

MARYLAND MORTGAGE PROGRAM
~CONTACT INFORMATION~
(Email contact is preferred)



- The Professional Portal program information section on the MMP website includes links to Directives, the Compliance Manual, Fact Sheets, Program Code Guide, and other resources: <https://mmp.maryland.gov/Lenders/Pages/ProgramInfo.aspx>
- **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.** If Lender Online is having issues, wait half an hour and try again. Often it's just going through a maintenance cycle. If you're still experiencing difficulties, email singlefamilyhousing.dhcd@maryland.gov
- For general program or compliance questions, or to follow up if you haven't received an answer, please contact our main email: Singlefamilyhousing.dhcd@maryland.gov
- If you need to escalate an underwriting concern, please contact:
Debbie Conner, Underwriter Supervisor, debra.conner@maryland.gov, 301-429-7800
- For escalation of a concern about conditions or DPA reimbursement, please contact:
Marque Gibson, Processing Supervisor, marque.gibson@maryland.gov, 443-905-9096
Purchase advice questions for the first mortgage should go to US Bank.
- For prior approval for: Asset Test (Attachment F), Business Use (Attachment N), or a Power of Attorney, please contact: <mailto:Singlefamilyhousing.dhcd@maryland.gov>
- For Attachment R (changes to loan): mailto:Attachment_r_mailbox.dhcd@maryland.gov
- To escalate a concern about Attachment R, please contact:
Marque Gibson, Processing Supervisor, marque.gibson@maryland.gov, 443-905-9096
- Lender approval or lender/realtor training inquiries should be directed to:
Cecilia Weller, Business Development Manager, cecilia.weller@maryland.gov
- To re-set your Lender Online password, reach out to your Admin Contact. If you ARE the Admin Contact, email <mailto:singlefamilyhousing.DHCD@maryland.gov>.
- Videos for how to reserve a loan and how to complete an Attachment R, as well as other training resources, are found here: <https://mmp.maryland.gov/Lenders/Pages/Training-and-Compliance.aspx>
- For payoffs, see Directive 2020-19.
<https://mmp.maryland.gov/Lenders/Directives/Directive2020-19.pdf>

US Bank Contact List

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

Go to: www.usbank.com/correspondent. The HFA Division Lending Guide includes 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.
- **Underwriting**
 - **General or Pre-Submission Questions** - UWCustomerCare@usbank.com
 - **Underwriting status or conditions** – USBHMconditions@usbank.com
 - **Underwriting Customer Care Help Line** - 800.200.5881
 - Lenders are prompted to 'select Option 2 for Underwriting Customer Care.'
 - **Manufactured or Modular Home Approval** – mhrequests@usbank.com
 - Include MMP reservation number
- **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
 - Questions pertaining to final and recorded docs: documentcontrol@usbank.com
- **Dodd-Frank**
 - All Dodd-Frank compliance questions: USBHMLenderSupport@usbank.com