



WISCONSIN HOUSING AND ECONOMIC DEVELOPMENT AUTHORITY

201 West Washington Avenue, Suite 700
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Telephone: 608.266.7884 ■ 800.334.6873
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Lender Update 2016-05

May 17, 2016

In this Update:

- **WHEDA Madison Office will be Temporarily Closed**
 - **WHEN: From 5:30 PM MAY 26, 2016 through 5:00 AM MAY 31, 2016**
 - **On Friday May 27, 2016 all critical functions will remain operational “off-site”**
 - **PLEASE Plan Ahead to avoid Possible Delays**

WHEDA Madison Office Will Be Temporarily Closed

Due to a planned electrical upgrade to the Tommy G. Thompson building located at 201 W. Washington Avenue, Madison, Wisconsin, the WHEDA offices located in the building will be closed during normal business hours, 8:00 AM to 5:00 PM, on Friday, May 27, 2016, and on Monday, May 30, 2016 in celebration of the Memorial Day holiday.

Your business is important to us! So we wanted to inform you well in advance of the event so that you could plan accordingly to lessen the impact on your borrower if delays should occur.

On Friday May 27th, 2016 all critical mortgage lending functions will remain operational, but will be located off-site and subject to possible delays.

HOW WILL THIS IMPACT YOU?

- The following areas will be available from various off-site locations:
 - Underwriting
 - Pricing/Locking
 - Funding
 - Servicing
 - Post Closing
 - Sales
- We've addressed all areas of potential problems and have tested and re-tested the systems
- While we may not have a full staff available, we feel confident we will be able to maintain the high level of service you have come to expect from WHEDA Single Family
- Our website www.wheda.com and the Lender Toolkit will be available as an incredible resource for almost any information you may need – including our staff roster.



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WHAT SHOULD YOU DO PRIOR TO MAY 27TH?

- Submit outstanding documentation to your WHEDA underwriter to insure they get your loan file in a “clear to close” status well in advance of a scheduled closing date for May 27th or May 31st.
- Submit your funding requests to underwriting@wheda.com by noon on Thursday, May 26th for loans closing on May 27th or May 31st.
- Keep our staff informed of any critical deadlines such as loan commitment, funding and/or locking, so we can assist you in making sure both you and your customers stay on track.

We’re confident the temporary changes will be invisible to our lending partners, but want to make sure we keep you informed and offer you the option of working with us ahead of schedule to avoid any problems that may arise.

Thank you in advance for your understanding and patience as we work to keep you and your customers happy and satisfied while we navigate the temporary change. Any questions, please let us know!

Who to Contact with Questions

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- Nicole Kane, Account Executive, 608-266-0191, nicole.kane@wheda.com