

**MARYLAND MORTGAGE &  
MARYLAND HOMECREDIT PROGRAMS**  
~CONTACT INFORMATION~  
*mmp.maryland.gov*



- The Professional Portal program information section on the MMP website includes links to Directives, the Compliance Manual, Fact Sheets, Program Code Guide, and more:  
<https://mmp.maryland.gov/Lenders/Pages/ProgramInfo.aspx>

- **NOTE: PLEASE ALLOW 24-48 HOURS FOR REVIEW OF A NEW UPLOADED SUBMISSION AND FOUR BUSINESS DAYS FOR ANY UPLOADED CONDITIONS. PLEASE CHECK LENDER ONLINE PRIOR TO CALLING FOR STATUS.**

- For general program or compliance questions, or to follow up if you haven't received an answer, please contact our main email inbox or phone.

[Singlefamilyhousing.dhcd@maryland.gov](mailto:Singlefamilyhousing.dhcd@maryland.gov), 301-429-7852

- Loan Operations Manager: Karl Metzgar, Assistant Director  
[karl.metzgar@maryland.gov](mailto:karl.metzgar@maryland.gov), 443-440-0951

- If you need to escalate an underwriting concern, please contact:

Debbie Conner, Underwriter Supervisor, [debra.conner@maryland.gov](mailto:debra.conner@maryland.gov), 410-972-9535

For status or processing of conditions, please contact:

Marque Gibson, Processing Supervisor, [marque.gibson@maryland.gov](mailto:marque.gibson@maryland.gov), 443-905-9096

- For prior approval for: Asset Test (Attachment F), Business Use (Attachment N), or a Power of Attorney, please contact: [Singlefamilyhousing.dhcd@maryland.gov](mailto:Singlefamilyhousing.dhcd@maryland.gov)

- For Attachment R (changes to loan): Email to: [Attachment\\_r\\_mailbox.dhcd@maryland.gov](mailto:Attachment_r_mailbox.dhcd@maryland.gov)

- To escalate a concern about Attachment R, please contact:

Marque Gibson, Processing Supervisor, [marque.gibson@maryland.gov](mailto:marque.gibson@maryland.gov), 443-905-9096

- Realtor inquiries should be directed to:

Terry Catalano, Business Development Rep, [terry.catalano@maryland.gov](mailto:terry.catalano@maryland.gov), 301-646-9334

- Lender approval or training inquiries should be directed to:

Cecilia Weller, Business Development Manager, [cecilia.weller@maryland.gov](mailto:cecilia.weller@maryland.gov)

## **US Bank Contact List**

PLEASE NOTE: If the US Bank links do not work for you, try using another browser.

Go to: [www.hfa.usbank.com](http://www.hfa.usbank.com). Scroll down to “Enjoy Housing Finance Agency Services” and click on “Learn More.” The HFA Division Lending Guide includes a lender training, bulletins, a directory, and more.

The call center's live hours of operation are from 8:00 AM to 5:00 PM Central Standard Time. Their goal is to return all voicemail messages received by the Customer Care Team between 7:00 AM and 3:30 PM Central Standard Time within the same day of receipt.

- **HFA Customer Care Team**, call 800-562-5165 and select option "1" or email [hfacustomer@usbank.com](mailto:hfacustomer@usbank.com).
- **Underwriting**
  - **General or Pre-Submission Questions** - [UWCustomerCare@usbank.com](mailto:UWCustomerCare@usbank.com)
  - **Underwriting status or conditions** – [USBHMconditions@usbank.com](mailto:USBHMconditions@usbank.com)
  - **Underwriting Customer Care Help Line** - 800.200.5881
    - Lenders are prompted to ‘select Option 2 for Underwriting Customer Care.’
- **Post-Closing**
  - Please upload conditions to DocVelocity to clear loans for purchase
  - For post-funding purchase detail questions or escrow reimbursements: [hfa.postfunding@usbank.com](mailto:hfa.postfunding@usbank.com)
  - Questions pertaining to final and recorded docs: [documentcontrol@usbank.com](mailto:documentcontrol@usbank.com)
- **Dodd-Frank**
  - All Dodd-Frank compliance questions: [USBHMLenderSupport@usbank.com](mailto:USBHMLenderSupport@usbank.com)