

Ralph M. Perrey, Executive Director



MEMORANDUM

DATE: July 30, 2015
TO: Originating Agents
FROM: Rhonda Ronnow, Director of Loan Operations
SUBJECT: Online Homebuyer Education is Approved for All Borrowers

To meet the high demand of technology, accessibility and convenience, THDA is pleased to announce the expansion of our Homebuyer Education Program. **Beginning August 1, 2015**, THDA will allow any customer to receive online education as an education option. By working with eHome America through our approved Homebuyer Education Network Agencies, the new process will be as follows:

- Customer will select a provider, via THDA's website or the HBEI agency. If selected via THDA's website, the customer will have the ability to select a provider by county.
- The customer will pay \$99 during registration with the selected agency.
- After the customer completes the online education, they will be contacted by the counseling agency to schedule a one hour one-on-one counseling session. This can be done in person, or via phone/Skype. During this time, the counselor will be responsible for reviewing any course trouble areas, their specific budget, and answer any questions.
- After all steps are completed, the counselor will provide the borrower with their THDA Online Certificate of Completion which will be created for each agency.

THDA thanks you for your continued participation in the Great Choice Loan Program and your continued efforts in helping Tennesseans reach their goals of homeownership.

If you have any questions, please contact sfASK@thda.org or call 615-815-2100.