Who to Contact

Is this a question about a loan that is already rate locked/reserved in the eHPortal?

Do you need to remove an Underwriter Certification?

Did you receive a duplicate SSN error?

If so, please log-in to eHP FrontPorch and inquire using Collaboration Station.

Collaboration station creates a history of any issue that's been communicated regarding a specific loan and provides certain status alerts. In collaboration station you can create a note to save to the loan file or you can send a message to anyone in our compliance team.

Click the message icon and a menu of eHousingPlus staff will appear at the top with their role for you to make the appropriate selection. You may include your team members who have user credentials to eHP FrontPorch that may assist in expediting solutions for your loans.

Do you need to REINSTATE a previously cancelled loan?

Do you need to CLEAR FLAGS on a cancelled loan so you may re-reserve funds for borrower?

Do you need to CHANGE THE RATE/PRODUCT OPTION that was originally selected at rate lock/reservation?

If so, click on this link to complete an online form

Is this a question about a loan that has not been rate locked/reserved in the eHPortal yet?

If so, scroll down the Highlights web page (that's where you found this document) and look for the PROGRAM GUIDELINES. Every guideline contains a contact directory.