



HomeOwnership Announcement

Monday, March 16, 2020

To our valued partners,

We are in an unprecedented period in which circumstances are evolving quickly. Because of this, we will be taking steps to maximize the health and safety of the MassHousing community and mitigate the spread of the COVID-19 virus while continuing to provide mission critical business.

While we have made the decision, effective Monday March 16, for the majority of our Homeownership staff to work remotely, daily operations will continue, including; daily rate sheet distribution, accepting of rate locks, all underwriting, post-closing, purchasing/funding will continue.

The Relationship Management team will reschedule face-to-face meetings, and trainings will be offered via WebEx. Relationship Managers may be [contacted here](#).

We may be reached at our regular phone numbers, as well as the below additional contacts.

- All Product, Program, Loan Scenario and loan level questions, please contact our Relationship Management team at: 888-843-6432 or: homeownership@masshousing.com
- Rate sheets will be distributed daily, and our lock desk can be reached at lockdesk@masshousing.com
- For technical Underwriting questions: holoanreview@masshousing.com
- Mortgage Insurance, ordering or activating MI contact: Mloperations@masshousing.com
- Closing, Post Closing or Purchasing: Holendingoperations@masshousing.com

Our support to our partners extends to meeting your needs and those of your staff. We are available via conference call or virtual meeting. We remain committed to providing all services to MassHousing borrowers, consumers and business partners. We are open for business.

Thank you for your partnership, understanding, patience and commitment to low- and moderate-income homebuyers and homeowners.

Mounzer Aylouche
Vice President Homeownership Programs



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