



Homeownership Program Bulletin

August 8, 2008

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To: CalHFA Approved Lenders

CalHFA Confidentiality Policy

In support of CalHFA's responsibility and policy regarding borrower financial privacy and confidentiality, we annually remind our approved lenders of the importance and requirements of protecting borrowers from unauthorized release of personal and financial information. At the same time we make any updated revisions. CalHFA recognizes its responsibility to protect the confidentiality of such information, and also values the unique fiduciary relationship that exists between borrowers and the lenders that represent them in the origination of CalHFA loans.

In recognition of this lender/borrower relationship, it is the policy of CalHFA to not discuss information regarding any loan application with anyone other than the lender submitting the loan application package to CalHFA. This information includes, but is not limited to, income and purchase price data, credit scores, other underwriting issues and the current status of submitted loan packages.

Under no circumstances will CalHFA discuss this information directly with a borrower or their real estate agent. When contacting CalHFA about a specific loan, lender representatives should be prepared to provide CalHFA's manifest number and the borrower's Social Security Number as evidence of their authority to discuss a particular loan application.

Following these policies will assist our business partners in their responsibility to provide professional service while protecting their clients. Lenders and servicers are reminded that they are accountable for the confidentiality of personal and financial information and they must immediately notify CalHFA, as well as the impacted borrower or loan applicant, of any security breach or compromise of confidential information. Prudent steps to rectify such violations must also be taken by the responsible lender or servicer, with the concurrence of CalHFA, in addition to providing any such notification.

For questions about this bulletin, contact CalHFA Homeownership Programs by phone 916.324.8088; by fax 916.324.6589; by email at homeownership@calhfa.ca.gov and you can always visit CalHFA's web site at: www.calhfa.ca.gov

Unless otherwise directed, please send all loan files and documents to:
CalHFA Homeownership Programs
1121 L Street, 7th Floor
Sacramento, CA 95814