

CONTACT DIRECTORY
954-217-0817 or Toll Free
(888) 643-7974

Question	Option #	email
Lender On-boarding/Training (Program & System)	Option #4	Trainer@eHPUniversity.com
Lender On-boarding/User Access (Credentials, Disabled Access, etc)	Option #1	useraccess@ehpuniversity.com
eHPay - Digital Payment of Compliance Fees	Option #3	maria.sanchez@ehousingplus.com
Program Eligibility Questions	Option #4	Sue@ehousing.cc Joe@ehousing.cc
Deficiencies - Access the Deficiencies/Exceptions Report on the eHPortal, under Reports. If you have a specific question related to a missing or incorrect delivery, you can contact us.	Option #5	NO EMAIL Upload <u>ONLY</u> to Digital Docs
Loan Specific Questions - If you have any questions related to a specific loan already in our system, need to make changes that are locked or other borrower issues.	Option #6	services@ehousing.cc
Questions about the Compliance File, Deficiencies and Missing Documents (do <u>NOT</u> email deficiency or missing documents, upload ONLY to Digital Docs)	Option #7	services@ehousingplus.com
System Errors - Technical Assistance	Option #7	maria.sanchez@ehousingplus.com
DU Findings, DTI, Insurance, Collateral and Purchase of the loan questions all need to be addressed by the Servicer directly. eHousingPlus cannot assist you with questions related to these items. U.S. Bank	(800) 562-5165	HFACustomerCare@usbank.com

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