



Bulletin



B-2026-43: Update -Temporary Facility Closure and Mail Processing Updates

October 2, 2026

- ☒ Correspondent Lending
- ☒ Housing Finance Agency (HFA)

Summary

Due to a fire in our Hopkins location, the building is closed until further notice. Fortunately, the fire was after hours, and all employees are safe, yet we cannot enter the building to retrieve incoming mail/overnight packages.

- If Original Notes arrived September 30 and after, they have been received, are safe and are being processed as quickly as we are able.

During this time you may experience some pooling delays. Thank you for your patience while we work to resume our normal service levels.

We will keep you apprised as additional information is available.

Questions

Correspondent: Please contact your Account Executive or Client Support at 800.200.5881, option 1.

HFA: Please contact the Housing Finance Agency Hotline at 800.562.5165, option 1 for the HFA Customer Care Team.

