



- Correspondent Lending
- Housing Finance Agency (HFA)

Summary

We are pleased to announce that effective July 8th, **Shannon Byron** has been promoted to the **Client Sales Executive** covering the western region.

As an existing and valuable member of the U.S. Bank team, Shannon’s most recent experience as the HFA Client Relationship Manager (CRM), as well as her previous experience from our Client Administration team coupled with her knowledge of HFA will be invaluable as she steps into her new role.

Finally, with Shannon taking on this new role, we will soon announce a replacement for the HFA CRM. For now, please continue to work directly with your region’s Client Sales Executive for any needs you may have. In addition, Sally Mazzola will continue in her role as HFA Business Channel Analyst.

All-inclusive HFA Support

Your U.S. Bank Home Mortgage Sales, HFA Customer Care and Client Support teams stand ready to assist you as we partner every step of the way.

HFA Client Sales Executives	
Western Region Shannon Byron Phone: 952.876.5026 Email: Shannon.Byron@usbank.com	Eastern Region Lou Caresani Phone: 216.606.1826 Email: Louis.Caresani@usbank.com

Additional Resources

We have updated the **U.S. Bank HFA Resource Guide** which is attached to this announcement.

Questions



Should you have any questions, please reach out to your **Client Sales Executive**.



HFA Resource Guide

U.S. Bank Home Mortgage HFA Lending Contacts



HFA Leadership Team

Coming
Soon

**Coming Soon – EVP, Correspondent
and HFA Lending**

Phone: Forthcoming
Email: Forthcoming



**James Coreno – SVP, HFA Sales
Division Manager**

Phone: 480.538.5590
Email: James.Coreno@usbank.com



**Sally Mazzola –VP, HFA Business
Channel Analyst**

Phone: 216.606.1827
Email: Sally.Mazzola@usbank.com



**Michele Hunt – SVP,
Correspondent/HFA Fulfillment**

Phone: 952.876.9582
Email: Michele.Hunt@usbank.com



**Ben Babcock – VP, HFA Site
Manager**

Phone: 952.876.9621
Email: thomas.babcock@usbank.com



**Tami Hilton – SVP, Relationship
Development & Sales Support**

Phone: 952.876.5162
Email: Tami.Hilton@usbank.com

Your U.S. Bank HFA Sales Team



**Lou Caresani – VP, HFA
Client Sales Executive (East)**

Phone: 216.606.1826
Email: Louis.Caresani@usbank.com



**Shannon Byron – HFA
Client Sales Executive
(West)**

Phone: 952.876.5026
Email: Shannon.Byron@usbank.com



HFA Client Support and Customer Care



**Dodie Conder, VP, Client
Support**

Phone: 270.689.7214
Email: Dodie.Conder@usbank.com

Coming
Soon

**Client Relationship Manager –
Coming Soon**

Contact your HFA Client
Relationship Manager for new
lender onboarding and system
support, pipeline management,
product support including eligibility
(AUS), and overall planning and
hosting of lender workshops:
Phone: Forthcoming
Email: Forthcoming



**HFA Servicing Support –
Heather Hickey, Servicing
Liaison**

Phone: 270.689.7664
Email: Heather.Hickey@usbank.com



This document is not a Consumer Credit Advertisement and is intended for Correspondent/HFA use only. This information is provided to assist Correspondents and HFAs and is not a consumer credit advertisement as defined by Regulation Z. Loan approval is subject to credit approval and program guidelines. Not all loan programs are available in all states for all amounts. Interest rates and program terms are subject to change without notice. Mortgage and Home Equity products are offered by U.S. Bank National Association. Deposit Products offered by U.S. Bank National Association. Member FDIC. ©2024 U.S. Bank. (6/28) CR-44554409

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Additional Resources for Your Lenders



HFA Lender Customer Care



Contact for post-closing/pre-funding status requests, questions on deficiencies, post-closing/pre-funding policies and procedures:

Phone: 800.562.5165, Option 1
Email: HFACustomerCare@usbank.com

Underwriting Customer Care Help Line and Email for HFA Lenders



For scenarios or clarifications to Agency and U.S. Bank underwriting guidelines, underwriting status, or conditions:

Dedicated Email:
Usbhm.conditions@usbank.com



For underwriting pre-submission scenarios or guideline questions:

Phone: 800.200.5881, Option 2
Dedicated Email:
Uwcustomercare@usbank.com

Lender Administration



Michelle Snyder, VP, Lender Management
Email: Michelle.Snyder2@usbank.com
Phone: 952.876.5097



For new lender requests, inquiries on existing approved lender accounts, and vendor requests (SSAE16, U.S. Bank Information Security, Business Continuity, Insurance, and Financials):

Email:
Lender.Management@usbank.com



To provide information for state and federal enforcement actions, security breaches, MIDEX and Misrepresentation:

Email:
usbhwmwincidentresponse@usbank.com

Additional Resources



Client Billing and Repurchases
Contact for invoice and billing inquiries:
Email: CorrespondentBilling@usbank.com

Contact for repurchase inquiries and correspondence:
Email:
usbhbmowensbororepurchase@usbank.com



TRID - Compliance
Contact for questions pertaining to Dodd-Frank compliance and TILA- RESPA Integrated Disclosure compliance:
Email: usbhmlendersupport@usbank.com



Post Funding
Contact for inquiries regarding final and recorded documents:
HFA Final Docs Shared Mailbox:
Documentcontrol@usbank.com

Contact for inquiries and to send final recorded documents after the loan is purchased:
HFA Post Funding Shared Mailbox:
USBHMKYCICforfinaldocumentuploads@usbank.com

