

WHO TO CONTACT

(Rev 03/22/17)

Question	Direct Questions to:	Contact Information
General Program Compliance Questions	eHousingPlus (eHP)	813-415-3549 support@ehousingplus.com
Assistance with eHP Lender Portal	eHousingPlus (eHP)	954-217-0817 support@ehousingplus.com
Assistance with User Credentials for eHP Lender Portal		Ashlynn Mosher 954-217-0817 ext 261 ashlynn.Mosher@ehousingplus.com
Update an Underwriter Certified Loan	eHousingPlus (eHP)	Anyone at eHP Compliance Office services@ehousingplus.com 954-217-0817
Program Training	eHousingPlus (eHP)	Click on this link to attend Program training.
Program Training Issues	eHousingPlus (eHP)	813-415-3549 support@ehousingplus.com
System Software Training for eHP Lender Portal	eHousingPlus (eHP)	Click on this link for the once weekly Live Webinar: http://www.ehousingplus.com/ehp-system-trainings/
System Software Issues	eHousingPlus (eHP)	813-415-3549 support@ehousingplus.com
Program Rates	eHousingPlus (eHP)	Click on this link: to view the Homebuyer's Solution Program rates. Then click on the RATES tab.
Credit Underwriting questions	Participating Lenders need to refer to internal Underwriting Department or Manager	US Bank does not re-underwrite loans. For general questions, contact US Bank at hfa.programs@usbank.com or 800-562-5165 Option 2 (for general questions) Please note: US Bank answers underwriting questions from the underwriter of a lender for whom US Bank provides underwriting services ONLY.
Questions regarding the shipping of closing loan files	eHousingPlus (eHP) for questions regarding the program compliance file US Bank for questions regarding the first mortgage closed loan file	services@eHousingPlus.com 954-217-0817 hfa.programs@usbank.com 800-562-5165 hfa.exceptions@usbank.com
Questions regarding exceptions	eHousingPlus (eHP) for questions regarding exceptions on the program compliance file US Bank for questions regarding exceptions on the first mortgage closed loan file	Debbie Kerr eHP.exceptions@ehousingplus.com 954-217-0817 X216 hfa.communications@usbank.com 800-562-5165 hfa.exceptions@usbank.com