WHO TO CONTACT – Arizona HFA Home Plus Program

Question	Direct Questions to:	Contact Information
General Program Compliance Questions Assistance with eHP Lender Portal Assistance with User Credentials for eHP Lender Portal	eHousingPlus (eHP)	Sue Denihan sue@ehousing.cc 813-579-6293 Patt Denihan patt@ehousing.cc 954-430-6072 Joe Athey joe@ehousing.cc 813-579-6294 Jennifer Erwin Jennifer@ehousing.cc 813-579-6295 Vicki Stewart Vicki@ehousing.cc 813-579-6283
Update an Underwriter Certified Loan	eHousingPlus	Anyone at eHP Compliance office services@ehousingplus.com 954-217-0817
Program Training Problems with Training	eHousingPlus	Click on this link: http://www.ehpuniversity.com/arizona-hfa.html Or contact: Jennifer Erwin Jennifer@ehousing.cc 813-579-6295 Vicki Stewart Vicki@ehousing.cc 813-579-6283 Joe Athey joe@ehousing.cc 813-579-6294
System Software Training for eHP Lender Portal	eHousingPlus	Click on this link to register for the once weekly Webinar: http://www.ehousingplus.com/ehp-system-trainings/ Or contact: Jennifer Erwin Jennifer@ehousing.cc 813-579-6295 Vicki Stewart Vicki@ehousing.cc 813-579-6283
Program Rates	eHousingPlus	Click on this link to view the current rate http://www.ehousingplus.com/available-programs/arizona/arizona-hfa/ Then click on the RATES/OFFERINGS tab.
Credit underwriting questions Participating Lenders should refer to their internal Underwriting Department or Manager	US Bank	US Bank does not re-underwrite loans. For general questions, contact US Bank at hfa.programs@usbank.com or 800-562-5165 Option 2 *(for general questions)* ***Please note:*** **US Bank answers underwriting questions from underwriters of lenders for whom U.S. Bank provides underwriting services**
Questions regarding the shipping of closed loan files	eHousingPlus US Bank	services@eHousingPlus.com 954-217-0817 (for questions regarding Program compliance files) hfa.programs@usbank.com 800-562-5165 Option 1 (for questions regarding the first and second mortgage closed loan files)
Questions regarding exceptions	eHousingPlus US Bank	Debbie Kerr eHP.exceptions@ehousingplus.com 954-217-0817 X 216 (for questions regarding exceptions on Program compliance files) hfawestcommunications@usbank.com 800-562-5165 Option 1 (for questions regarding exceptions on the first mortgage closed loan files)