



WISCONSIN HOUSING AND ECONOMIC DEVELOPMENT AUTHORITY

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Lender Update 2020-04

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WHEDA Advantage Conventional - COVID-19 Guidance

On Friday, March 27, 2020, HUD published [Mortgagee Letter 2020-05](#) regarding temporary flexibilities for verbal verifications of employment (VVOEs) and appraisal requirements.

Effective immediately, WHEDA is aligning with the flexibilities outlined in the announcement.

Tax Transcripts

Due to the temporary closure of certain IRS offices, WHEDA is providing the following temporary guidance in lieu of obtaining tax transcripts:

- Effective immediately, lenders may obtain:
 - a copy of the borrower's most recent **two years signed tax returns**, and
 - a fully executed 4506-T for the years 2019, 2018, & 2017.

This temporary guidance will remain in effect until further notice and the IRS offices have returned to normal business operations.

Resources and Important Numbers

Here is a link to our [Staff Roster](#) to give you the names, emails and phone numbers for all of WHEDA Single Family's staff by department.

To clarify where to send pertinent information or areas to reach out to with questions is:

- All underwriting conditions, pre-purchase and post-purchase, including trailing documents, should be uploaded via [WHEDA-Connect](#).
- For pre-closing or pre-purchase underwriting questions on conditions, email underwriting@wheda.com, or call 800-334-6873.
- To verify receipt of the **Original Note**, email capitalmarkets@wheda.com.
- For questions regarding trailing documents reflected on the Outstanding Document Report, email postclosing@wheda.com.

Receiving calls from existing WHEDA Borrowers with questions on how to make their payments, or payment options? They can reach our Servicing Department by:

1. Emailing Servicing@wheda.com, or
2. Calling 800-562-5546

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