst	872-0642	AKamath@nyshcr.org	274-0642
<u>MISCELLANEOUS</u>					
Lender Contact Changes/Additions or Deletions to Branch List	Susan Pline	Vice President	872-0391	SPline@nyshcr.org	274-0391
Changes in Lender Status (i.e. mergers, acquisitions, name changes)	Susan Pline	Vice President	872-0391	SPline@nyshcr.org	274-0391
<u>SERVICING</u>					
Foreclosures/Bankruptcies	DIANE SCLAFANI	AVP - Servicing	872-0397	DSclafani@nyshcr.org	274-0397
	Diane Sclafani	AVP - Servicing	872-0397	DSclafani@nyshcr.org	274-0397
REO	Dardanella Moore	Loan Satisfaction Specialist	872-0492	DMoore@nyshcr.org	274-0492
Loss Mitigation	Diane Sclafani	AVP - Servicing	872-0397	DSclafani@nyshcr.org	274-0397
Loan Satisfaction/Delinquencies	Dardanella Moore	Loan Satisfaction Specialist	872-0492	DMoore@nyshcr.org	274-0492
	Madeline Perez	Loan Satisfaction Specialist	872-0405	MLPerez@nyshcr.org	274-0405
All other Non-Accounting Servicing Matters	Brian Hyatt	Team Leader	872-0394	BHyatt@nyshcr.org	274-0394
CCAL/DPAL Payoffs	Tene' McNeil	Default Specialist	872-0409	TMcneil@nyshcr.org	274-0409
	Gregory Pridgen	Default Specialist	872-0424	GPridgen@nyshcr.org	274-0424

TREASURY AND ACCOUNTING DIVISION

<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>
Loan Purchasing	Caridad Miranda	Financial Analyst	872-0558	CMiranda@nyshcr.org	274-0558
Mortgage Accounting	Henry Hauk	Assistant Comptroller	872-0567	HHauk@nyshcr.org	274-0567

EXTERNAL COMMUNICATIONS

<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>
General Marketing & Advertising Inquiries	Craig Shannon	Graphics Specialist	872-0689	Cshannon@nyshcr.org	274-0689
Advertising and Graphics Materials	Craig Shannon	Graphics Specialist	872-0689	Cshannon@nyshcr.org	274-0689
Community Outreach/ Homebuyer Workshop	Brian Hyatt	Community Outreach and Mktg. Specialist	872-0394	BHyatt@nyshcr.org	274-0394
Marketing Supplies/Target Area Inquiries	Brian Hyatt	Community Outreach and Mktg. Specialist	872-0394	BHyatt@nyshcr.org	274-0394

