

IdaMortgage.com

Brought to you by Idaho Housing and Finance Association



Program Updates

Congratulations! As a participant in our IdaMortgage.com referral program we will be referring online inquires to you from potential borrowers. This online referral system, brought to you by Idaho Housing and Finance Association, connects you with potential borrowers who have filled out our initial eligibility check at IdaMortgage.com. Customers are referred to you because they would like to continue the home loan application process for an IdaMortgage home loan.

As a participant in our referral program we ask that you please follow our new referral process outlined below.

- You will receive an initial email informing you that a potential borrower has selected your name through the online eligibility check at IdaMortgage.com.
- Please contact this borrower within **three business days** to schedule a time to meet with them to continue the home loan application process.
- Update the referral status links that will be e-mailed to you. We ask that you please select the option that best describes where you are at in the loan process with the potential borrower you are working with. When you do this our system will automatically update the status of your referral.
- Additional referral status links will be e-mailed to you asking you to update the status of your customer's referral until an IdaMortgage loan is achieved.
- Once an IdaMortgage loan is achieved, please select the referral status link option "Resulted in an IHFA Loan/Lock/Reservation". This is important because IdaMortgage tracks the number of IdaMortgage loans you close through the IdaMortgage loan referral system.
- If you do not update a referral status link you will be notified by e-mail and we will be forced to stop sending you new referrals.

Please note:

- If any of your contact information changes, you **MUST** notify us or we will be unable to refer clients to you. Also if you are on vacation, please make sure that the referrals you receive from IdaMortgage.com are being handled.
- Our referral system has recently been upgraded. If you were working with customer referrals in our old system you should receive new referral status links regarding the status of these potential borrowers within the next couple of weeks. Please update the new referral status links that are e-mailed to you.

We value your continued partnership in making homeownership more affordable in Idaho. If you have any questions, or no longer wish to receive referrals from IdaMortgage.com, please call 800-219-2285 or email idamortgage@ihfa.org