



LENDER NOTICE

Payoff Statement Requests

February 8, 2021

Introduction

This lender notice relates to Payoff Statement requests on New Hampshire Housing loans that are subserviced by Dovenmuehle Mortgage, Inc. (DMI).

Summary

New Hampshire Housing uses DMI as the subservicer for our single-family mortgages. This includes all Home *Flex* and Home *Preferred* loans and all loans under our previous loan programs. If you and/or your title company partners require a Payoff Statement on a mortgage serviced by DMI, please email your request to PrePayoff@DMInc.com.

In addition, the borrower may:

- Visit yourmortgageonline.com which offers the ability to view, print, save and email a Payoff Statement
- Utilize DMI's automated system by calling DMI's Customer Service Department toll-free at 1-888-781-8634 and follow the prompts to order a faxed or mailed Payoff Statement

DMI requests 7-10 business days for processing. DMI is experiencing an unprecedented amount of Payoff Statement requests and asks for your continued patience.

If you or your borrower have requested a Payoff Statement and have not received it within 10 business days, please email New Hampshire Housing at MortgageService@nhhfa.org and one of our Servicing staff will assist you.

As with all of you, the high demand for refinancings means planning ahead by making your request as early as possible.

Effective Date: This is informational only.

If you have any questions, please contact Tim Karanasios at 603.310.9317 or tkaranasios@nhhfa.org.

Sincerely,

Homeownership Team
New Hampshire Housing
ownershipinfo@nhhfa.org
www.nhhfa.org/lenders



About New Hampshire Housing As a self-sustaining public corporation, New Hampshire Housing Finance Authority promotes, finances and supports affordable housing. NHHFA operates a number of rental and homeownership programs that assist low- and moderate-income persons in obtaining affordable housing. Since its inception, NHHFA has helped more than 50,000 families purchase their own homes and has been instrumental in financing the creation of almost 15,000 multi-family housing units. [NHHFA.org/Lenders](https://www.nhhfa.org/Lenders)

New Hampshire Housing Finance Authority, P.O. Box 5087, Manchester, NH 03108,
603-472-8623 | [NHHFA.org/Lenders](https://www.nhhfa.org/Lenders)

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