



Seller Guide Update



Updated U.S. Bank HFA Resource Guide

August 12, 2022

☑ Housing Finance Agencies (HFA)

Summary

We have made updates to our U.S. Bank HFA Resource Guide to include recent photos of your U.S. Bank contacts as well as updated contact information.

As a reminder, the HFA Resource Guide provides you with U.S. Bank HFA Lending Contacts for the following areas:

- HFA Leadership Team
- HFA Sales Team
- HFA Client Support and Customer care

You'll also find additional resources for your lenders including:

- HFA Lender Customer Care
- Underwriting Customer Care Help Line and Email for HFA Lenders
- Lender Administration
- Additional Resources (Post Purchase Administration, TRID - Compliance, and Post Funding)

HFA Resource Guide

The updated **HFA Resource Guide** is attached to this update.

Questions



HFA: Please reach out to your Client Sales Executive with any questions you may have.



HFA Resource Guide

U.S. Bank Home Mortgage HFA Lending Contacts



Housing Finance Agency Services

U.S. Bank Home Mortgage provides customized partnerships for Housing Finance Agency (HFA) lending through our dedicated HFA Division. Your U.S. Bank Home Mortgage HFA team stands ready to assist you as we partner every step of the way.

Your U.S. Bank HFA Leadership Team



**John Hummel – EVP
Correspondent and HFA Lending**
Phone: 314.209.6352
Email: John.Hummel@usbank.com



**Jim Coreno – SVP, HFA Sales
Division Manager**
Phone: 480.538.5590
Email: James.Coreno@usbank.com



**Michele Hunt – SVP, HFA
Fulfillment**
Phone: 952.876.9582
Email: Michele.Hunt@usbank.com



**Ben Babcock – VP, HFA
Site Manager**
Phone: 952.876.9621
Email: thomas.babcock@usbank.com



**Tami Hilton – SVP,
Relationship Development &
Sales Support**
Phone: 952.876.5162
Email: Tami.Hilton@usbank.com

Your U.S. Bank HFA Sales Team



**Lou Caresani – VP, HFA
Client Sales Executive (East)**
Phone: 216-606-1826
Email: Louis.Caresani@usbank.com



**Sally Mazzola – HFA
Business Channel Analyst**
Phone: 216-606-1827
Email: Sally.Mazzola@usbank.com



HFA Client Support and Customer Care



**Dodie Conder, VP, Client
Support**
Phone: 270.689.7214
Email: Dodie.Conder@usbank.com



**Shannon Byron, Client
Relationship Manager**
Contact your HFA Client Relationship Manager for new lender onboarding and DocVelocity system support, pipeline management, product support including eligibility (AUS), and overall planning and hosting of lender workshops:
Phone: 952.876.5026
Email: Shannon.Byron@usbank.com



**HFA Servicing Support –
Heather Hickey, Servicing
Liaison**
Phone: 270.689.7664
Email: Heather.Hickey@usbank.com



HFA Lender Customer Care



Contact for post-closing/pre-funding status requests, questions on deficiencies, post-closing/pre-funding policies and procedures:

Phone: 800.562.5165, Option 1
Email: HFACustomerCare@usbank.com

Underwriting Customer Care Help Line and Email for HFA Lenders



For scenarios or clarifications to Agency and U.S. Bank underwriting guidelines, underwriting status or conditions:

Dedicated Email:
Usbhm.conditions@usbank.com



For underwriting pre-submission scenarios or guideline questions:

Phone: 800.200.5881, Option 2
Dedicated Email:
Uwcustomercare@usbank.com

Lender Administration



Michelle Snyder, VP, Lender

Email:
CorrespondentClientAdmin@usbank.com
Phone: 952.876.5097



For new or reactivation packages, general inquiries on new or existing accounts, all existing account inquiries, and vendor requests (SSAE16, USB Information Security, USB Business Continuity, USB Insurance, USB Financials):

Email:
Lender.Management@usbank.com



For state and federal enforcement actions, MARI and Misrepresentation:

Email:
usbhmwincidentresponse@usbank.com

Additional Resources



Post Purchase Administration

Contact for invoice and billing inquiries:
Email: CorrespondentBilling@usbank.com

Contact for repurchase inquiries and correspondence:

Email:
usbhbmowensbororepurchase@usbank.com



TRID - Compliance

Contact for questions pertaining to Dodd-Frank compliance and TILA- RESPA Integrated Disclosure compliance:
Email: usbhmlendersupport@usbank.com



Post Funding

Contact for inquiries regarding final and recorded documents:

HFA Final Docs Shared Mailbox:
Documentcontrol@usbank.com

Contact for inquiries after the loan is purchased:

HFA Post Funding Shared Mailbox:
HFA.postfunding@usbank.com