



MEMORANDUM

TO: NIFA Participating Lenders
FROM: Jacki Young, Chief Homeownership Officer
DATE: January 23, 2018
SUBJECT: Memo #18-02, Borrower Email Addresses

Please be advised NIFA will begin to capture borrower email addresses for use with post-closing satisfaction surveys. It is our desire to gather feedback from borrowers to hear about their experience with our program. **This requirement is effective for all loan reservations processed in Lender Online on and after February 1, 2018.**

We have revised page two of the Household Verification Affidavit (Form A) to include the borrower's email address. There is a place located directly under the borrower's signature line to include the address. Please make sure the email is legible. We realize there may be some situations where the borrower does not have one.

Once we receive the Pre-Closing Package for review, our process will be to add a condition for the email address if it is missing on Form A. In order to avoid a closing delay, our compliance team will allow the condition to be cleared at closing and submitted with the Post-Closing Package.

The revised Form A is available in Lender Online and available in Word format upon request.

If you have any questions, please let us know.