Bulletin

B-2026-49: New Corr/HFA Engagement Support Inbox

October 23, 2026

☒ Correspondent Lending
☒ Housing Finance Agency (HFA)

Summary

To simplify communication and enhance support across Correspondent and Housing Finance Agency (HFA) channels, U.S. Bank will be introducing a new lender support inbox for supporting questions and concerns for closed loans submitted to U.S. Bank effective November 2, 2026.

Beginning November 2, please direct support inquiries to:
CorrHFAEngagement@usbank.com
This new inbox will serve as the primary point of contact for inquiries currently sent to: CorrespondentLoanReview@usbank.com and HFACustomerCare@usbank.com

Fulfillment Inbox Support for Lenders in Correspondent and HFA Lending		
	Prior to November 2nd	On and After November 2nd
For questions on loans submitted for purchase, including loan status, conditions or funding:	HFA: HFACustomerCare@usbank.com Corr: Correspondentloanreview@usbank.com	HFA and Correspondent Lending: CorrHFAEngagement@usbank.com

Many lenders work across both the Correspondent and HFA divisions and often interact with both support teams. Establishing a single point of contact will simplify communication and make it easier to connect with the appropriate support resources. There will be no impact on service levels or support availability. The same team members supporting these functions today will continue assisting lenders and managing inquiries.

To ensure a smooth transition, emails sent to CorrespondentLoanReview@usbank.com and HFACustomerCare@usbank.com after November 2nd will automatically forward to the new inbox following implementation and any emails directed to those inboxes will receive an automatic response notifying them of the forward, and of this new inbox.
However, lenders are encouraged to begin updating internal contacts, distribution lists, and documentation to reference the new address.

Phone Support
There are no changes to existing Correspondent or HFA phone support numbers at this time. You may reach support for Correspondent loans at 800-200-5881, and for HFA at 800-562-5165.

EQUAL HOUSING LENDER

This document is not a Consumer Credit Advertisement and is intended for Correspondent/HFA use only. This information is provided to assist Correspondents/HFA and is not a consumer credit advertisement as defined by Regulation Z. Loan approval is subject to credit approval and program guidelines. Not all loan programs are available in all states for all amounts. Interest rates and program terms are subject to change without notice. Mortgage and Home Equity products are offered by U.S. Bank National Association. Deposit Products offered by U.S. Bank National Association. Member FDIC. ©2026 U.S. Bank.

Questions

Please contact your Account Executive or existing support representative with any questions regarding this change.