



MEMORANDUM

VIA E-MAIL

TO: All Participating Lenders

FROM: Justin Hylbert   
Business Development & Lender Support Officer

DATE: Wednesday, March 25, 2020

SUBJECT: Lender Portal Issues

The Fund is aware of an issue in which recently reserved and locked loans in Path are not populating in the VirPack Lender Portal. Thus, you may be unable to remit 2<sup>nd</sup> Deed of Trust LE requests and initial Underwriting submissions, among others. Unfortunately, this problem impacts loans reserved on Monday, March 23<sup>rd</sup> and onward. If your loan record is not visible in the VirPack Lender Portal, the Fund requests the following for fulfillment:

1. 2<sup>nd</sup> Deed of Trust LE Requests. Please complete the fillable Down Payment and Closing Cost Assistance Request Form as usual but send the completed .pdf form to Tricia Poe ([tpoe@wvhdf.com](mailto:tpoe@wvhdf.com)) and Cc: Wendy Haddox ([whaddox@wvhdf.com](mailto:whaddox@wvhdf.com)). A Closer will execute your request and remit your disclosures via secure e-mail to the recipient noted on the form.
2. Initial Underwriting Submissions. Please hold all initial Underwriting requests at this time. As soon as the VirPack Lender Portal is fixed, we will escalate these reviews.

Loans reserved prior to Monday, March 23<sup>rd</sup> are not impacted, and you should continue routine VirPack Lender Portal use.

We appreciate your patience as work continues on this issue. We will notify when the VirPack Lender Portal's full functionality resumes, and we ask that you return to the normal process at that time. If you have any questions, please contact me at [jhylbert@wvhdf.com](mailto:jhylbert@wvhdf.com).