



Offered by  
**CBC Mortgage Agency**

## CBC Mortgage Agency Product Matrix

Chenoa Fund™ DPA (v11.3)

	Conventional		FHA		
	HomeReady®	Standard Conventional	Rate Advantage	DPA Edge: Soft Second	DPA Edge: Repayable Second
<b>Program Notes</b> <i>CLG 5.5</i>	Neither CBCMA, nor Chenoa Fund™, nor any of Chenoa Fund™'s products are approved by or affiliated with Fannie Mae. Originating lenders are responsible for ensuring that their use of CBCMA second mortgages and conventional first mortgages is compliant with Fannie Mae's HomeReady® requirements. All other posted program notes or guidelines are overlays of Chenoa Fund™.	Neither CBCMA, nor Chenoa Fund™, nor any of Chenoa Fund™'s products are approved by or affiliated with Fannie Mae. Originating lenders are responsible for ensuring that their use of CBCMA second mortgages and conventional first mortgages (Standard Conventional [90–95% LTV] or Conventional 97) is compliant with Fannie Mae's requirements. All other posted program notes or guidelines are overlays of Chenoa Fund™.	Unless otherwise specified here as an overlay, CBC Mortgage Agency adheres to all posted guidelines for FHA eligibility as found in the FHA Housing Handbook, 4000.1.  "DPA Edge Soft Second" refers to both 3.5% DPA and 5% DPA options. Where there is a difference between the two options that difference is noted with "3.5% DPA" or "5% DPA."		
<b>Amount of DPA provided</b>	3% or 5% of the lower of the purchase price of the home or the appraised value.		3.5% or 5% of the lower of the purchase price or the appraised value.		
<b>Description of DPA Product Type</b> <i>CLG 5.6</i>	Down payment assistance in the form of a 10-year fixed rate mortgage with an interest rate 2% higher than the first mortgage. Please refer to the daily rate sheet for interest rates on Fannie Mae first mortgages. Chenoa Fund™ program overlays are not affiliated with Fannie Mae.		Down payment assistance in the form of 10-year repayable secondary financing at a 6% fixed rate only.	Down payment assistance in the form of soft/forgivable secondary financing. Second lien is a 30-year term with 0% interest and no payments due. <b>3.5% DPA:</b> The loan will be forgiven after 36 regular on-time payments on the underlying first mortgage. <b>5% DPA:</b> The loan will be forgiven after the initial 120 payments on the underlying first mortgage, provided no payment was 60+ days late. <i>See the Correspondent Lending Guide for more details (section 5.3.1).</i>	Down payment assistance in the form of repayable secondary financing. Loan option 1 is a 10-year term, 0% interest rate. Loan option 2 is a 30-year term, 5% interest rate. Both loans require regular monthly payments.
<b>Borrower Income Limits</b> <i>CLG 5.7</i>	Per Fannie Mae guidelines.		Fully amortized second mortgages with a term of 10 years for borrowers with qualifying income <b>less than or equal to 135% of area median income for the property.</b>	Soft/forgivable secondary financing available to borrower with qualifying income <b>less than or equal to 115% of area median income for the property.</b>	Fully amortized second mortgages with a term of 10 or 30 years. <b>No income limits!</b>

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<b>AMI Calculation</b> <i>CLG 5.8</i>	Not required.		Based on loan <b>qualifying income only</b> (only use income on final loan application). Use HUD AMI chart. <a href="https://www.huduser.gov/portal/datasets/il.html">https://www.huduser.gov/portal/datasets/il.html</a>		Not required.
<b>Occupancy and Property Type</b> <i>CLG 5.9</i>	All borrowers must occupy the property as their primary residence. SFR, eligible condos, and PUDs. No manufactured homes. No Co-Ops.		All borrowers must occupy the property as their primary residence. All other FHA guidelines apply.	One of the borrowers must occupy the property as their primary residence. All other FHA guidelines apply.	
<b>1st Time Home Buyer</b>	Not required.		Not required.		
<b>Product</b> <i>CLG 5.11</i>	30-year Fixed Rate Mortgage. First mortgage must be purchased by CBCMA.		First mortgage must have a 30-year term with a fixed rate and full amortization only: 1. FHA 203 (b) 2. FHA 234 (c) First Mortgage must be purchased by CBCMA.		
<b>Undisclosed Debt Monitoring and Credit Score Refreshes</b> <i>CLG 5.12</i>	All borrowers must have at least one credit score. CBCMA will require a tri-merge/three-bureau soft-pull credit refresh dated within ten (10) calendar days of the Note date <b>OR</b> evidence of enrollment in a UDM (Undisclosed Debt Monitoring) program that pulls from all three bureaus through the aforementioned ten-day time period.		All borrowers must have at least one credit score. To be sure that there is no new adverse credit activity, new debt, or material inquiries, CBCMA requires a soft-pull credit report from all three bureaus, <b>OR</b> a UDM (Undisclosed Debt Monitoring) report from at least one credit bureau, within ten (10) calendar days of the Note date. CBCMA highly recommends correspondents utilize the UDM option, with the intent to emphasize debt monitoring services that checks for new debt or material inquiries. While soft pull credit reports are acceptable, they may disclose additional information that may require an update to the AUS. If there is a new material inquiry, then CBCMA will require that an LOE explaining the new material inquiry be provided to determine if new debt was incurred. If new debt was incurred prior to disbursement, then FHA guidelines may require that the file be re-run through AUS and the debt added to the borrower's final application.		
<b>Payment Shock Requirements</b> <i>CLG 5.15</i>	N/A		N/A	Borrowers with scores between 600–639 are restricted to a payment shock of 125% or less, unless they meet the relevant alternative qualification requirements (see above), or unless they have no present housing payment. See "Present Housing Expense and Verification of Rent (VOR)" for more details.	
<b>Acceptable Sources of Funds for Down Payment and Closing Costs</b>	<ul style="list-style-type: none"> <li>• Gifts, grants, and CBCMA second mortgages.</li> <li>• Any eligible loan may have more than one CBCMA–approved second lien (i.e., third lien) up to the maximum 105% CLTV. Sweat equity is acceptable in accordance with Fannie Mae guidelines.</li> </ul>		<ul style="list-style-type: none"> <li>• Gifts, grants, and CBCMA second mortgages.</li> <li>• Any eligible loan may have more than one subordinate lien (i.e., third lien). Sweat equity is acceptable in accordance with FHA guidelines.</li> </ul>		
<b>Homeownership Education</b> <i>CLG 5.20</i>	Required. Available from any Fannie Mae approved source.	Not required by Chenoa Fund overlays. Fannie Mae may require homebuyer education on most loans with an LTV of 95% or greater. Even though CBCMA does not require it, you will need to include the completion certificate demonstrating that at least one of your buyers completed an acceptable course if your AUS approval requires it.	Not Required.	<ul style="list-style-type: none"> <li>• Required for borrowers with credit scores between 600–639. This course must be taken prior to closing.</li> <li>• Any HUD-approved counseling course is approved by CBCMA; CBCMA no longer requires that this course be completed through Money Management International (MMI). However, CBCMA will continue to pay the course fee for those borrowers who choose to take the MMI course. (Borrowers with a FICO less than 620 are required to take the MMI course.) <a href="https://www.borrowersuccess.org/prepurchase">https://www.borrowersuccess.org/prepurchase</a></li> <li>• Please note: only the borrowers with scores less than 640 are required to take a counseling course. Any borrower on your transaction with scores equal to or greater than 640 is not required to take a course.</li> </ul>	

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Manufactured Homes	Not permitted.		Permitted—see the Manufactured Housing Guidelines ( <a href="https://chenoafund.org/lender/manufactured-housing-guidelines/">https://chenoafund.org/lender/manufactured-housing-guidelines/</a> ).		
Alternative Qualification Requirements CLG 5.16	<p><b>Alternative Qualification Requirements</b> For borrowers who exceed payment shock or DTI requirements, or both:</p> <ul style="list-style-type: none"> <li>• Have two (2) years employed with the current employer OR two (2) months PITI reserves; AND</li> <li>• Have maximum DTI 31% front-end OR meet VA Residual Income Test</li> </ul> <p><b>Base Requirements</b> <b>620–659</b></p> <ul style="list-style-type: none"> <li>• 50% DTI or less</li> <li>• If a borrower exceeds this DTI, refer to alternative qualification requirements; never to exceed 55% DTI</li> </ul> <p><b>660+</b></p> <ul style="list-style-type: none"> <li>• DTI ratio per AUS approval (Alt. Qualification never applies)</li> </ul>		Alternative qualification requirements not applicable to this product.	<p><b>Alternative Qualification Requirements</b> For borrowers who exceed payment shock or DTI requirements, or both:</p> <ul style="list-style-type: none"> <li>• Have two (2) years employed with the current employer OR two (2) months PITI reserves; AND</li> <li>• Have maximum DTI 31% front-end OR meet VA Residual Income Test</li> </ul> <p><b>Base Requirements</b> <b>600–639</b> (for borrowers with present housing payment)</p> <ul style="list-style-type: none"> <li>• Verification of 12 months of current housing expense required</li> <li>• HBE required (must be through MMI if FICO is below 620)</li> <li>• Payment shock of 125%</li> <li>• 45% DTI or less</li> <li>• If a borrower with present housing payment exceeds these payment shock and/or DTI requirements, refer to alternative qualification requirements. Never to exceed 50% DTI</li> </ul> <p><b>600–639</b> (for borrowers without present housing payment)</p> <ul style="list-style-type: none"> <li>• VOR documenting no rent paid</li> <li>• HBE required (must be through MMI if FICO is below 620)</li> <li>• Maximum DTI 31% front-end and 45% backend; never to exceed 45% backend DTI</li> <li>• Three (3) months PITI reserves</li> <li>• Minimum two (2) years with present employer</li> <li>• Meet VA Residual Income requirements</li> <li>• Not eligible for alternative qualification requirements</li> </ul> <p><b>640–659</b> (for all borrowers)</p> <ul style="list-style-type: none"> <li>• Verification of amount of current housing expense required; a payment history is not required</li> <li>• DTI of 50% or less</li> <li>• If a borrower exceeds this DTI, refer to alternative qualification requirements; never to exceed 55% DTI</li> </ul> <p><b>660+</b></p> <ul style="list-style-type: none"> <li>• DTI ratio per AUS approval (Alt. Qualification never applies)</li> </ul>	
Minimum Credit Score	620		640	600	
Base DTI Requirements CLG 5.14	<ul style="list-style-type: none"> <li>• Fico 660+: DTI per AUS Approval.</li> <li>• FICO 620-659: <b>50% DTI or less. (See alternative qualification requirements for more details)</b></li> </ul>		<ul style="list-style-type: none"> <li>• FICO 640+: <b>Maximum 50% DTI.</b></li> </ul>	<ul style="list-style-type: none"> <li>• FICO 660+: DTI per AUS Approval.</li> <li>• FICO 640-659: <b>50% DTI or less. (See Alternative Qualification Requirements for more details)</b></li> <li>• FICO 600-639: <b>45% DTI or less. (See Alternative Qualification Requirements for more details)</b></li> </ul>	

	Conventional		FHA		
	HomeReady®*	Standard Conventional	Rate Advantage	DPA Edge: Soft Second	DPA Edge: Repayable Second
<b>Loan Amount (Max/Min)</b>	Per Fannie Mae guidelines—varies by county.		Per FHA guidelines—varies by county.		
<b>Max Units</b>	One eligible. (Two to four units ineligible.)		One. (Two to four units ineligible.)	One and two eligible. (Three to four units ineligible.)	
<b>Non-Occupant Borrowers</b> <i>CLG 5.25</i>	Non-occupant borrowers are not permitted by CBCMA with this program.	Not allowed.	Not allowed.	Allowed (Family members or relatives only as defined by FHA). When loan includes a non-occupant co-borrower, qualifying income of only the occupying borrower(s) is used to determine program qualifications under AMI limits.	
<b>Maximum LTV/CLTV and Subordinate Financing</b> <i>CLG 5.27</i>	<p>Only DU® may be used:</p> <ul style="list-style-type: none"> <li>– LTV 90–97%</li> <li>– CLTV to 105%</li> </ul> <p>Up to 105% only if the subordinate financing meets the requirements in Fannie Mae's Selling Guide for loans with higher CLTVs. DPA financing may be 3% or 5% of the the lower of the purchase price or appraised value. Borrowers may increase their minimum required investment (down payment) by putting down additional funds above and beyond the assistance received through the Chenoa Fund™ program as long as the loan-to-value ratio does not go below 90%.</p>		<p>Up to 96.5% LTV. DPA Max Financing = 3.5% or 5% of the lower of the purchase price or appraised value. No max CLTV.</p> <p>Per FHA guidelines, additional outside financing may be acceptable with unlimited CLTV – conditions may apply. The maximum DPA financing is 3.5% or 5% of the lower of the purchase price or appraised value. Borrowers may increase their minimum required investment (down payment) by putting down additional funds above and beyond the assistance received from Chenoa Fund™ as long as the loan-to-value ratio does not go below 90%.</p>		
<b>Ineligible Borrowers</b> <i>CLG 5.28</i>	Any borrower that does not meet the Fannie Mae definition of a lawful, legal resident of the United States. For borrower residency or VISA classification acceptance, follow Fannie Mae guidelines or email the Chenoa Fund™ Scenario Desk for assistance.		Any borrower that does not meet FHA's definition of a lawful, legal resident of the United States. For borrower residency or VISA classification acceptance, follow FHA guidelines or email the Chenoa Fund™ Scenario Desk for assistance.		
<b>HPML, High Cost &amp; QM Compliance</b> <i>CLG 5.29</i>	HPML transactions are allowed. Lender must comply with CFPB &TRID requirements. High Cost loans are not permitted. All first mortgages must adhere to QM/ATR Compliance. Mortgage loans exceeding the QM 3% max points/fees test are not permitted unless cures are applied. Bona fide discount points must adhere to CFPB and any/all state regulations.		HPML transactions are allowed. Lender must comply with CFPB &TRID requirements. High Cost loans are not permitted. All first mortgages must adhere to QM/ATR Compliance. Mortgage loans exceeding the QM 3% max points/fees test are not permitted unless cures are applied. Bona fide discount points must adhere to CFPB and any/all state regulations.		
<b>Mortgage Insurance (MI) Coverage Financed MI</b> <i>CLG 5.30</i>	25% MI coverage.	35% MI coverage.	Standard FHA Coverage		
<b>Manual Underwriting</b>	Not Allowed per CBC Mortgage Agency guidelines.		Not Allowed per CBC Mortgage Agency guidelines.	Allowed.	
<b>Alaska and South Carolina</b> <i>CLG 5.38.1</i>	The minimum second mortgage loan amount is \$5,000. Therefore, for purchase prices below \$166,666.67 with 3% assistance, or \$100,000 with 5% assistance, the DPA amount will be \$5,000.		The minimum second mortgage loan amount is \$5,000. Therefore, for purchase prices below \$143,800 with 3.5% assistance, or \$100,000 with 5% assistance, the DPA amount will be \$5,000.		

	Conventional		FHA		
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<b>AUS</b> CLG 5.33	<p>DU®/DO® Only</p> <ul style="list-style-type: none"> <li>Based on the census tract and borrower income, DU® will notify users when a loan casefile appears to be eligible for HomeReady® but the lender has not underwritten the loan casefile as HomeReady®. Resubmit the loan casefile as HomeReady® loan to obtain the appropriate HomeReady® messaging. The Additional Data screen field will allow the lender to enter census tract information if DU® is unable to geocode the property address.</li> <li>DU® recommendation of Approve/Eligible required. DU® will determine qualifying ratios and reserves.</li> </ul> <p><i>See the Correspondent Lending Guide for more details (section 5.33).</i></p>	DU®/DO® Only.	DU®, Loan Prospector, or TOTAL Scorecard.		
<b>Additional Properties Owned</b> CLG 5.34.13	Not allowed.		Not allowed.	<p>Allowed, but a Letter of Explanation (LOE) is required to explain the motivation to keep current residence while purchasing new. An acceptable reason must be documented for the move, along with the intent behind retaining the current property. Occupancy reasonability must be documented and a QC review may be applied to the transaction. If new residence puts the borrower's commute at an additional distance of 30 minutes to place of employment, Chenoa expects this to be referenced in the LOE.</p>	
	All Programs (Conventional and FHA)				
	HomeReady®	Standard Conventional	Rate Advantage	DPA Edge: Soft Second	DPA Edge: Repayable Second
<b>Loan Purpose</b>	Purchase Only.				
<b>Minimum Borrower Contribution</b>	\$0				
<b>Cash Back to Borrower</b>	Borrower may receive a refund of documented earnest money deposit and other documented, paid, third-party costs only.				
<b>First Mortgage Must Be Sold to CBCMA</b>	Lenders fund the down payment assistance at closing and will be reimbursed by CBCMA upon purchase of the first mortgage under the terms of a Funding Obligation Letter.				

	All Programs (Conventional and FHA)				
	HomeReady®	Standard Conventional	Rate Advantage	DPA Edge: Soft Second	DPA Edge: Repayable Second
<b>Intent to Proceed</b>	Documented Intent to Proceed from all borrowers is required on all transactions.				
<b>Present Housing Expense &amp; Verification of Rent (VOR)</b> <i>CLG 5.17</i>	<ul style="list-style-type: none"> <li>• All applications should contain a "present housing payment" unless the borrower is not currently making a housing payment.</li> <li>• Borrowers in the 600–639 FICO range making a present housing payment in the form of rent: Must provide a verification of housing payment. Borrowers renting from family or an individual may provide twelve months of cancelled checks or bank statements. May have a housing gap of up to ninety calendar days before closing (gaps larger than thirty calendar days will require an LOX).</li> <li>• Borrowers in the 640–659 FICO range making a present housing payment in the form of rent: Must provide verification of current housing expense; a payment history is not required. Acceptable forms of documentation include a copy of the rent/lease agreement, bank statements tracking payments for the amount of reported rent, a letter from the landlord, or a filled-out VOR (if a VOR is provided, the rental history will be used in credit qualification).</li> <li>• Borrowers in the 600–639 FICO band not making a present housing payment: A Verification of Rent will be required to be completed by the landlord or homeowner which must document that no rent is required to be paid.</li> <li>• Borrowers in the 660+ FICO band are not required to provide a VOR unless AUS findings require it.</li> </ul>				
<b>Fees to CBCMA</b> <i>CLG 5.31</i>	<p>\$399 Admin Fee.</p> <p>No lender fees allowed on secondary financing. The only fees chargeable to the borrower in conjunction with the secondary financing are prepaid interest, recording fees for the Deed of Trust, reasonable settlement fees, and a courier fee to return the signed documents to the Lender.</p> <p>The Admin fee is charged to the Correspondent and reflected on the Purchase Advise as a deduction from the total loan sale proceeds. Any addition to the lender fees to offset this charge to be paid by the borrower must never reflect as a charge payable to CBCMA. This fee MUST always be listed in Section A, either included in the Origination Charges or a separate line item Admin charge – but NEVER reflected as payable to CBCMA. Correspondents who choose to pass this cost along to the borrowers must be prepared to have this included in the QM points &amp; fees test.</p>				
<b>Fees to Originator</b> <i>CLG 5.32</i>	CBCMA will allow a maximum origination fee of 1.5%. Additionally, the lender may charge for any CBCMA loan level pricing adjustments (LLPAs); charges for loan level pricing adjustments may be seller-paid. Lenders will be required to refund borrowers for any origination fees (including non-bona-fide discount points) exceeding 1.5% plus CBCMA LLPAs. Reasonable lender underwriting, administrative, or program fees are not considered in this calculation; however, they are considered in the QM 3% points and fees test. On brokered transactions, non-bona fide discount points may be charged in excess of the 1.5% origination fee maximum. These loans still must adhere to the QM 3% points and fees rule. At no time will CBC Mortgage Agency purchase a loan that exceeds the QM 3% points and fees test. Bona fide discount points do not contribute toward the 3% points and fees test.				
<b>IRS Transcripts Requirements</b>	Only required for self-employed borrowers, or any borrower that needs tax returns for qualifying. W2-only income is no longer required to be validated with transcripts unless the loan is an identity-of-interest transaction or other QC concerns exist. For W2-borrowers, follow AUS requirements for income documentation, or manual UW requirements if the loan is manually downgraded.				
<b>Flood Certificate</b>	A life-of-loan flood certification from ServiceLink or CoreLogic is required. \$5 will be charged on the PA if ServiceLink or CoreLogic is not used, or if the certificate is not life-of-loan.				
<b>Disaster Certificates</b> <i>CLG 5.38</i>	In counties that have been deemed disaster areas by FEMA, CBCMA will require a 1004D disaster certificate OR a lender certificate, with exterior photos required for both. The certificate must be dated after the incident period.				
<b>Rate Sheet Compliance</b> <i>CLG 5.31 and 7.10</i>	CBC Mortgage Agency cannot control whether or not discount points are bona fide; bona fide discount points may only be offered by retail lenders. CBCMA does offer the rate stack necessary, for some of its products, to make it possible for a retail lender to charge bona fide discount points.				
<b>Initial &amp; Final URLA</b>	We require a signed, initial URLA, per Agency guidelines. We require either the initial or final URLA to contain the signature of the originating MLO; the initial URLA must be signed if only the initial document is delivered. The initial URLA must also be completed with the present housing expense section filled out. No exceptions.				
<b>Required Documents</b>	<p>Secondary financing requires the delivery of a complete second lien file to include an application, LE, CD, and all other state- and federal-required disclosures.</p> <p>Secondary financing requires an initial, signed URLA; TRID compliant disclosures; and any state-required disclosures.</p> <p>The first mortgage file must contain a copy of the note, the deed of trust/mortgage, and a funding obligation letter dated prior to the loan closing date.</p>				

	All Programs (Conventional and FHA)				
	HomeReady®	Standard Conventional	Rate Advantage	DPA Edge: Soft Second	DPA Edge: Repayable Second
<b>Seller's CD</b>	A copy of the CD provided to the seller at closing is required on all transactions.				
<b>Escrow Holdbacks</b> <i>CLG 7.21</i>	Escrow holdbacks must be weather-related.				
<b>Ineligible Features</b> <i>CLG 5.34.9</i>	<ul style="list-style-type: none"> <li>• Building on own land</li> <li>• Construction to Perm</li> <li>• Easements and Deed Restrictions that affect value, marketability, or property accessibility as determined by the appraiser and for which no protective title endorsement is available; deed restrictions specified in FHA 4000.1 are allowed</li> <li>• Loans with resale deed restrictions</li> <li>• Proposed or under construction (new construction OK provided that the property is complete at the time of purchase)</li> </ul>				
<b>Mortgage Credit Certificates (MCC)</b>	Allowed. Follow FHA guidelines for approval.				
<b>Gaps in Employment</b>	Employment gaps greater than thirty (30) days within the past two (2) years require a borrower LOE to explain the reason for the gap.				
<b>Mortgage Insurance Certificates (MIC)</b>	All Mortgage Insurance Certificates for all loans will be required to be delivered to CBC Mortgage Agency within 60 days of the note date. On manufactured homes, all MICs will be required prior to purchase. This will help us better align with industry standards for mitigating risk and preventing secondary delivery delays. Fees will be applied if delivery dates are not met.				
<b>Current Housing Payment</b>	All applications must contain a "present" housing payment. The amount "\$0.00" should be entered into the "present" housing payment field if the borrower is not making a housing payment. The "present" housing payment field may only be left blank if your LOS does not allow an entry of "\$0.00."				
<b>Loss Payee Clause</b> <i>CLG 5.37</i>	It is acceptable for correspondents to utilize their loss payee clause on both the first and second mortgages, but the verbiage "Its Successors and/or Assigns ATIMA" must be present on both. (ISAOA/ATIMA is an acceptable abbreviation of this verbiage.)				
<b>North Carolina</b>	Origination fees are capped at 1% for loans under \$300,000. For loans equal to or above \$300,000, lenders may exceed the 1.5% origination fee cap if there are no fees charged in the origination section of the CD (Section A) other than the origination fee. Loans must comply with QM guidelines (i.e. the 3% points and fees test).				
<b>New York</b>	Chenoa Fund™ is not offered in the state of New York.				
<b>Exceptions</b>	Review the Training Series ("Miscellaneous" section) on our website (under the "Lenders" tab).				
<p>Lenders who wish to participate in this program must be approved as a correspondent of CBC Mortgage Agency.</p> <p>The Product Matrix should be treated as an abbreviation of the Correspondent Lending Guide. For more details on any topic, see our Correspondent Lending Guide.  <a href="https://chenoafund.org/lender/program-guidelines/">https://chenoafund.org/lender/program-guidelines/</a></p> <p>For questions, including whether your borrower meets alternative requirements, please reach out to <a href="mailto:info@chenoafund.org">info@chenoafund.org</a> or <a href="mailto:scenariodesk@chenoafund.org">scenariodesk@chenoafund.org</a>.  Exception requests are normally submitted through the client site. Reach out to your account executive or <a href="mailto:exceptions@chenoafund.org">exceptions@chenoafund.org</a> if you need assistance.  Exceptions will incur a hit of 0.25 for loans where the borrower has a FICO score of 600–659.</p>					