
Bulletin #268
December 9, 2024

To: CHFA Participating Lenders
From: CHFA Single Family Underwriting
Subject: **NEW CHFA File Escalation Process – Files Underwritten by CHFA
Effective Immediately**

The Escalation Process below has been created for and is strictly for use on loans underwritten by CHFA where the lender has compiled and provided all available information/documentation/justification requested by the CHFA Underwriter and an impasse has been reached. *Please do not use this tool to bypass the normal underwriting process, as the file will not be reviewed.* This will be monitored, and corrective action will be taken if necessary.

The following is effective immediately:

Requests will be accepted from the lender's Underwriter/Underwriting Manager **ONLY** and must adhere to the following process:

1. Submit email request to: Escalations@chfa.org.
 - The subject line should list the Borrower's last name and CHFA's loan number.
 - The email must list issues/concerns and lender's rationale.
 - Do not send documents via email.
 - The file should already contain any necessary documentation to support the escalation request.
2. Files will be reviewed by CHFA Management on a first-come first-served basis and the lender should receive a reply via a call/email within 24-48 hours of escalation request .
 - Should further conversation be required, the CHFA Underwriting Manager will schedule a call with the lender's Underwriter or Underwriting Manager who submitted the request.
 - Once a CHFA Final Determination is made, the lender will be contacted via phone/email and will subsequently receive either a Missing Exhibits Letter or Commitment from CHFA.

The Escalation decision made by CHFA Management will be final and no further discussions will be considered.

Please do not call/email any individual, including the CHFA Underwriter, concerning the request as CHFA will not respond to emails/phone calls prior to Management's review.

Please be mindful that only the lender's Underwriter or the Underwriting Manager is permitted to submit a request.

All standard inquiry and scenario requests should continue to be sent to SFAMInquiry@CHFA.org.

Thank you for your continued support of CHFA programs for Connecticut First-Time Homebuyers.

*All questions regarding this Bulletin should be directed to Lisa Hensley at lisa.hensley@chfa.org
or Carolyn Christensen at carolyn.christensen@chfa.org*