



SMART SOLUTION BULLETIN #19

October 29, 2018

TO: SMART SOLUTION PARTICIPATING LENDERS

FROM: Betty Temple-Putnam, Sr. Vice President of Single-Family Programs

RE: ServiSolutions Lender Online Administration Form

This bulletin serves to notify participating Smart Solution Lenders, effective **November 19, 2018** MHC Lenders will begin sending all ServiSolutions (AHFA) loan purchase **suspense conditions** directly through the ServiSolutions loan portal instead of being e-mailed only as is the current process for MS Lenders. The upload directly to the ServiSolutions portal will streamline the loan approval process for AHFA and should speed up the timeline for purchase of your loans.

The **deadline** to have the Lender Online Administration Form completed will be **November 9, 2018**. Lenders must appoint two (2) individuals to perform the Administrative duties for the ServiSolutions lender portal then submit the form via e-mail to the attention of Mr. Brian Hunt – bhunt@ahfa.com.

When the form is received, Mr. Hunt will then set up the Admin's user access and will e-mail the information to the Admins along with instructions to set up their end users, as well as instructions for the users explaining how you're to upload the suspense conditions through their portal, not just by e-mail.

Brian will provide MHC with a list of the lenders who've complied with this set up. MHC will also be working towards having the Lenders submit your full loan purchase packages directly through the ServiSolutions loan portal as well and you'll be notified as soon as that will be set up for your Admin users.



A Division of the Alabama Housing Finance Authority

LENDER ONLINE SYSTEM ADMINISTRATORS FORM

Lender: _____

System Administrator #1:

- Name:

- Business Address:

- Phone:

- Fax:

- E-mail:

System Administrator #2:

- Name:

- Business Address:

- Phone:

- Fax:

- E-mail:

Signature

Date