

THDA LENDER NOTICE: #2024-8

February 15, 2024

SUBJECT: Lender Renewal Launch in Comerence

THDA has partnered with [Comerence by Optimal Blue](#) to launch our new lender application and renewal process.

Effective April 1, 2024, all lender renewals will be launched through the Comerence Platform. The renewal invite will appear on your organization's Comerence Dashboard. The renewal period for document submission will be from April 1st to April 30th.

Helpful Tips:

- Please create a Comerence account for the person responsible for signing in DocuSign for your organization.
- For the IT Form, it must be signed by someone in an IT leadership role.
- Please confirm your renewal point of contact with aholland@thda.org. If there have been any personnel changes, please let her know immediately. There will also be a user audit spreadsheet sent once POC has been confirmed.
- There is a \$250 renewal fee. THDA will issue a discount code for lenders meeting the minimum origination loan volumes listed in our [Originating Agent's Guide](#). These will be sent closer to the renewal date.

We will require the following documents for renewal:

- **THDA Recertification Form** (This will require DocuSign use through Comerence.)
- **IT Recertification Form** (This will require DocuSign use through Comerence.)
- **IT Security Policy and Procedures**
Note: Lender must provide current Information Security Policy. Written notice must also be provided to document any Information Security Incident or Breaches that have taken place in the past three years.
- **Most Recent Audited Financials**
- **QC Pre-Funding Policies and Procedures** (Reviewed within the last year)
- **QC Post-Closing Policies and Procedures** (Reviewed within the last year)
- **W9** (Most current IRS version of October 2018)

If you have any questions, please email aholland@thda.org or sfask@thda.org.

Questions may be directed to sfask@thda.org or 615-815-2100.