

Operational Bulletins

The purpose of an operational bulletin is to provide CNA e-Tool stakeholders with updates and technical guidance. In rare circumstances, a bulletin may also be issued for one-time-only instructions (such as security patches) or to provide urgent instructions to stakeholders.

2017 Updates

- [2017-04 – September 12, 2017](#)
The CNA e-Tool's required use for FHA multifamily mortgage insurance applications has been delayed to November 1, 2017, due to Hurricane Harvey. Registration for training is now open. We launched the Ask-A-Question (AAQ) feature. Follow the data entry requirements for properties not subject to benchmarking. Tool unavailable during maintenance update, and new training module posted.
- [2017-03 – August 9, 2017](#)
Technical updates as well as links to updated documents and instructions. This includes the improved Assessor Tool Excel sheet, which is required for properties in the New England region where the zip code starts with zero.
- [2017-02 – April 20, 2017](#)
Information pertaining to the technical issues that were resolved with 1.2A. In addition, information on the new Mortgagee Letter from April 19, 2017 that pushed back the CNA e-Tool's required mandate to October 1, 2017 is also discussed.
- [2017-01 – February 23, 2017](#)
Information pertaining to the technical issues to remediate 1.2A issues that will be deployed in mid-April.