



# State of New York Mortgage Agency

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**PRISCILLA ALMODOVAR**  
*President and CEO*

By E-mail and Mail

November 14, 2008

**RE: Capture of Loan Officer and Loan Processor Information on Lender Online System  
Seller's Guide Bulletin #11-2008**

Dear Participating Lender:

The State of New York Mortgage Agency ("SONYMA") is in the process of making changes to its Lender Online system (LOL) that will enable us to track the Loan Officer ("LO") and Loan Processor ("LP") assigned to each loan. Effective January 2, 2009, lenders will be required to enter the LO and LP names when reserving a loan on LOL. Therefore, please be advised of the below guideline change which is applicable to all SONYMA programs.

**Capture of Loan Officer and Loan Processor Information on LOL**

The following procedural change will apply for all SONYMA mortgage loans reserved on LOL on or after the above effective date:

- When entering a loan reservation on LOL, the user must assign both an LO and LP. Note that the loan reservation will not be accepted without this information. As a reminder, a Contact Person must also be assigned to each mortgage loan during the reservation process.

**Compilation of Loan Officer and Loan Processor List**

In order for SONYMA to capture this information, lenders must first compile a list, *by each mortgage branch*, of all loan officers and processors handling SONYMA loans. Accordingly, please compile one list of Loan Officers and one list of Loan Processors *for each of your mortgage branch offices*. Provide the following information on the list:

- Last Name, First Name
- Telephone Number
- Fax Number
- Mortgage Branch Location
- LOL User Access Level to be assigned, as applicable, or an indication of the person's current LOL User Access Level

As a reminder, the different LOL User Access Levels are listed on the attached Exhibit 1.

**Note:** The LO or LP does not need to be an LOL user, but can be.

Submit these lists to Susan Pline by November 28, 2008. SONYMA will add the named persons to LOL.

If you should have any questions, please feel free to contact Susan Pline, Vice President, at 212-872-0391 or [spline@nyhomes.org](mailto:spline@nyhomes.org) or Anthony Mancusi, AVP/Operations Manager, at 212-872-0616 or [amancusi@nyhomes.org](mailto:amancusi@nyhomes.org), or contact your Relationship Manager.

Sincerely,

A handwritten signature in black ink, appearing to read "George M. Leocata". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

George M. Leocata  
Senior Vice President  
Single Family Programs

## **Exhibit 1**

### **Summary of LOL User Levels**

#### **Lender Level**

- Can get statuses and print reports for all of the lender's loans on LOL.
- Can enable other users to access LOL at any user level.
- Can enter new loan reservations.
- Can view bulletins and program documents information.

#### **Branch Level**

- Can get statuses and print reports, but only for the user's assigned branch's loans.
- Can enable other users to access LOL at the 'Branch' or any of the below levels.
- Can only enter new loan reservations for the assigned mortgage branch.
- Can view bulletins and program documents information.

#### **Officer Level**

- Can get statuses and print reports, but only for the user's mortgage loans.
- Can enter reservations, but only for the user's mortgage loans.
- Can view bulletins and program documents information.

#### **Clerk Level**

- Can get loan status information, but only for the user's assigned branch.
- Can enter reservations, but only for the user's assigned branch.
- Can view bulletins and program documents information.

#### **View Reports Level**

- Can view bulletins, program documents and loan status information.
- Can run and print reports, but only for the user's assigned branch.

#### **View Documents Level**

- Can view bulletins and program documents information only.

#### **Contact Only Level**

- Has no access to the system. Will appear at the bottom of the 'New Reservation' page, as an informational field.

**Contact/Loan Officer Only Level**

- Has no access to the system. Will appear at the bottom of the 'New Reservation' page, as an informational field.

**Contact/Loan Processor Only Level**

- Has no access to the system. Will appear at the bottom of the 'New Reservation' page, as an informational field.