




MEMORANDUM

VIA E-MAIL

TO: Participating Lenders

FROM: Jon M. Rogers 
Senior Division Manager Single Family Lending

DATE: July 24, 2019

SUBJECT: Web Site Enhancements and Updated Lender Portal Guide

Effective Thursday, July 25th, to enhance the Participating Lender experience and streamline processes, you will notice some changes to our “Lending Partners” Web page:

1. The top of the page has been altered for your convenience, with:
 - a. One-click links to CALYX PATH (loan reservation/lock system) *and* the Lender Portal (document delivery/request/retrieval system), and,
 - b. Links for the most frequently used request forms and documents in fillable, .pdf format.

Please note: Bookmarked or favorited links to PATH or the Lender Portal saved in your browsers will still be functional. We have simply added another place to access these systems.

2. Additionally, we have completed some general housekeeping and organization on the page. Our most recent Memos, Lender Forms and Manuals are still available for your use/reference.

Also, attached to this e-mail is a revised Lender Portal Quick-Reference Guide. The revised Guide is broken down by job function and lists the necessary form and corresponding drop-down selection for your desired request/submission, as well as general reminders about Portal functionality.

We hope you find the above beneficial. Should you have questions, please contact Justin Hylbert, Business Development and Lender Support Officer, at jhylbert@wvhdf.com, or (304) 391-8677.