

Terri Eberlein

From: Idaho Housing and Finance Association [marks@ihfa.org]
Sent: Monday, November 21, 2016 9:29 AM
To: Terri Eberlein
Subject: Lender Goodbye Letter



Please Read These Important Reminders That Impact Your Clients

Idaho Housing strives to provide excellent customer service to your clients, our borrowers. We have noticed our lender 800 number is being used in many goodbye letters. To be sure borrowers can reach our customer service team directly, please ensure that the following customer service contact number is referenced in your goodbye letters: **1.800.526.7145**.

Also, please ensure the goodbye letter notifies your client that their loan is being transferred to HomeLoanServ, or they will be confused when they receive correspondence from us that references HomeLoanServ. Our servicing department is now known as HomeLoanServ and we would like to eliminate any confusion.

Holiday Hours

In observance of the Thanksgiving holiday, our offices will be closed on the following days:

Wednesday, November 23 - Offices close at 3:00 p.m.

Thursday, November 24 - Offices closed all day

Friday, November 25 - Offices closed all day

We wish you all a happy and hearty Thanksgiving!

For more information or assistance, please contact us at resloan@ihfa.org.

Quick Links

[Home Loans](#)

[Lender Training](#)

Finally Home! Homebuyer Education

Rate Sheet



Idaho Housing and Finance Association, PO Box 7899, Boise, ID 83707

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Sent by marks@ihfa.org

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