

Frequently Asked Questions

1. Is there a fee to apply?

Yes, there is a \$110 fee to apply to become an approved lender with THDA. It will be paid through the Comergence platform.

2. Do I get the fee back if my organization is not approved?

No, so please be sure you meet all criteria listed [here](#) on our website and have all necessary documentation on the [Application Checklist](#).

3. Does my organization have to create an account in Comergence before I can apply?

Yes, we are unable to send an invitation to apply without an account set up. You can create an account [here](#).

4. Why do I need to set up an account in THELMA first?

This allows our Loan Origination System and team to prepare and create the necessary setup needed for your organization to originate loans with THDA.

5. Does my organization need to be licensed to operate in the State of Tennessee?

Yes, you do need to be licensed in the State of Tennessee in order to be approved to originate loans with THDA. We no longer require a physical location in the state.

6. Is there required training before submitting our first loan?

Yes, all staff who will be involved in the loan process with THDA will be asked to complete training with our Customer Account Managers. Training information will be sent in the Welcome Letter once you are an approved lender.

7. What do I do if I cannot find the email invitation?

The invite will be available for any active Comergence user on the organization account to login and view on their home page.

8. Does the email invitation expire?

Yes, the invitation link expires in 15 days

9. Is there a timeframe given to complete the application? Is there an expiration?

Yes, the applications will expire in 30 days if not submitted.

10. Can I send my application documents via email to THDA?

No, the entire application process will be conducted through the Comergence Platform.

11. Will renewals be processed through Comergence?

Yes, renewals will be launched automatically through the platform some time after April of each year.

12. Is there a fee for renewals now?

Yes, there will be a renewal fee. However, THDA will offer discount codes for lenders who meet the minimum requirements listed in the [Originating Agents Guide](#).