



Lender Notice

IMPORTANT ANNOUNCEMENT

Lender Online Portal Maintenance Participating Lender (PL) TPO System Conversion

July 10, 2025

Introduction

This lender notice serves as an announcement for our Participating Lenders (PL) and Participating Originators (PO) channel regarding New Hampshire Housing's Lender Online Portal for loan reservations and the VirPack Document Delivery portal for loan document submission for July 17 and July 18, 2025.

Summary

New Hampshire Housing is in the process of a system conversion to the TPO Connect portal for our Participating Lender (PL) partners effective July 21, 2025. This portal will allow for a smoother user experience registering loans and simplify the submission of closed loan documentation to New Hampshire Housing.

IMPORTANT

To assist with the system conversion New Hampshire Housing will be implementing the following measures:

- **Lender Online Portal** will be unavailable Thursday, July 17 and Friday, July 18, 2025 for ALL our lending partners (PO and PL). We will not be accepting any rate lock/reservations requests during this timeframe.
- **VirPack Document Delivery Portal** will be no longer be available to our **Participating Lenders (PL)** after JULY 16, 2025. We will not be accepting any loan document submissions on Thursday, July 17, 2025 and Friday, July 18, 2025. All loan document submissions will be required to be submitted via the TPO Connect Portal starting on Monday, July 21, 2025.
- **Participating Lenders (PL)** users are required to attend one of the **mandatory** trainings in order to use the TPO Connect portal BEFORE they are able to make a loan reservation on July 21, 2025.
 - **A training schedule with links for registration to follow shortly for PL's.**
- **PARTICIPATING ORIGINATORS (PO)** will be able to resume reserving new loan reservations, on Monday, July 21, 2025, utilizing their

existing loan submission process.

Effective Date: July 21st, 2025

All **Participating Lenders (PL)** must use our TPO Connect portal for reserving and submitting loans to New Hampshire Housing.

All **Participating Originators (PO)** will continue with their normal operations and procedures.

We are confident that our TPO Connect portal will boost collaboration and improve your experience working with New Hampshire Housing. We look forward to seeing our partners at one of the offered training sessions.

If you have any questions, please contact Eric Palmer at epalmer@nhhfa.org.

Sincerely,

Homeownership Team
New Hampshire Housing
ownershipinfo@nhhfa.org
NHHomeownership.org

About New Hampshire Housing As a self-sustaining public corporation, New Hampshire Housing promotes, finances, and supports housing solutions for the people of New Hampshire. NH Housing operates a number of rental and homeownership programs that assist low- and moderate-income persons in obtaining affordable housing. Since its inception, NH Housing has helped more than 55,000 families purchase their own homes and has been instrumental in financing the creation of almost 16,000 multifamily housing units. Learn more at NHHomeownership.org.

New Hampshire Housing, P.O. Box 5087, Manchester, NH 03108, 603-472-8623 |
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