

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



- Lender Resources on the MMP website includes links to Directives, Compliance Manuals, Fact Sheets, and more: <http://mmp.maryland.gov/Lenders/Pages/default.aspx>
- Program Code Guide: mmp.maryland.gov/Lenders/Documents/CDAPROGRAMCODEGUIDE.pdf

NOTE: PLEASE ALLOW 24-48 HOURS FOR REVIEW OF A NEW UPLOADED SUBMISSION AS WELL AS 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, contact one of the following staff members for a timely response.

Ed Anthony, 301-429-7828 OR Lateese Hodge, 301-429-7829
Singlefamilyhousing.dhcd@maryland.gov

- Loan Operations Manager: Karl Metzgar, Assistant Director
karl.metzgar@maryland.gov, 301-429-7826
- If you need to escalate an underwriting concern, please contact:
Debbie Conner, Underwriter Supervisor, debra.conner@maryland.gov, 301-429-7800
- For status or processing of conditions, please contact:
Angel Barksdale, Processor, angel.barksdale@maryland.gov, 301-429-7836
- For prior approval for: Asset Test (Attachment F), Business Use (Attachment N), or a Power of Attorney, please contact:

Pat Smith, Underwriter, patriciaa.smith@maryland.gov, 301-429-7839
OR Debbie Conner, Underwriter Supervisor, debra.conner@maryland.gov, 301-429-7800

- For Attachment R (changes to loan): Email to: Attachment_r_mailbox.dhcd@maryland.gov
- For Attachment W (DPA reimbursement requests):
Email to: CDA_WireInstructions.dhcd@maryland.gov
- To escalate a concern about Attachments R or W, please contact:
Marque Gibson, Processing Supervisor, marque.gibson@maryland.gov, 301-429-7830
- Realtor inquiries should be directed to:
Terry Catalano, Business Development Rep, terry.catalano@maryland.gov, 301-429-7830
- Lender approval or training inquiries should be directed to:
Cecilia Weller, Business Development Manager, cecilia.weller@maryland.gov

US Bank Contact List

- U.S. Bank Lending Manual is available online at www.mrbp.usbank.com
- Customer Care Team
 - Current status of your loan
 - Answers to questions on deficiencies
 - Updated Deficiency Reports

The call center's live hours of operation are from 8:00 AM to 5:00 PM Central Standard Time. Our goal will be 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. To reach the Customer Care Team, call 800-562-5165 and select option "1" or email hfacustomer@usbank.com.

- Please upload conditions to clear loans for purchase to DocVelocity or for paper files until June 1st, please send by e-mail to your assigned Deficiency Specialist
- Post funding purchase detail questions or escrow reimbursements: hfa.postfunding@usbank.com
- Questions pertaining to final and recorded docs: documentcontrol@usbank.com
- All general program questions: hfa.programs@usbank.com or 800-562-5165 option "2"
- All Dodd-Frank compliance questions: USBHMLenderSupport@usbank.com

5/26/2017

BDU/CKD's Training/Contact List for Distribution