



TSAHC Master Servicer Transition FAQ

Q. For loans that are currently in the pipeline for sale to US Bank as the master servicer and using the current guidelines; is there a cut-off date to get them delivered/purchased to US Bank?

A. There is no cutoff date for *delivery/purchase* other than what is currently in place (70 days plus the optional 30 day extension).

Q. What is the cut-off date to reserve loans for sale to US Bank as the master servicer?

A. The cutoff date for *reservations* of loans to be sold to US Bank is March 31st.

Q. When can we start to reserve loans for sale to the new master servicer (Lakeview Loan Servicing)?

A. The first day for *reservations* of loans to be sold to Lakeview Loan Servicing is Monday, April 3, 2017.

Q. Do we have to execute a new agreement with TSAHC?

A. No, a new agreement is not required. We will be sending out an amendment to the current agreement soon.

Q. In order to make the appropriate changes with little or no interruption to our existing pipeline, when will we receive the updated guidelines, documents, forms, loan delivery checklists, etc.?

A. We are currently working to have all of our documents and guidelines updated and will notify you by email when the new documents are posted to the website.

Q. Do we need to do anything if our company is already an approved correspondent with Lakeview Loan Servicing? Do they require a different type of lender approval to use the TSAHC program?

A. There is no further action required if your company is currently approved with both Lakeview Loan Servicing and TSAHC. Lakeview Loan Servicing will be sending out letters indicating that TSAHC's products have been added to your company profile.

Q. What is Lakeview's Loan Servicing address for customer monthly payments?

A. LoanCare, LLC
PO Box 60509
City of Industry, CA 91716-0509