
Lender Update 2022-02

February 16th, 2022

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- **Minimum Volume Requirement Change for 2022**
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Minimum Volume Requirement Change

Effective 2022 Calendar Year:

- WHEDA's minimum loan volume requirement will change from 1 transaction per 24 months to 5 closed loan transactions per calendar year.
- Policy and Procedures manual verbiage to change from "termination if minimum is not met", to an "adjusted training requirement, if minimum is not met".
- These changes have been reflected in Section 2.12 of WHEDA's Policy and Procedure Manual

Changes to Lender Recertification in 2023

Effective with 2023 Lender Recertification:

Beginning with the 2023 Lender Recertification process:

- WHEDA Sales will provide a mid-year review with Lender Certification Contact based on volume (beginning June of 2022)
- During this review, WHEDA Sales will discuss volume YTD, quality of loans and address any concerns or issues.
- Beginning in November, WHEDA Sales will contact any lenders who are not on track to meet the minimum volume requirement.
- Lenders who do not meet the minimum volume requirement will be required to take the following steps as part of annual recertification.
- Certification Contact (or designated contact) must provide WHEDA Sales with a list of all training attendees including the minimum of the following staff:
 - All current loan officer
 - Minimum of 1 Underwriter (Correspondent)
 - Minimum of 1 Processor
 - Minimum of 1 Closer and Post Closer
 - Minimum of 1 Lock Desk staff (if applicable)
- All designated employees will need to take WHEDA training appropriate to their role.
- Training can be completed In Person (if being offered), via Webinar or On Demand.
- All training must be completed prior to March 31st of the year of recertification.
- Failure to complete this training requirement, will prevent completion of recertification.

Staff Roster & Important Numbers

Need assistance from a Single Family staff member? Use our [Staff Roster](#) to connect with the people who can best serve you.

Underwriting	underwriting@wheda.com	800-334-6873
Lock Desk	lockdesk@wheda.com	
Post-Closing	postclosing@wheda.com	
Sales	sales@wheda.com	
Servicing ⁽¹⁾	servicing@wheda.com	800-562-5546

Receiving calls from existing WHEDA Borrowers with questions on how to make their payments, or payment options? Have them contact our Servicing Department for assistance.

Servicing	servicing@wheda.com	800-562-5546
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