LENDER FAQ AND RESPONSE

1. What happens when a document on the checklist doesn't apply? Do we need to submit something that indicates N/A?
    a. If the document is not required, you do not have to submit anything.
2. Will we receive an email if HUD issues a response via the portal? –
    a. Yes, lenders will receive an e-mail and a task via the portal.
3. On the Productions side, we do not receive emails LISA SUTTON: when an RAI is opened. Is that only an option on the Asset Management Side? –
    a. When a RAI is requested by HUD, there will be an email notification sent to the Lender and a new task will be generated and made available under the "My Tasks" tab.
4. If you check-in documents as a Lender, can the AE see them? –
    a. No, AEs can only see documents that have been submitted and assigned to them.
    b. AEs can only see documents that have been submitted. Save - Saves the transaction to you and only you will be able to upload. Save-Check-In, allows for someone from your team to pick the transaction up and upload documents.
5. How many users can each servicer/lender have? -
    a. The lender can have as many users as they see fit. There is currently no limit.
6. What is a LAM and BAM and LARS?
    a. LAM, BAM and LAR are roles provided to lender users. *The LAM and BAM are the manager roles.
        i. LAM – Lender Account Managers
        ii. BAM – Backup Account Managers
        iii. LAR – Lender Account Representative
7. Does the My Tasks list show just for individual users or lender/servicer wide?
    a. My Tasks shows only YOUR task that you have submitted. The Lender PAM Report will show all transactions that have been sent. The Group Task will show transactions that have not yet been submitted
8. When will the PCNA tab be added to Asset Management?
    a. We do not have a time-period for this yet.
9. Some project actions can occur more than once like debt service escrow, physical condition actions which could be done monthly. I thought it was stated only one could be done
    a. You can submit as many as you like for a specific project, however the initial submission must have been processed prior to another request of the same type being submitted for the same project.

10. Can a listing of all the approved file names by transaction be distributed to the lenders or be posted on the 232 website?
    a. The document names are available on the Checklists that used to upload documents to the Portal. If an all-inclusive list is needed, you should check with an Asset Management's Manager for this request.
11. What if the documents are too large?
    a. You can upload up to 100mb for each document uploaded.
12. Are the CO Checklist names the exact same as listed in the Portal for submission?
    a. The new checklists contains the names of document list within the Portal.
13. File names - I don't believe the exact portal "required naming convention" is disclosed on the checklist. At least not on the current published ones.
    a. You are correct. The new checklists are due to be release prior to Tuesday, February 13, 2020 (the release of the new Asset Management Process).
14. When items are added to the published checklists, or rearranged with new numbers, is someone going to update the portal listing?
    a. Yes
15. Regarding this answer to this earlier question -"File names - I don't believe the exact portal "required naming convention" is disclosed on the checklist. At least not on the current published ones", is this something that can be done as uploading all of these documents is not a quick task and this will slow down our process to have to rename for the Portal submission.
    a. You are correct, they are not on the current checklist, but will be available to you before the release of the new process on Tuesday, February 18, 2020