



- Correspondent Lending
- Housing Finance Agencies (HFA)

### Background

We are pleased to announce that **beginning July 15, 2024**, we will enhance your Lender Portal experience by posting your organization’s monthly **Operational Scorecard** to Lender Portal.

This enhancement complements the existing **Performance Scorecard** already posted to Lender Portal each month.

### Key Highlights

Both the Performance and Operational Scorecards share viable information and data monthly including the following highlights:

Performance Scorecard	Operational Scorecard
<ul style="list-style-type: none"> <li>• Volume Purchase Summary</li> <li>• Pull Through Summary</li> <li>• Delinquency Summary</li> <li>• Quality Assurance</li> <li>• Portfolio Appraisal Quality (as applicable)</li> <li>• Credit Quality</li> <li>• Loan To Value (LTV)</li> <li>• Operations (Billing, EPO, Uninsured, Final Documents, Pending)</li> </ul>	<ul style="list-style-type: none"> <li>• Purchase Volume</li> <li>• Purchase Turn Time and Cycle Time including:               <ul style="list-style-type: none"> <li>○ File received to review.</li> <li>○ File received to purchase.</li> <li>○ 90-day top deficiencies</li> <li>○ Pipeline cycle times.</li> </ul> </li> </ul>

**Note:** For our HFA lenders, please note that the HFA Operational Scorecards include metrics from both DocV/AIQ and Lender Portal.

### Lender Portal Access to Lender Scorecards

As a reminder, only credentialed Lender Scorecard users may access your organization’s Lender Scorecards.

Your organization’s Lender Administrator can assist you with assigning and/or updating credentials, as needed.

### Questions



**Correspondent:** Please contact your Account Executive or the Client Support Area at 800.200.5881, option 1.

**HFA:** Please contact the Housing Finance Agency Hotline at 800.562.5165, option 1 for the HFA Customer Care Team.