



Seller Guide Update



Updated Process for Managing HFA Servicing Inquiries

June 16, 2026

Housing Finance Agencies (HFA)

Summary

To streamline communication and ensure that inquiries from Housing Finance Agencies (HFAs) are routed efficiently and to the correct team, we are implementing an updated process for handling servicing requests and inquiries.

New Servicing-Related Inquiries Process

All servicing inquiries from HFAs will now be directed to your new **U.S. Bank Investor Relations Liaison** at the following e-mail address:

U.S. Bank Investor Relations Liaison
<p>Angie Morales, AVP Investor Relations Attn: U.S. Bank Investor Relations Shared E-mail: CBBOInvestorRelations@usbank.com</p>

Upon receipt of a new inquiry, **Investor Relations** will receive and review the inquiry, coordinate and document the response, and share the inquiry, response, and any follow-up communication to the **U.S. Bank HFA Client Sales Executives**.

Benefits of this updated process include:

- **Improved Efficiency:** Clear routing reduces delays and ensures inquiries reach the correct teams faster.
- **More Consistent Communication:** Centralized intake through Investor Relations helps ensure accurate, aligned messaging to HFAs.
- **Better Tracking & Documentation:** Consolidating communication flow supports stronger record-keeping, transparency, and follow-up with both HFAs and internal partners.
- **Enhanced Collaboration:** Strengthens coordination between Investor Relations and the HFA Sales team, supporting a more seamless client experience.

Non-Servicing Inquiries

Please continue to work with your HFA Client Sales Executive on any non-servicing related inquiries.

Questions



HFA: Please reach out to your Client Sales Executive with questions.

