

Service Announcement!

The California Housing Finance Agency Multifamily Accounting Office is pleased to offer the CalHFA Borrower Inquiry Service

This convenient, web-based service provides immediate access 24/7 to loan information, principal balances, impound balances, payment information, and more. You can also run unlimited transaction history reports for any specified date range.

Access to Borrower Inquiry is easy!

Complete the attached form and mail or email to our office.

Mail: California Housing Finance Agency
Multifamily Accounting, MS 930
P.O. Box 4034
Sacramento, CA 95812-4034

Email: MFServicing@CalHFA.ca.gov

After we have completed your enrollment, you will receive a confirmation email with a link to the online portal and your user ID and temporary password. You will be prompted to create a new password after the initial login.

CalHFA goes to great effort to ensure the privacy and protection of your account and personal information. CalHFA will only grant user IDs to individuals that can be verified by the borrower and our Asset Management Office.

If you have any questions about the Borrower Inquiry Service, you may contact Multifamily Accounting by calling (916)326-8400, 8:00 a.m. to 5:00 p.m. (Pacific Time), Monday through Friday. You can also contact us by email to: MFServicing@CalHFA.ca.gov, or write to us at the address shown above.



Borrower Inquiry – Access Request Form

User Information

Owner/Property Management Company:		
USER #1		
First Name:	Last Name:	Phone Number:
Email Address:		
List CalHFA Loan Numbers to be assigned to USER #1:		
USER #2		
First Name:	Last Name:	Phone Number:
Email Address:		
List CalHFA Loan Numbers to be assigned to USER #2:		
USER #3		
First Name:	Last Name:	Phone Number:
Email Address:		
List CalHFA Loan Numbers to be assigned to USER #3:		

If more than three users are needed, please contact Multifamily Accounting by calling (916)326-8400.

Signature of Authorized Official: _____

Print or Type Name: _____

Title: _____

Date: _____

Return completed form to: **MFServicing@CalHFA.ca.gov** or
 California Housing Finance Agency
 Multifamily Accounting, MS 930
 P.O. Box 4034
 Sacramento, CA 95812-4034

FOR AGENCY USE ONLY		
Date Received:	Asset Management Approval:	Accounting Approval: