

GENERAL ANNOUNCEMENTS

New and Improved Servicing System

We will soon be transitioning to a new mortgage loan servicing platform called Black Knight. This new and improved system will allow us to enhance our loan servicing operations and provide better service to our customers.

What does this mean for our participating lenders? There will be no changes on your end on how loans are entered into our system after the new system is implemented. However, there will be a slight interruption for loans boarding onto the system as we switch over to the new servicing platform. For lenders completing the loan set up in the PHFA Pipeline Plus system, the loan set up option will be unavailable beginning at 5:00 PM on August 28, 2019 and reopen at 8:00 AM on September 3, 2019.

If you encounter any issues with the information that was submitted through loan setup that is not resolved by August 28th, lenders will have to resubmit their information when we reopen the loan set up option on September 3rd. For loans to be funded during this system conversion period, the loan setup must be completed by August 28th.

The Hello/Goodbye Letter Form 28 will be updated to reflect the new system's Customer Care link for borrowers to make online payments. The new Hello/Goodbye Letter is effective for loans closed on or after August 28, 2019. See a draft copy of Form 28 as part of this memo.

All our borrowers have been informed of the system change and given instructions on how to access their online account and billing information.

Please [contact us](#) with any questions.



[date]

[Name(s)]
[address]
[address]
[third address line, if needed]

Re: Notice of Purchase and Servicing Transfer: [street address], Loan No. [LSAMS#]

Dear [Name(s)]:

The Pennsylvania Housing Finance Agency (PHFA) has acquired your mortgage loan and will be servicing it. **EFFECTIVE IMMEDIATELY ALL PAYMENTS FOR YOUR MORTGAGE SHOULD BE SENT TO PHFA.** You may pay your bill online or set up automatic payments by visiting PHFA's Online Servicing Center at <https://phfa.customercarenet.com>. You may also call PHFA at 1.855.827.3466 to have an automatic payment authorization form mailed to you.

Your first payment is due on **[First Payment Date]**. All payments are due on the 1st of each month. A late charge will be imposed if your payment has not been received by PHFA by the 16th of the month.

Partial Payment: As your lender, PHFA may hold partial payments in a separate account until you pay the rest of the payment, and then apply the full payment to your loan. If this loan is sold, your new lender may have a different policy.

The assignment of your mortgage is effective as of the date of your mortgage loan closing and is recorded in the office of the Recorder of Deeds in the county where your mortgaged property is located. As your servicer, PHFA will be collecting your mortgage loan payments from you. Nothing else about your mortgage loan will change. If you have any questions for either PHFA or for your originating lender about your mortgage loan or this transfer, please use the contact information below:

Servicer:

Pennsylvania Housing Finance Agency
Loan Servicing Division
P.O. Box 15057
211 North Front Street
Harrisburg, PA 17105-5057
Telephone: 1.855.827.3466

Originating Lender:

[Name of Participating Lender]
[Individual or Department]
[Address]
[Address]
[Address]
Telephone: [Telephone Number]

If you receive an insurance invoice for your home, please forward it to PHFA so we can pay it out of your escrow account. Your monthly mortgage payment amount may change based on PHFA's review of actual tax and insurance escrow invoices.

If you wish to write PHFA because you believe an error was made while servicing your mortgage or if you wish to request information about your mortgage, you must use the following address: **Pennsylvania Housing Finance Agency, ATTN: Qualified Written Request Department, P.O. Box 15057, Harrisburg, PA 17105-5057.**

You will soon be receiving a monthly billing statement from PHFA. Please use the payment coupon at the bottom of the monthly billing statement and mail it along with your check to the address listed on the payment coupon to ensure proper posting to your account. If you do not receive a billing statement before your first payment is due, please use the included temporary coupon for your payment and call PHFA at 1.855.827.3466.

Sincerely,

Kathryn Newton
Director of Loan Servicing

TEMPORARY PAYMENT COUPONS

You should be receiving a billing statement from PHFA in the near future. If you do not receive a billing statement before your first payment is due, please use the coupons below to make your payment and call PHFA at 1.855.827.3466.

Please note: if you have a Keystone Advantage Assistance Loan, please include a separate check and the second payment coupon for payment of your subordinate mortgage. If you do not have a Keystone Advantage Assistance Loan, you may disregard the second coupon.

**FIRST MORTGAGE
TEMPORARY PAYMENT COUPON**

**Please include a copy of this coupon with your payment*

Make check payable to PHFA & mail to:
PENNSYLVANIA HOUSING FINANCE AGENCY Loan Servicing Division P.O. Box 15057 211 North Front Street Harrisburg, PA 17105-5057

Account No. [LSAMS#]
Borrower(s): [Name(s)]
Address: [address]
[address]
[address]

First Payment (Due on [First Payment Date])
[\$amount]

**KEYSTONE ADVANTAGE ASSISTANCE LOAN
TEMPORARY PAYMENT COUPON**

(If applicable – disregard if incomplete)

**Please include a copy of this coupon with your payment*

Make check payable to PHFA & mail to:
PENNSYLVANIA HOUSING FINANCE AGENCY Loan Servicing Division P.O. Box 15057 211 North Front Street Harrisburg, PA 17105-5057

Account No. [LSAMS#]
Borrower(s): [Name(s)]
Address: [address]
[address]
[address]

First Payment (Due on [First Payment Date])
[\$amount]

FACTS	WHAT DOES PHFA DO WITH YOUR PERSONAL INFORMATION?
Why?	Financial companies choose how they share your personal information. Consumers have the right to limit some but not all sharing. We feel it is important to let you know how we collect, share and protect your information. Please read this notice carefully to understand what we do.
What?	The types of personal information we share depend on the product or service you have with us. This information can include: <ul style="list-style-type: none"> ▪ Social Security number, income and contact information ▪ Account balances and payment history ▪ Credit history and credit scores
How?	All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons PHFA chooses to share; and whether you can limit this sharing.

Reasons we can share your information	Does PHFA share?	Can you limit this sharing?
For our everyday business purposes —such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes —to offer our products and services to you	Yes	No
For joint marketing with other financial companies	No	We Do Not Share
For our affiliates' everyday business purposes —information about your transactions and experiences	No	We Do Not Share
For our affiliates' everyday business purposes —information about your creditworthiness	No	We Do Not Share
For nonaffiliates to market to you	No	We Do Not Share
For nonaffiliates to provide free credit counseling	Yes	No

Questions?	Call 1-855-827-3466 or visit us online at www.phfa.org .
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Who we are

Who is providing this notice?

Pennsylvania Housing Finance Agency (PHFA)

What we do

How does PHFA protect my personal information?

To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.

How does PHFA collect my personal information?

We collect your personal information, for example, when you:

- Apply for a loan
- Make payments
- Give us your income, employment, or other information

We also collect your personal information from others, such as credit bureaus, credit counseling agencies, and other companies.

Why can't I limit all sharing?

Federal law allows consumers to limit only:

- Sharing for affiliates' everyday business purposes— information about your creditworthiness
- Affiliates from using your information to market to you
- Sharing for nonaffiliates to market to you

State laws and individual companies may give you additional rights to limit sharing.

Definitions

Affiliates

Companies related by common ownership or control. They can be financial and nonfinancial companies.

- *We do not share your personal information with affiliates.*

Nonaffiliates

Companies not related by common ownership or control. They can be financial and nonfinancial companies.

- *We may share with housing counseling agencies, but we do not otherwise share your personal information with nonaffiliates.*

Joint Marketing

A formal agreement between nonaffiliated financial companies that together market financial products or services to you.

- *We do not share your personal information for joint marketing.*

Other important information

Housing Counseling Agencies

PHFA contracts with housing counseling agencies to provide free credit counseling to consumers. All credit counseling services are confidential, and our network of housing counseling agencies are not permitted to sell or otherwise share your personal information except as required by law or for auditing purposes. Because these agencies do not share or sell your personal information, we may provide your contact information and limited account information to our network of housing counseling agencies.