

## Karley Stover

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**From:** Toni Pierce  
**Sent:** Wednesday, December 22, 2021 3:39 PM  
**To:** Sales; Mortgage Support Center  
**Cc:** Dave Weber; Joshua Heinrich; Justin Yahnig; Rebecca Moorehead; Robert Anderson; Toni Pierce; Wayne Pierce  
**Subject:** Mortgage Support December Updates - 2.0 (12/22/2021)

I was hoping I could put off another update until at least next week. But, it was not meant to be. Please note that this update has more for you to read!!! You are very welcome! 😎👉

Let's get right down to business....

### Marketing Page of Retail Site & Mortgage Tidbits

This is currently under construction! We are working on adding Mortgage Tidbits and making sure the current ones out on the site are accurate! As soon as we finish with this, the page will be open for you again. So far, we have added 15 new Mortgage Tidbits for you to use in 2022. Watch for the announcement that this page is open again.

### Holiday Hours of Operation – super important to keep track of!

FSB will not count the following days for rescission: December 24<sup>th</sup>, 25<sup>th</sup>, 31<sup>st</sup> or January 1<sup>st</sup>. Refinances closing on December 27<sup>th</sup> will be allowed to fund on December 31<sup>st</sup> as long as all of the funding requirements are met and authorization provided on December 30<sup>th</sup> by the Funding Department. These days will also not count as a business day for the ICD or LE. There should not be any ICD's or LE's issued on any of these days. Questions on this? Contact your Sales Manager or Ops Manager (Wayne!)

### Partner's Credit

IS CLOSED the 23<sup>rd</sup> & 24<sup>th</sup>!!! They will also be closed on the 31<sup>st</sup>. Please note this and if you need credit assistance, you may have to wait until a day they are open. Cross your fingers that you don't need their support team on those days!

### SSN Verification in 2022

With the new privacy updates that we are seeing, this task is going to be harder to accomplish. In an effort to meet the requirements but knowing that most W2's moving forward will NOT show the full SSN, we have put together a plan. Part of this plan will involve training the LO's and LOA's on how to order the SSN verification using the SSA-89 form through Dataverify. The training for this will be Tuesday, December 28<sup>th</sup> at 10 AM CST. As with all great plans...we will get this to you as soon as we finish crossing T's and dotting I's! (watch for it next week!! 😊)

### Simple Nexus

The error that was occurring with SN imported files has been resolved. The error was on Mortgagebot's side and they completed a fix for this on Monday. Please upload your files as you normally would and if you have any trouble, please let me know!

### FHLB Grant

This will start up again in Mid-January. Mtg Support is currently training and updating our trainings to match the 2022 requirements. As soon as we have the information ready, we will release new training in Eloomi.

Well, that wasn't so bad. I guess my emails for this information looked worse than it does here. 😊 Thanks for reading to the end!

Let me know if you have any questions.

**Please allow 24 hours for a full response from Mtg Support!**

***Toni Pierce***

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