

WHO TO CALL IN THE ESCAMBIA BOND PROGRAM

Questions Concerning	Contact
Username and Password	eHousingPlus Compliance Office Paloma Miranda paloma.miranda@ehousingplus.com Cristy Remy cristy.remy@ehousingplus.com Lucy Rosa lucy.rosa@ehousingplus.com Cynthia Esteban cynthia.esteban@ehousingplus.com 954-217-0817
Online Reservations, Tracking, Reporting System	eHousingPlus Compliance Office
Lender Portal, System Issues	eHousingPlus Compliance Office
Compliance Questions (i.e. First time buyer, income and sales price limit questions)	eHousingPlus Compliance Office
Loan Changes, Cancellations, Compliance File Exceptions	eHousingPlus Compliance Office
Compliance File Delivery	eHousingPlus Compliance Office
Reports	eHousingPlus Compliance Office
Lender Guidelines, Forms, Website for same	eHousingPlus Communications Office Sue@ehousing.cc 813-671-7344 patt@ehousing.cc 954-430-6072
Program brochures; marketing materials	eHousingPlus Communications Office
Program Training	eHousingPlus Communications Office
Back up for Compliance Questions	eHousingPlus Communications Office
Underwriting Questions FROM UNDERWRITERS	CitiMortgage reminds all that they delegate underwriting and do not underwrite at all. Underwriting questions should be referred to the lender's underwriter. If question is "can we do this with the bond program". The answer is that the bond program does not limit your underwriting – you should underwrite as you normally do under your applicable agency guidelines and make sure you keep within the bond limitations. Just remember that there are no products with Loan Level Price Adjustments permitted in the bond program. A few questions from underwriters , may be directed to Heather Newell at heather.newell@citigroup.com or 469-220-0703 or Craig Ferguson at Craig.Ferguson@citigroup.com 469-220-0702.
Mortgage File Delivery and Funding	Call CitiMortgage 1-800-784-8396 (option 1) or E-mail CSP.Dallas@citigroup.comB

Please feel free to contact Patt or Sue if you're unable to reach anyone else.

eHousingPlus Communications Office

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