

Single Family Lending Program Bulletin

March 24, 2020

Program Bulletin #2020-03

To: CalHFA Approved Lenders

CalHFA Single Family Lending Continuity of Business Operations

CalHFA is dedicated to treating the current health situation around COVID-19 with the highest level of priority and concern. CalHFA wants to assure the lending community that we will continue operations and make our best efforts to keep the turn times short, but please understand if there are delays. We will send out updates if there are any changes.

To ensure lenders are receiving the quickest turn time for inquiries, CalHFA is instructing lenders to only correspond via email, the Mortgage Access System ([MAS](#)) or the [Lenders/Real Estate Agents](#) section of the CalHFA website. Please do not use the telephone to avoid potential long delays.

Refer to the chart below for the applicable resource based on your category of inquiry.

Question Category	Resource
<ul style="list-style-type: none"> • Program guidelines • Daily file turn times • Training videos & handbooks 	CalHFA Website
Status of submitted loans in the pipeline	MAS

Question Category	Email Address
Subordinate loan payoff demands	subloans@calhfa.ca.gov
General origination questions	lendertraining@calhfa.ca.gov
Compliance files in process	complianceescalations@calhfa.ca.gov
Purchase files in process	purchaseescalations@calhfa.ca.gov
Rate locks or reservations	ratelocks@calhfa.ca.gov
MAS System issues	MASSupport@calhfa.ca.gov

- Lenders will continue to be able to reserve and lock new loans via [MAS](#)
- Compliance file review for Notices of Commitment will continue to be the priority

- Post-close subordinate purchase files will be reviewed as a lesser priority to compliance files. There will be no penalties on suspended subordinate purchase files due to anticipated increased turn times
- 1st mortgage loan purchase files that are sent to Lakeview will be business as usual. Please see [Lakeview's Client Site for their most up to date information](#)
- All in-person training classes and events have been cancelled through the end of April 2020
- All lender recertification deadlines will be extended from March 31, 2020 to May 31, 2020

For questions about this bulletin, contact CalHFA Single Family Lending Division by email at SFPrograms@calhfa.ca.gov. Plus, you can always visit CalHFA's website at: www.calhfa.ca.gov, or Single Family Lending directly at: www.calhfa.ca.gov/homeownership.