

# Quick Reference Guide for Participating Lenders



Iowa Finance Authority	
<b>General</b>	<a href="#">Iowa Finance Authority</a> 1963 Bell Avenue, Suite 200 Des Moines, Iowa 50312  Phone: 515-725-4900 Toll Free: 1-800-432-7230 Fax: 515-725-4901
<b>IFA Lender Support</b>	Contact your assigned <a href="#">SF Program Specialist</a>  Megan Hay 515-725-4947 <a href="mailto:Megan.Hay@iowafinance.com">Megan.Hay@iowafinance.com</a> Joshua Kuhn-McRoberts 515-725-4927 <a href="mailto:Josh.Kuhn-McRoberts@iowafinance.com">Josh.Kuhn-McRoberts@iowafinance.com</a> Teresa Middleton 515-725-4990 <a href="mailto:Teresa.Middleton@iowafinance.com">Teresa.Middleton@iowafinance.com</a>
<b>Reservation Portal eDocs</b>	<a href="#">Lender Online</a> (username and password required)  If unable to access Lender Online, please contact your Lender Online system administrator assigned by IFA.
<b>Homebuyer Education</b>	<a href="#">FinallyHome</a>

Master Servicer – Idaho Housing and Finance/HomeLoanServ	
<b>Servicer Lender Support</b>	Phone: 1-855-505-4700 Email: <a href="mailto:RESLOAN@HomeLoanServ.com">RESLOAN@HomeLoanServ.com</a>
<b>Mortgage Payee Clause</b>	HomeLoanServ ISAOA PO Box 7899 Boise, ID 83707-1899 Reference/Loan Number:
<b>Note Endorsements/Assignments</b>	Idaho Housing and Finance Association (do not use "&")
<b>MERS #</b>	IHFA #1009670
<b>FHA #</b>	IHFA #10109998
<b>Delivery of Post-Close package</b>	<a href="#">Lender Connection Web Portal</a> (username and password required)
<b>Delivery of Trailing Docs, including Note</b>	Idaho Housing and Finance Association 565 W. Myrtle Street Boise, ID 83702

<b>Borrower Customer Service</b>	Phone: 1-800-526-7145 Email: <a href="mailto:support@homeloanserv.com">support@homeloanserv.com</a>
<b>Borrower Payment Address</b>	<a href="#">Borrower Connection</a> (username and password required) Mail to: HomeLoanServ PO Box 7541 Boise, ID 83707-7899
<b>Homeowners Insurance (New/Updated)</b>	Fax: 1-208-331-4701 Email: <a href="mailto:support@homeloanserv.com">support@homeloanserv.com</a>
<b>Borrower Foreclosure Prevention</b>	<a href="#">Iowa Mortgage Help</a> Phone: 1-877-622-4866
<b>Borrower Payoff Information</b>	Email: <a href="mailto:support@homeloanserv.com">support@homeloanserv.com</a>