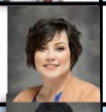
WHERE TO DIRECT YOUR QUESTIONS

Please direct any questions or concerns to the appropriate party listed below.

Florida Housing Finance Corporation **Toll Free: (850) 488 –4197** **https://www.floridahousing.org/**	**DPA Scenario Questions?** **Email us at** **DPA@FLORIDAHOUSING.ORG**

CONTACT	TITLE	EMAIL
Chip White 	Homebuyer Loan Program Director	Charles.White@floridahousing.org
Sandy Smith 	Homebuyer Loan Program Manager	Sandy.Smith@floridahousing.org
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Mark Pease 	Homebuyer Loan Program Business Development Manager	Mark.Pease@floridahousing.org
Natalyne Zanders 	Senior Homebuyer Loan Programs Analyst	Natalyne.Zanders@floridahousing.org

eHousingPlus 954-217-0817
Toll Free 888-643-7974 Option 2

QUESTIONS	OPTION #	EMAIL
Lender Training (Program & System)	Option 4	trainer@ehpuniversity.com
Lender User Access (Credentials, Disabled Access, etc.)	Option 1	useraccess@ehpuniversity.com
eHPay—Digital Payment of Compliance Fees	Option 3	maria.sanchez@ehousingplus.com
Program Eligibility Questions—READ THIS GUIDE FIRST	Option 2	Click Here
Deficiencies—To view and upload compliance file deficiencies.	View compliance and Servicer deficiencies in eHP FrontPorch and using Digital Docs, Deficient Compliance Files drop down menu.	
Loan Specific Questions—If you have any questions related to a specific loan already reserved/rate locked in the eHPortal.	Post note in Collaboration Station through eHP FrontPorch	
System Errors—Technical Assistance	Option 6	Click Here
Credit underwriting questions, refer to their internal Underwriting Department or Lakeview.	855-253-8439 / Option 3	underwritingquestions@bayview.com
AUS Findings, DTI, Insurance, Collateral and Purchase questions all need to be addressed by Lakeview directly. eHousingPlus cannot assist you with questions related to these items.	855-253-8439 / Option 3	underwritingquestions@bayview.com
Uploading First or Second mortgage closed loan files. Questions regarding exceptions specific to credit file or collateral documents.	855-253-8439 / Option 2	clientservices@bayviewloans.com