DOING BUSINESS WITH SERVISOLUTIONS

Successful Closed File Submission

ALABAMA HOUSING FINANCE AUTHORITY





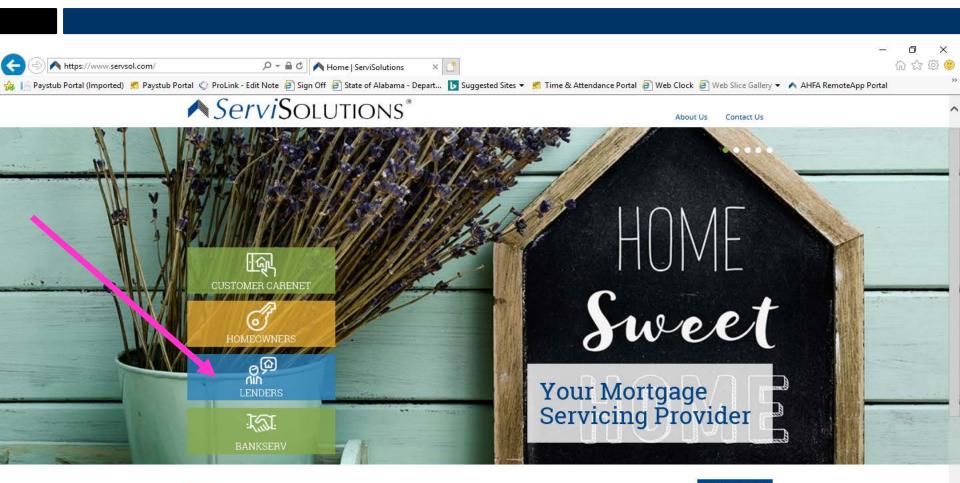




Closed File Delivery

- The closed loan file must be delivered to ServiSolutions by 5:00 pm CST within 10 days of the closing date.
- The Request for Funding Checklists are required on all loans being submitted for purchase. The lender must include all applicable documentation as outlined on the forms. Items not provided as indicated on the forms may cause a delay in the review and subsequent purchase of the loan.
- Loans not uploaded in the proper A. B. C. checklist stacking order will not be considered received until uploaded correctly. Loans uploaded in the incorrect order may be deleted by ServiSolutions.

www.servsol.com

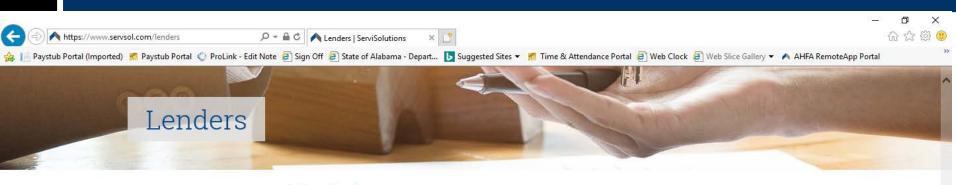












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How to Participate

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Lenders

ServiSolutions is a division of the Alabama Housing Finance Authority. As ServiSolutions, AHFA acts as the master servicer for housing finance agencies (HFAs) in Arkansas, Mississippi, Missouri, and North Carolina.

Loan Delivery Turn Times

Documents must be received by 5 p.m. CST. All conditions should be uploaded into the loan file on Lender Online. To maintain the lowest possible turn time from submission to purchase, please submit all purchase suspense conditions at one time.

- · Closed Loans Submitted for Purchase: 3-4 business days
- · Pended for Purchase Loan Conditions: 5 business days

Key Contacts

- Questions about training? Contact the pertinent HFA in your state. Alabama lenders can view the training resources at http://www.ahfa.com/lenders/training-resources.
- · Questions about uploading closed files? Contact the pertinent HFA in your state.

Stay Connected

- Subscribe for Lender Updates
- · Sign up for AHFA's monthly Thresholds newsletter
- · Follow AHFA on Facebook
- · Follow AHFA on Instagram
- · Follow AHFA on LinkedIn

Lender Notices

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Lender Resources

Welcome to our Lending Library.

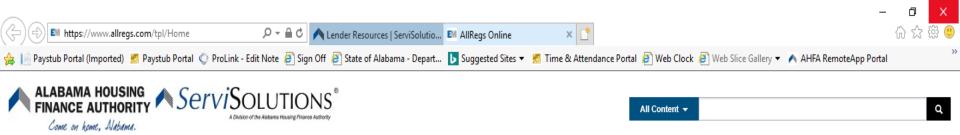
This resource is available for:

- · Lenders participating in AHFA's Single-Family programs
- Lenders in Arkansas, Mississippi, Missouri, and North Carolina whose loans are serviced by ServiSolutions
- Community banks in Alabama whose loans are serviced by ServiSolutions

Click this link https://www.allregs.com/tpl/public/al_hfa_allregs_tpl.aspx for our program manuals, loan delivery guidelines, pertinent forms and documents as well as links to our Training Resources and Lender Notices.

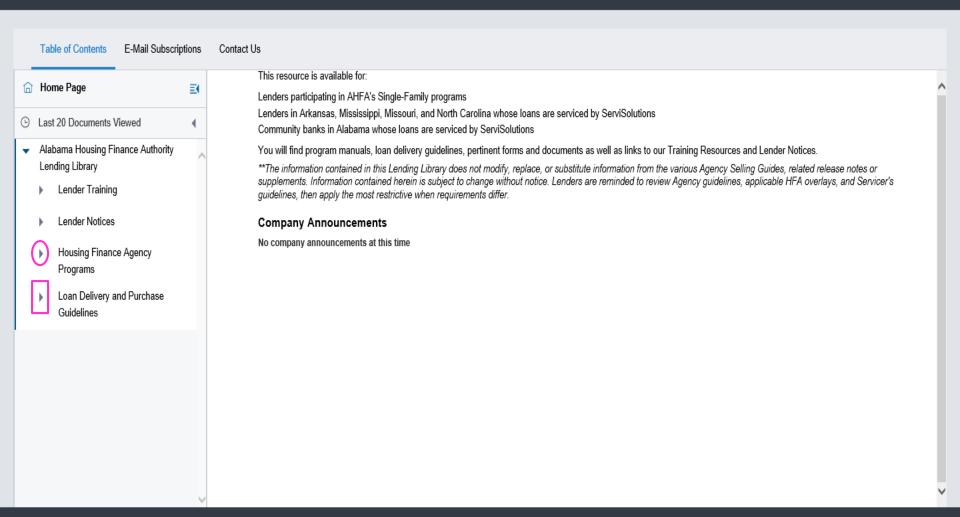
** The information contained in this Lending Library does not modify, replace, or substitute information from the various Agency Selling Guides, related release notes or supplements. Information contained herein is subject to change without notice. Lenders are reminded to review Agency guidelines, applicable HFA overlays, and Servicer's guidelines, then apply the most restrictive when requirements differ.





Alabama Housing Finance Authority Lending Library

Print Log Out



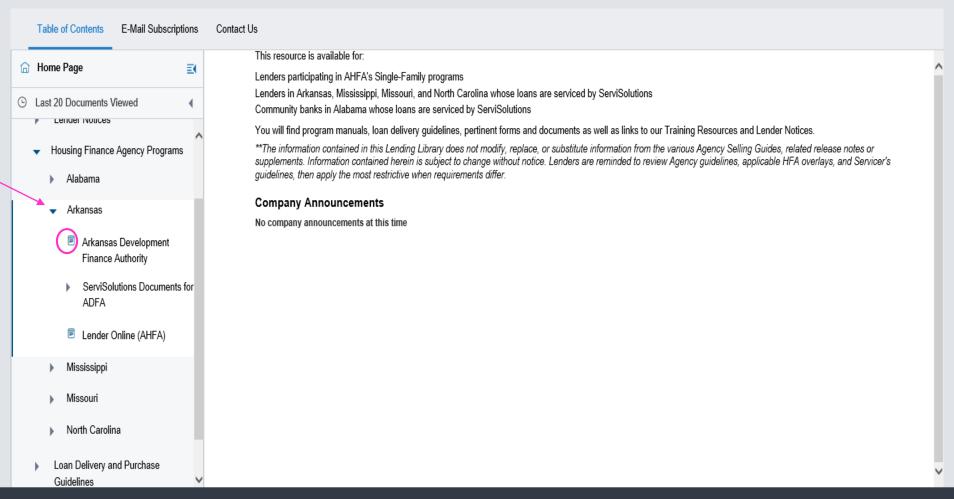


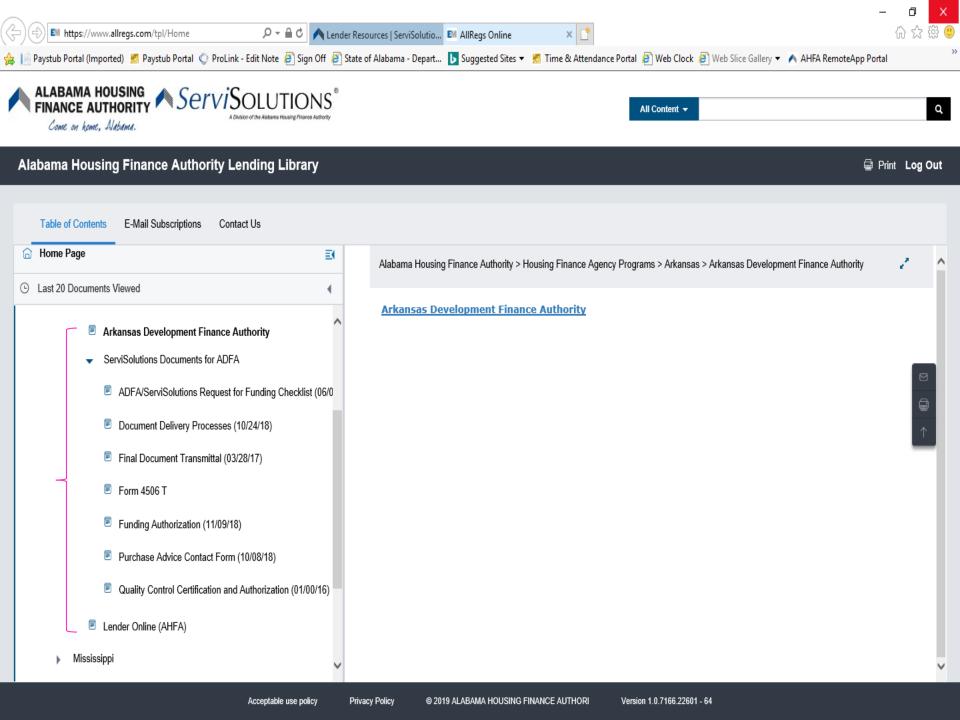


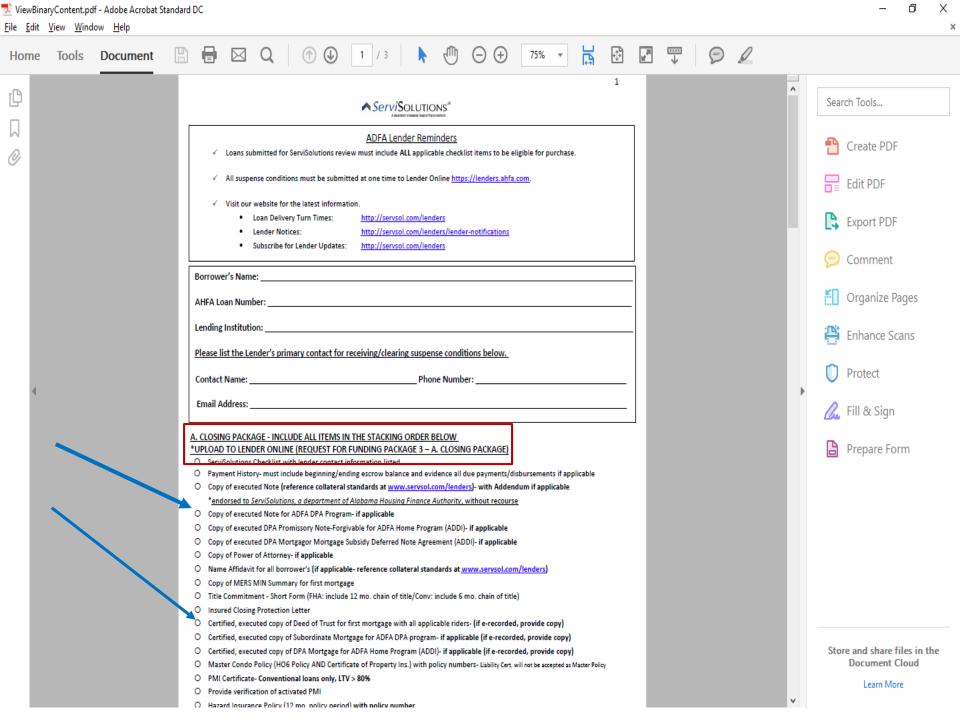


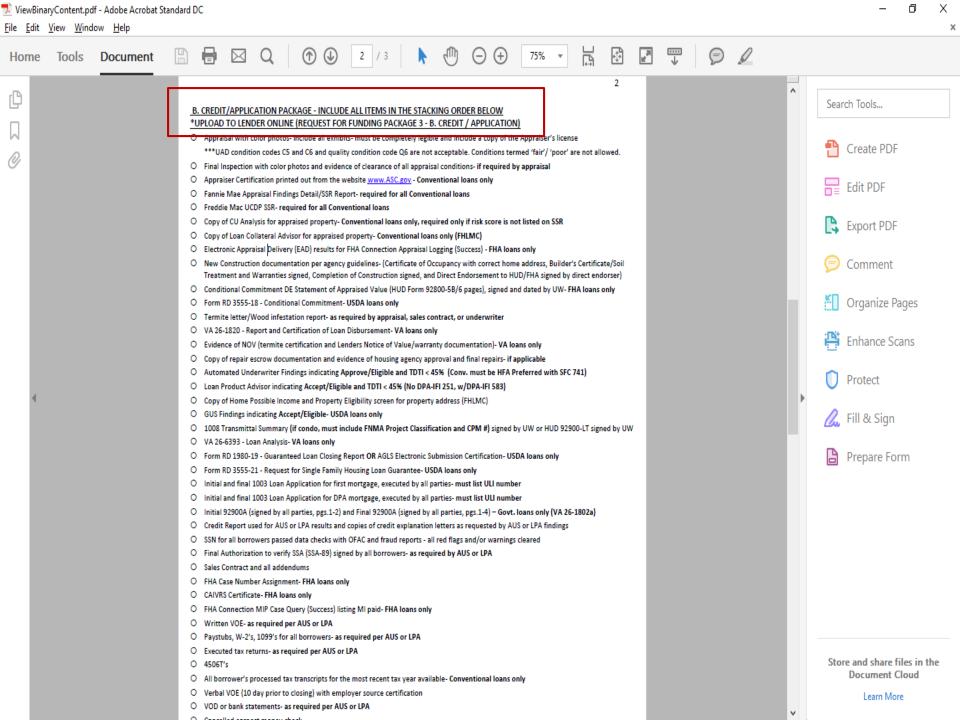
Alabama Housing Finance Authority Lending Library

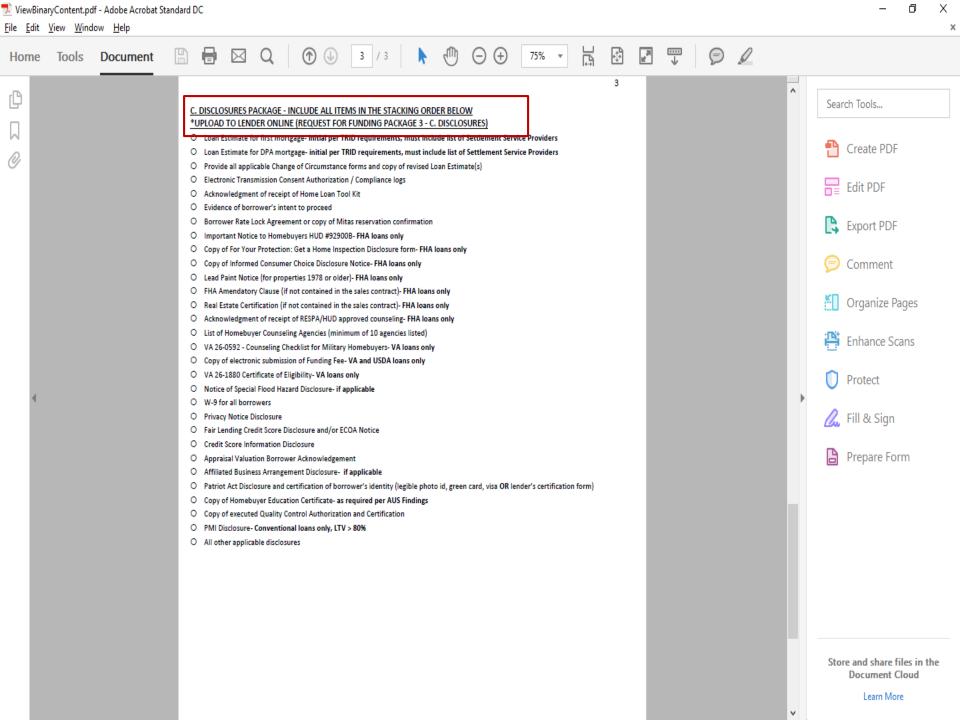








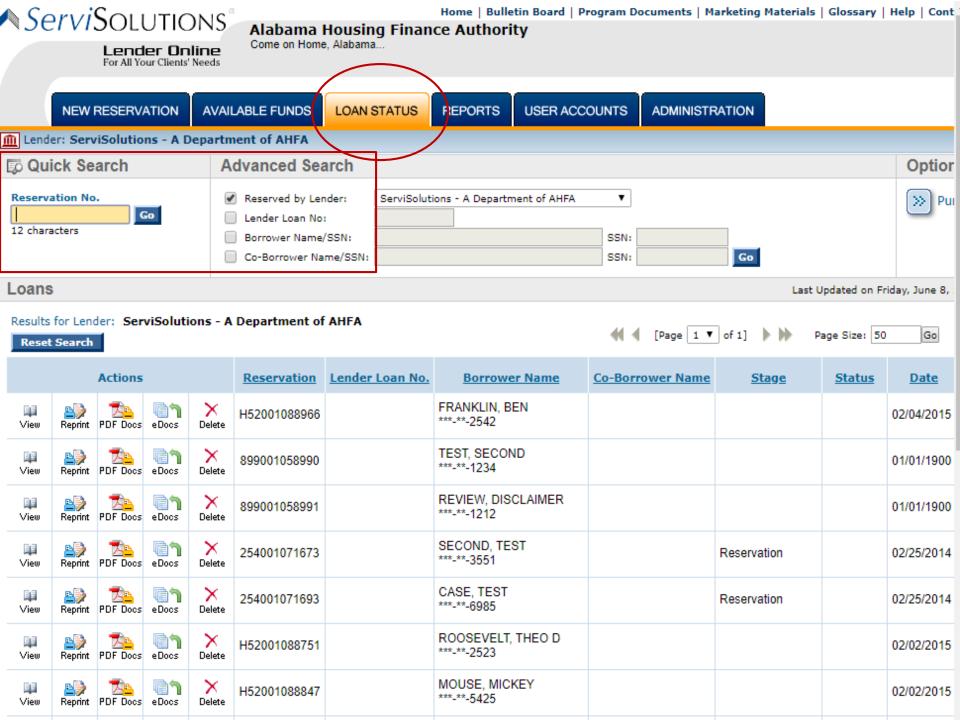




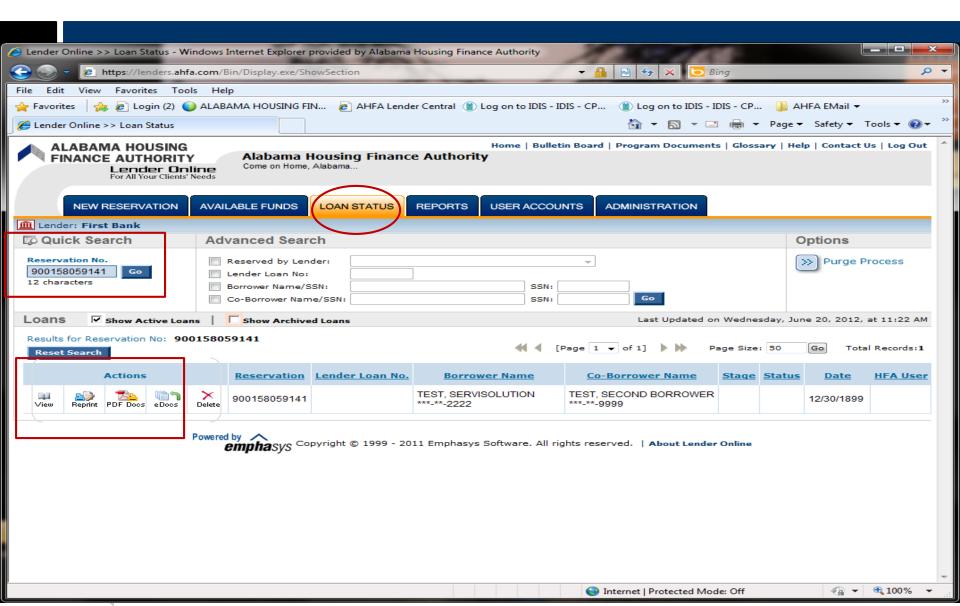
Closed File Upload



https://lenders.ahfa.com



Loan Status

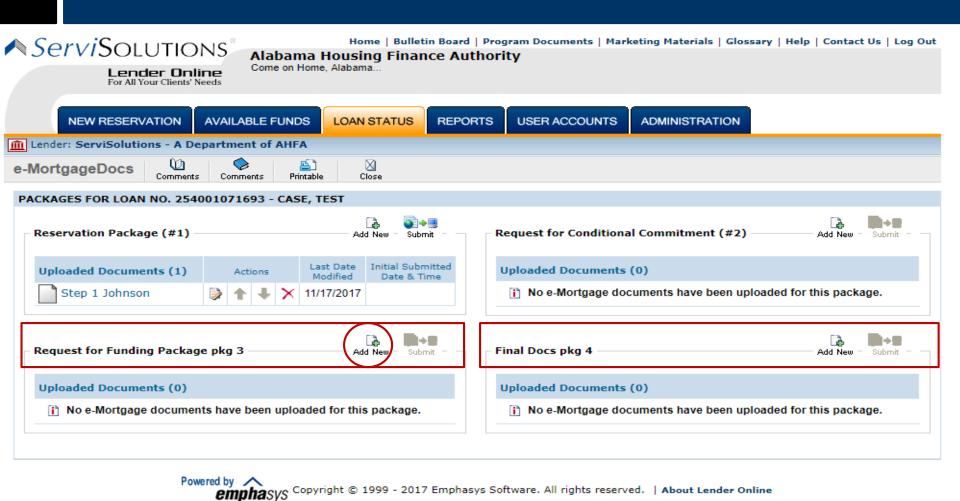


eDocs Submission

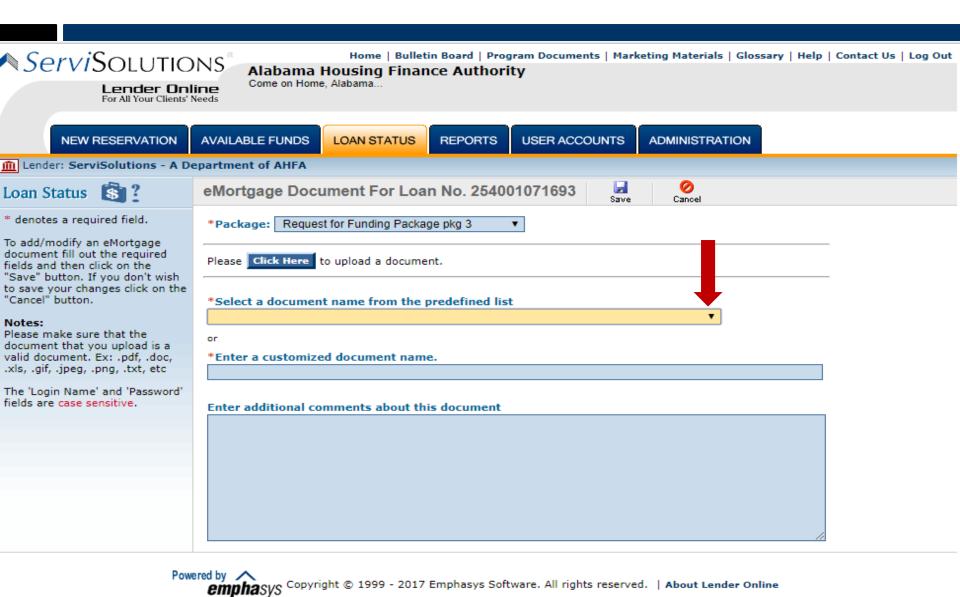
- You must have a scanner or imagining system in order to upload documents to eDocs
- From Loan Status select the eDocs icon to begin the paperless upload process for the Step 3 Request for Funding and the Step 4- Final Documents

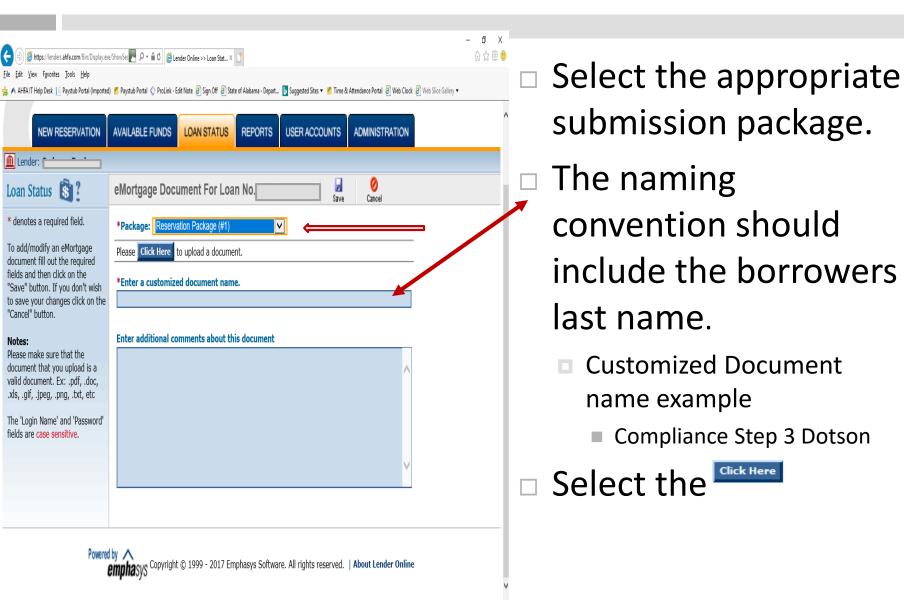


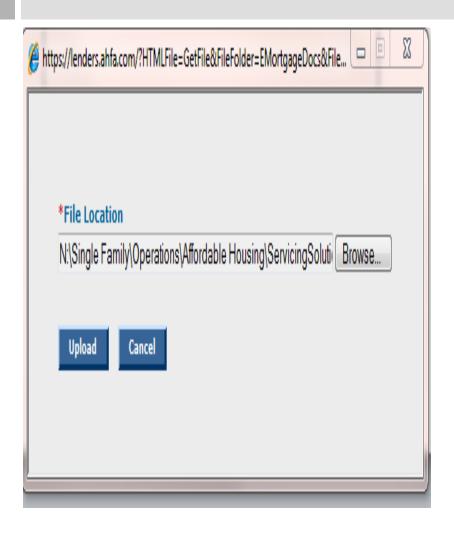
ServiSolutions Lender Online For All Your Clients' Needs Home Bulletin Board Program Documents Marketing Materials Glossary Help Alabama Housing Finance Authority Come on Home, Alabama												O Contact U	s Log Out	
NEW RESERVATION			AVAII	LABLE FUNDS	LOAN STATUS REPORTS		USER ACCOUNTS ADMINI		STRATION					
in Lender: ServiSolutions - A Department of AHFA														
Quick Search				Advanced Search									Options	
Reservation No. 254001071693 12 characters			Reserved by Lender: Lender Loan No: Borrower Name/SSN: Co-Borrower Name/SSN: SSN: Go							>>> Purge Process				
Loans Last Updated on Friday, June 8, 2018, at 12:45 PM														
Results for Reservation No: 254001071693 Reset Search Page 1 ▼ of 1] Page Size: 50 Go Total Records:1														
		Actions		l	Reservation	Lender Loan No.	Borrower Na	ame	Co-Borrowe	r Name	<u>Stage</u>	<u>Status</u>	<u>Date</u>	HFA User
View	₽ Reprint F	DF Docs	eDocs	X Delete	254001071693		CASE, TEST ***-**-6985				Reservation		02/25/2014	



Closed files should always be uploaded into the package 3 – ADD NEW

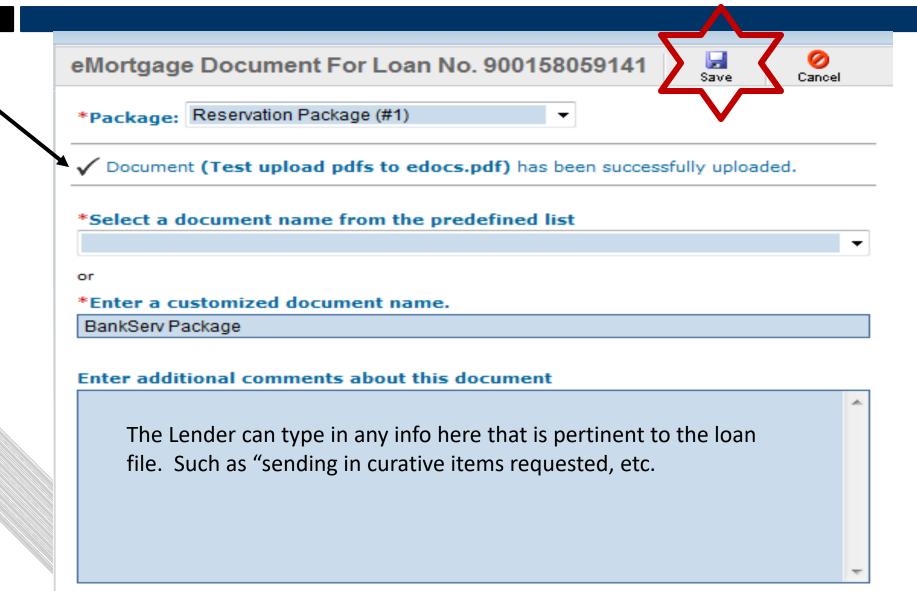


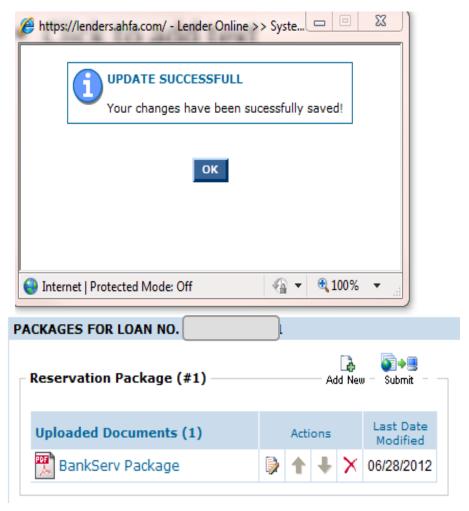




- Click the Browsebutton to locate the documents you saves
- Click the upload button
- PLEASE do not password protect the upload

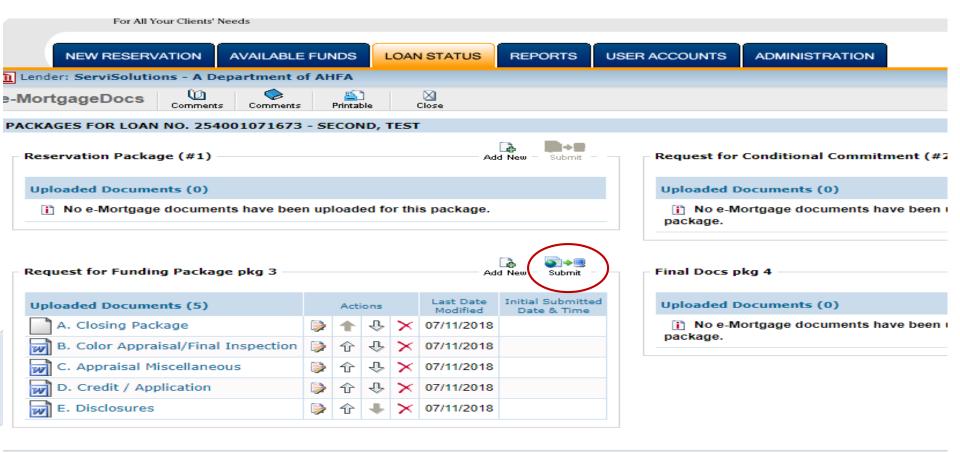
- The upload process will take a few moments.
 Be patient.
- If it is successful, you will see a check mark confirmation. See the next screen.
- If you are uploading curative items, please remember to email <u>curative1@ahfa.com</u> notifying the review team documents are available for review.



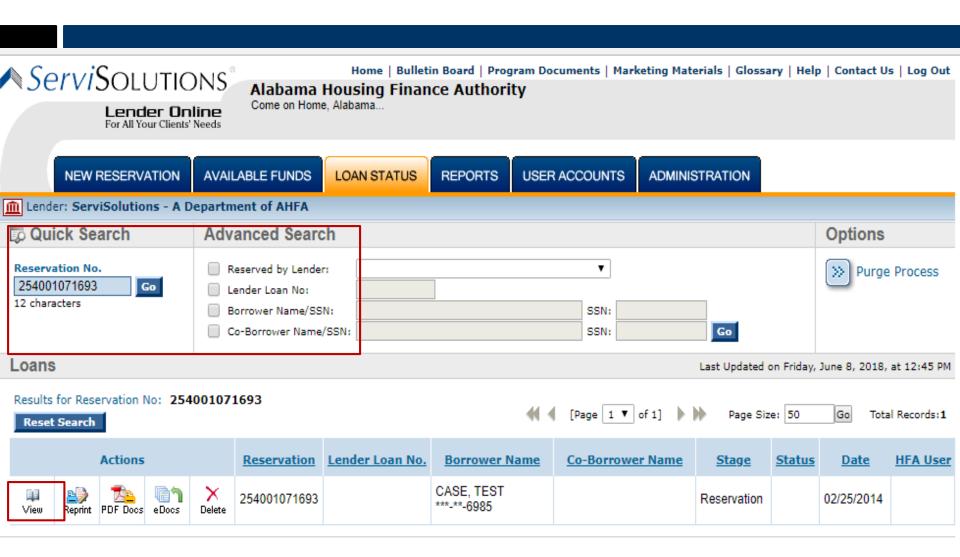


Click on the OK Button and your screen view will show the uploaded package under one of the four package selection choices. You may add to these packages up to the point of submission.

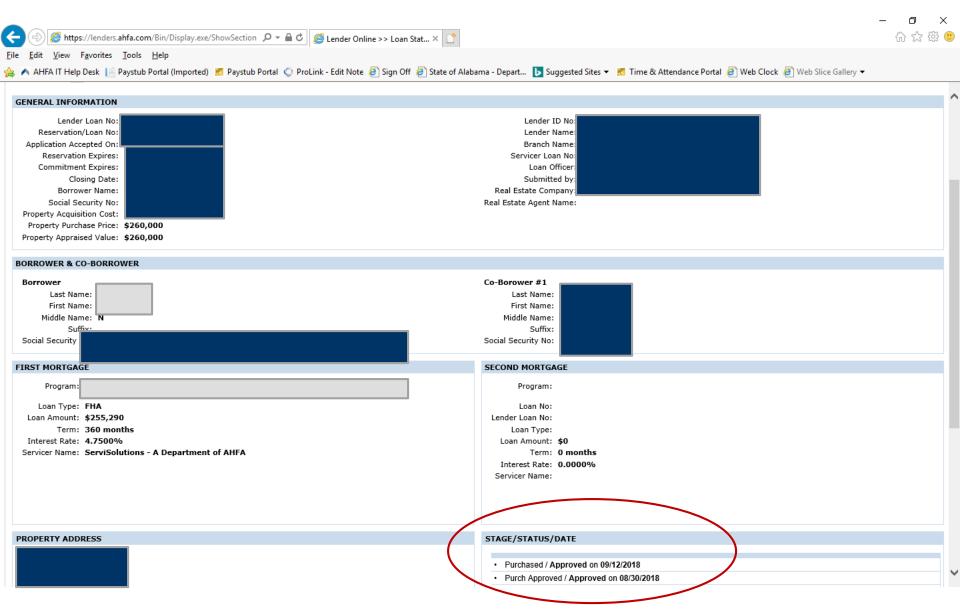
Once all packages have been uploaded...hit SUBMIT



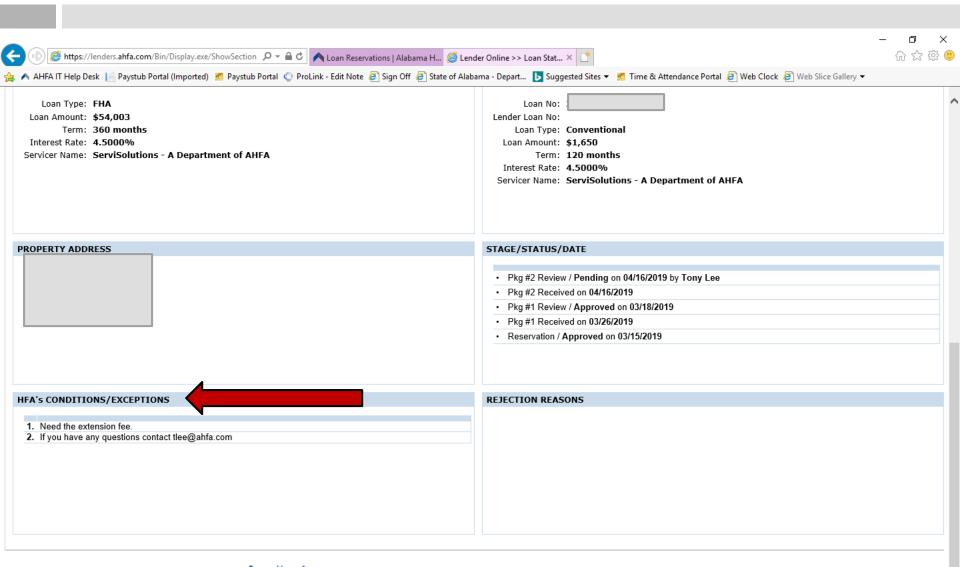
Loan Status



Checking Loan Status



Checking Loan Status



Pended Loan Policy

When document errors and omissions occur, a Suspended Loan Notification will be issued to the lender.

- Missing and corrected documents must be uploaded to ServiSolutions within 10 calendar days from the pended loan date (email <u>curative1@ahfa.com</u>).
- Lenders have 40 days from the date of closing to clear the loan exception(s) with no penalty. If the loan is not cleared until 41 days from the date of the closing, the lender will be charged a late delivery fee of 50 basis points (0.50%) of the principal purchased.
- Loans aged beyond 70 days from closing are ineligible for purchase and will be cancelled, and the original note will be returned to the lender with a lender provided return label.

Most Frequent Closed File Exceptions

- Missing HBE certificate dated prior to loan closing
- Corrected Title Commitment/Title Policy to exclude Right of Refusal Language
- Missing copy of active appraiser license (asc.gov)
- Missing copy of the Privacy Policy
- Missing the Borrowers Certification and Authorization Form

Most Frequent Closed File Exceptions

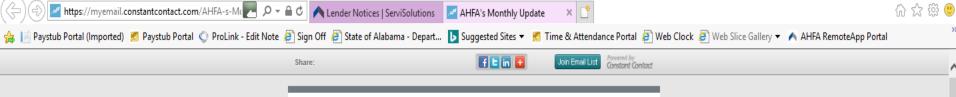
- Missing the most current completed Lender Checklist
- Missing evidence of the 8.1 endorsement (conventional loans)
- Missing a copy of the Home Possible Income and Property Eligibility screen print
- Missing the ADFA Award /Gift Letter-DPA signed by all parties
- Missing stamped certified true copy of the DPA Mortgage/Deed of Trust OR evidence it has been recorded

Purchase Advice

- Lender must complete the Purchase Advice Contact Form and submit to <u>purchaseadvice@ahfa.com</u>. The PA Contact Form is located at <u>www.servsol.com/lenders</u>.
- A maximum of three PA recipients may be listed for each lender. The contact form must be signed by the lender's management.
- PA's are sent to all lenders the day before any funding day, between 8 a.m. 5 p.m. CST. PA's will be sent via encrypted email as they contain borrower information. No exceptions are made for this method of delivery.

Purchase Schedule

- Purchase advice summaries will be provided via email on Tuesdays for wires to be received Wednesday and Thursdays for wires to be received Friday.
- Holiday funding schedules will be posted on the ServiSolutions website in the Lender Notices section.
- The purchase departments internal cutoff to receive loans for funding are as follows:
 - To fund on any Wednesday, file must be submitted to purchase department by 4 p.m. CST on the previous Friday. Files purchased on Wednesday, Thursday, and Friday (by cutoff) of any week will fund on Wednesday of the following week.
 - To fund on any Friday, file must be submitted to purchase department by 4 p.m. CST on the same week's Tuesday. Files purchased on Monday and Tuesday of any week, will fund on Friday of the same week





August 2019

Most Frequent Loan Purchase Suspense Trends

This month's most frequent loan purchase suspense trends are:

- Missing Alta 9 or cleared survey
- 2. Missing MIN Summary for 1st Note
- Missing stamped "Certified True Copy" of the DPA Mortgage/Deed of Trust or evidence that it has been recorded
- 4. Missing evidence that the FHA UPMIP has been paid
- 5. Missing copy of the MHDC Approval Form 195

Home Team Advantage Training Opportunity

AHFA will be exhibiting at a Home Team Advantage training in Birmingham on September 24. The event is a fre e, comprehensive, one-day training event focused on building local initiatives that expand homeownership opportunities for underserved households and buyers in distressed markets.

Home Team Advantage content is organized and delivered by the Nickerson Group, a consulting firm focused on increasing access to mortgage financing for low- and moderate-income borrowers and developing community revitalization strategies for distressed markets Home Team Advantage is sponsored by Freddie Mac's Affordable Lending and Access to Credit Team.

Find more information, see below and register at www.HomeTeamAdvantage.org.

THE NOTE – Things to Remember

- It is preferred that all closing documents are signed in BLUE INK.
- □ The following data must match supporting documentation in the file:
 - Note Date
 - Property Address
 - •Loan Amount whole dollar loan amount only; no cents
 - •Lender Name
 - •Interest Rate
 - •First Payment Date
 - Maturity Date
 - Principal and Interest
 - Grace Period
 - Late Charges
 - Borrower Signature and Typed Name
- •The Name and NMLS ID of the Loan Originating Company and the Loan Originator must be disclosed below the borrower signature lines and/or notary section or where required by state law. NMLS license must be current
- •All pages of the Note must be consistent with regards to the borrower initials. The signature page does not require initials given that a complete signature is required.
- •Corrective covering (i.e., white out or tape) on the document is not permitted. All corrections must be initialed the borrower(s).

Endorsement of the 1st NOTE

- Endorsements must be made Without Recourse
- For properties in MO, NC, MS, AR
 - Pay to the order of ServiSolutions without Recourse, A
 Department of Alabama Housing Finance Authority

Lenders Name (typed)

Signature of Authorized Signer (original)

Name of Signer (typed)

Title of Authorized Signer (typed)

Endorsement of the NOTE

- A loan suspended for a corrected note endorsement requires the following:
 - Original allonge to the Note with endorsement
 - Letter of Authorization to void the incorrect endorsement

Endorsement of the NOTE

 An allonge may be used to endorse FHA or VA
 Notes if there is not sufficient space on the back of the note for full endorsement

- Allonges used for the purpose of endorsement must contain...
 - The borrowers names as they appear on the Note and the standard endorsement, closing date, property address, loan number and loan amount.

Flood Certification/Flood Policy

- □ Flood Certifications
 - Determination on the appraisal and the flood certification should match
- □ Flood Policy
 - Properties located in a flood zone require flood insurance. Community must participate in the NFIP
 - Max. deductible = \$5,000 unless state law requires a higher amount
 - A copy of the application and a paid receipt reflecting the first-year premium paid at closing is acceptable documentation.

Termite Report/Survey Requirements

- A current termite report <u>must</u> be provided if required by the Underwriter or Appraiser. If evidence of prior infestation treated, a hold harmless letter is needed.
- □ If a Survey is required:
 - Must be no more than 120 days old
 - If long form title policy ordered a new survey is required or ALTA 9
 - If a short form title policy is ordered no survey is required

Title Policy

- When ordering the title policy there must be evidence of a short form title policy or a long form title policy with the appropriate endorsements
- Chain of Title
 - Must include dates of transfer, the transferor and transferee
 - Conventional and VA loans require evidence of a minimum 6-month chain of title required
 - FHA loans require evidence of a minimum of 12-month chain of title
 - If there has been no conveyance verbiage such as 6month Chain of Title clear or there have been no documents conveying the land in the past xx months

Title Policy

- The named insured should be the "Originating Lender, and its successor and/or assigns"
- Must insure that the mortgage is superior to any lien
- A signed Title Commitment must be delivered with the closed file (no older than 90 days at Note date (180 for new construction)
- Properties with unexpired rights of redemptions must have evidence of affirmative coverage w/in the title commitment or surety bond coverage as evidence

Title Policy Exceptions

- Unacceptable Title Exceptions
 - **#1.** Survey exceptions if surveys are not commonly required in a particular jurisdiction, the Lender should provide an ALTA 9 endorsement, or if applicable, a CLTA endorsement 116. A letter from the title company on company letterhead or an endorsement to the commitment stating they will issue a final title policy with no survey exceptions will be required prior to purchase. If the title company will not issue a policy without a survey exception ServiSolutions will not purchase the loan.

Title Policy Exceptions

- Unacceptable Title Exceptions
 - #2. Real Estate taxes do not show as paid. Any situation in which taxes are not current is not acceptable. If the tax bill has not been issued, the lender must provide proof that the taxes are not delinquent

Disaster Policy

- Refer to <u>www.fema.gov/disasters/</u> for a listing of effected counties
- Disaster policy applies during and ongoing for 90 days following the incident date
- ServiSolutions' Disaster Policy applies to properties located in counties where:
 - FEMA has issued a major disaster declaration
 - An investor has issued a disaster notification
 - ServiSolutions has determined that there is risk of damage from a disaster that has not been declared

Disaster Inspections

Conventional Loans

- Exterior inspection by an appraiser, licensed property inspector or nationally recognized field office
- Damage must be noted on Form 1004D/442 (Appraisal Update and/or Completion Report)

□ FHA

- Damage inspection report required completed by FHA Appraiser even if the inspection shows no damage to the property
- Report must be dated after the incident end date
- FHA does not require a specific form for a damage inspection report

□ <u>VA</u>

 Lender and veteran disaster certification signed by the borrower(s) and lender is required

Pre-funding Reviews

- A pre-funding review will be completed on 10% of a lenders files submitted for purchase
- This pre-funding review is a third-party review of the loans' credit worthiness (not a compliance review)
- Curative items requested by the third-party agency, should be uploaded all at one time to e-Docs and emailed to the ServiSolutions contact requesting the information.

Most Common Suspense Items in funding review All suspense items <u>must</u> be upload at one time

- Missing copies of the LE issued for change in circumstance
- Title Commitments with survey exceptions and no ALTA 9 endorsements or letter of from title company affirming intent to issue a final policy with no survey exceptions
- □ Title commitment must be signed by the closing agent
- Flood zone determination on the flood cert and appraisal not matching
- □ Missing evidence of payment of up-front MI premium (FHA Connection)
- Missing evidence of activation of PMI
- Missing Name Affidavits
- Notes are endorsed in blank incomplete

Common Security Instrument Exceptions

- All pages of the recorded mortgage not provided (i.e. "Exhibit A" the legal description missing)
- Riders marked as being executed by the Borrower and recorded but not attached with the security instrument
- Notary Acknowledgement that does not include ALL BORROWERS that signed the Security Instrument.
- The Notary's Expiration Date indicated within the witness and acknowledgement section incorrect.
- The Borrower and Notary's execution date is not the same date.
- The Security Instrument has no evidence of recording.

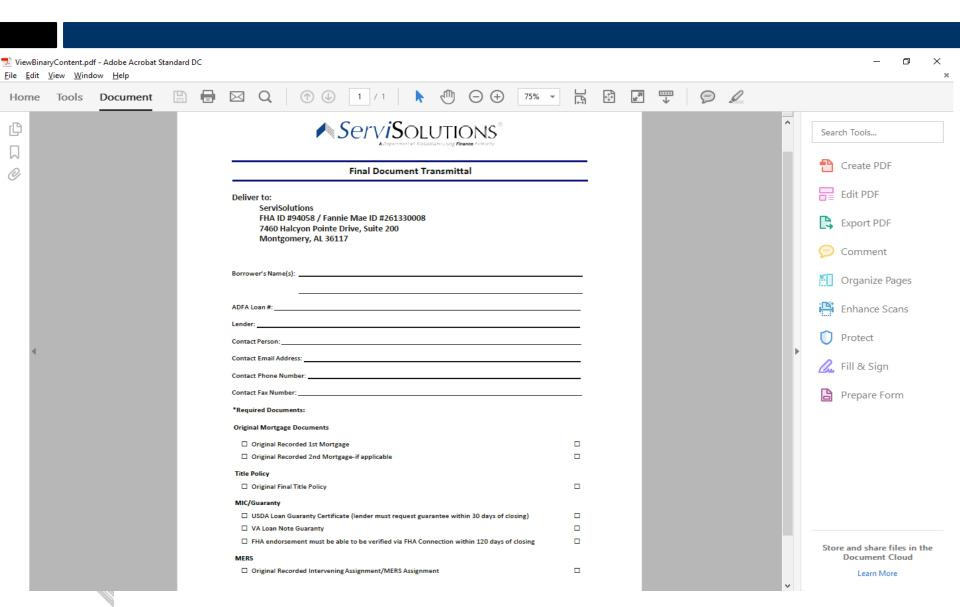
Reminder...

- There has been an increase of email signatures on closing documents. Be reminded...e-signatures are not acceptable on closing documents.
- Riders must be recorded with the DOT not separately.

FINAL DOCUMENTS

- Final documents must be submitted within <u>120 days of</u> <u>loan closing</u>. Failure to do so may result in penalties
- Documents
 - □ Original recorded 1st mortgage/DOT
 - Original recoded 2nd mortgage/DOT (if applicable)
 - ☐ Final title policy
 - MIC/Guaranty
 - Original MERS assignment
- Documents must be uploaded <u>AND</u> all originals mailed to AHFA/ServiSolutions **Attn: Final Documents**

Final Document Transmittal



Contact Us Information

- Lisa Treece- SF Operations Manager
 - <u>ltreece@ahfa.com</u>
- Candi Clapp General Questions
 - cclapp@ahfa.com
- □ Angie Wilson Loan Review Supervisor
 - awilson@ahfa.com
- □ Renee Dotson- Delivery Supervisor
 - rdotson@ahfa.com



Quantalytix

Scorecard Application Training for Lenders

April 2019

Creating an Account: Step 1

Administrators will receive an email from Quantalytix with a link to create a password.





no-reply@mg.quantalytix.com <no-reply@mg.quantalytix.com>

Jennifer A. Nelson

Tuesday, April 2, 2019 at 8:23 AM

Show Details

You have been added as a user on the Quantalytix Lender Portal.

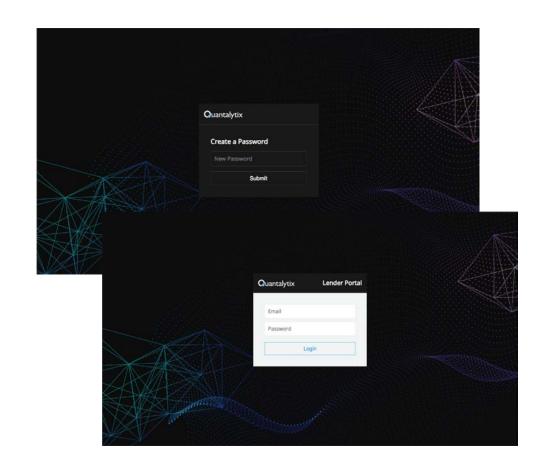
To set your password and log in, please click here or press the button below (may not show in some email clients).

Click Here to Set Your Password

If you encounter any problems, please feel free to contact us at support@quantalytix.com.

Creating an Account: Step 2

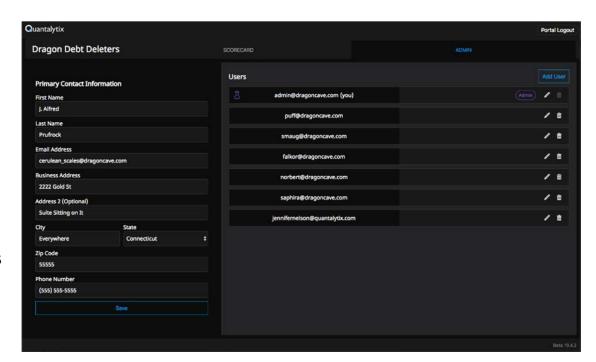
- The link will take you to a screen where you can create a password.
- You will have up to 90 days to activate your account once you receive the email. After that, you will need to contact us at support@quantalytix.com.
- Once you submit your password, you will see a link to the login screen.
- You will log in with your email and the password you created.



Scorecard Admin Access: Overview

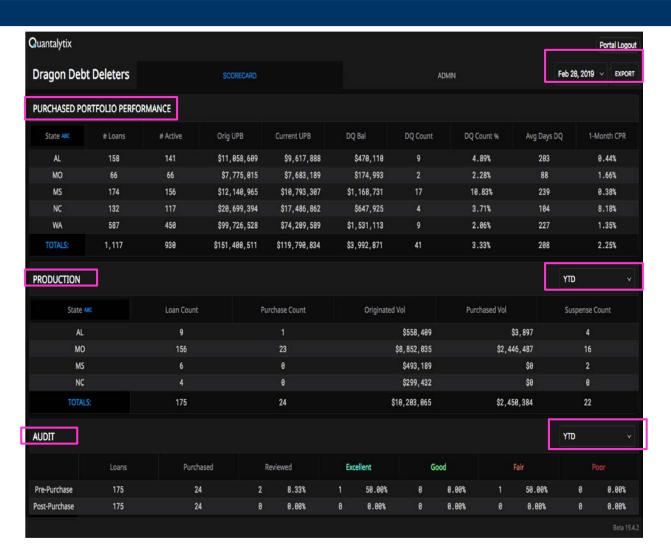
Administrators will be able to do the following:

- Set & edit the primary contact information (just one contact per organization).
- Add additional users and administrators.
- Edit a user's email address or reset his or her password.
- Remove a user's access.



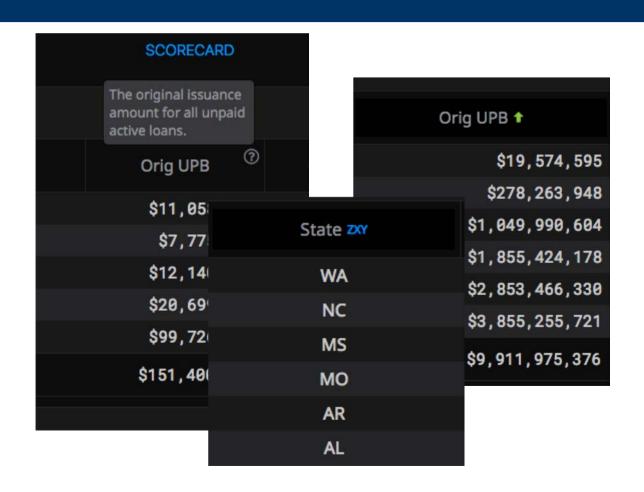
Scorecard Overview

- 3 Tables: Portfolio
 Performance, Production,
 and Audit
- Portfolio & Production tables will contain the loans for just the states you serve.
- The default view will be aggregated data for the current reporting period, YTD.



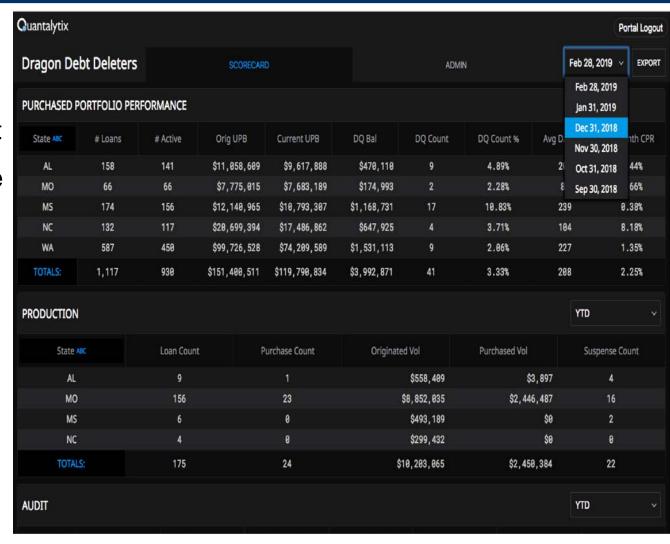
Scorecard Features: Column Descriptions & Sorting

- Hover a column header, and a question icon will appear. Hover over the icon to see a description of that column.
- Click on a column
 header to sort the data in
 ascending order. Click
 again to reverse. A third
 click will remove the sort.



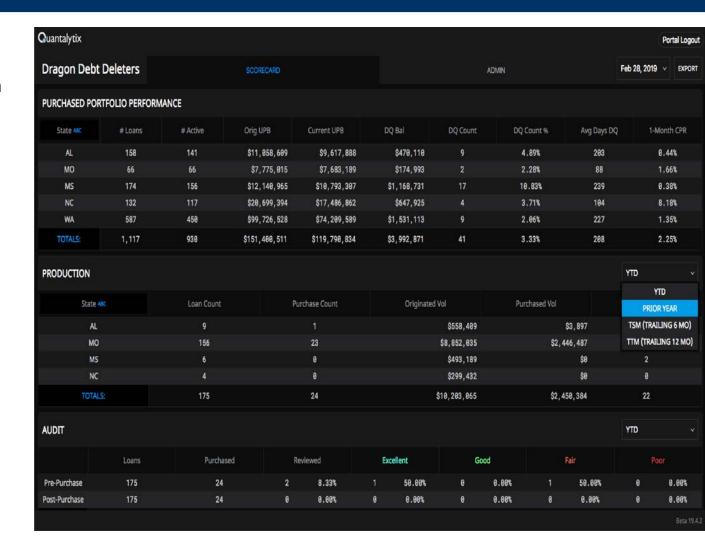
Scorecard Features: Select a Reporting Month

Click on the dropdown in the top right to select a reporting period. The default will be the most recent period.



Scorecard Features: Additional Date Selectors

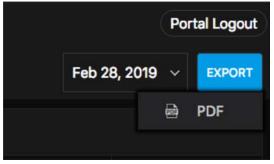
Click on the dropdown in the Production and/or Audit Tables to filter the data by YTD, Prior Year, Trailing 6 Month, or Trailing 12 Month.

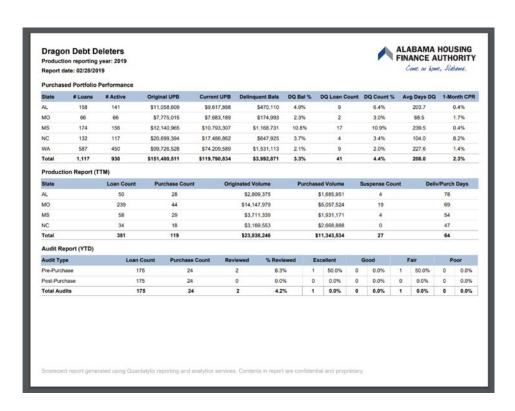


Scorecard Features: Export to PDF

Export the current scorecard view to PDF by clicking "Export" in the top right of the screen.

A printable, one-page scorecard will open for you to download or print.

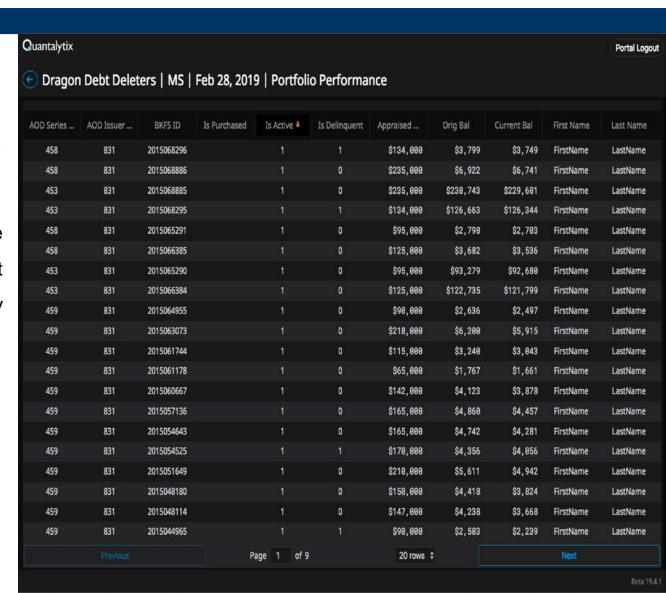




Scorecard Features: Loan Level Detail

Clicking on a row of data will take you to the loan level detail for that state or audit type.

You are able to change the number of rows you see at a time and sort the data by any column that is "clickable."



Support

The link to the Scorecard Lender Portal is http://app.quantalytix.com/portal/ahfa.

The "/portal/ahfa" part of the address is important! Be sure that you see "Lender Portal" on the screen when you log in.

If you encounter any problems, we are happy to help. You can reach us at support@quantalytix.com.