

Lender Portal Training

Agenda

- Lender Access
- Launch Timeline
- What's New and What's Not
- Live Demonstration
- MHDC Process Flow
- Q&A

Lender Access (IT)

- The Lender portal requires access to the three following hostnames to function properly. Please forward this notice to your organization's IT department to ensure that your organization's internal network allows access to the URLs listed below:
 - <https://lender.hotbreservations.com>
 - <https://api.hotbreservations.com>
 - <https://cdn.hotbreservations.com>

Lender Access

- Lender Profiles and Individual Accounts
 - Invitations for all users with Active account in Lender Online
 - Generic/team accounts will not transfer
 - MHDC manages invites/approval
 - Lender Admins manage user permissions, deactivations, request invites
- Transition
 - All will be granted standard access at invite except Lender Admin contacts
 - The branch/office location assigned at invite may need updated

Launch Timeline



Lender Training: September 22nd and 24th



Invitations to new system: Week of September 28th



Lender Online Lock Deck Closes: Friday, October 2nd



Portal Launch (Lock Deck Open): Monday, October 5th



Reservations on Lender Online must be approved or canceled: December 31st

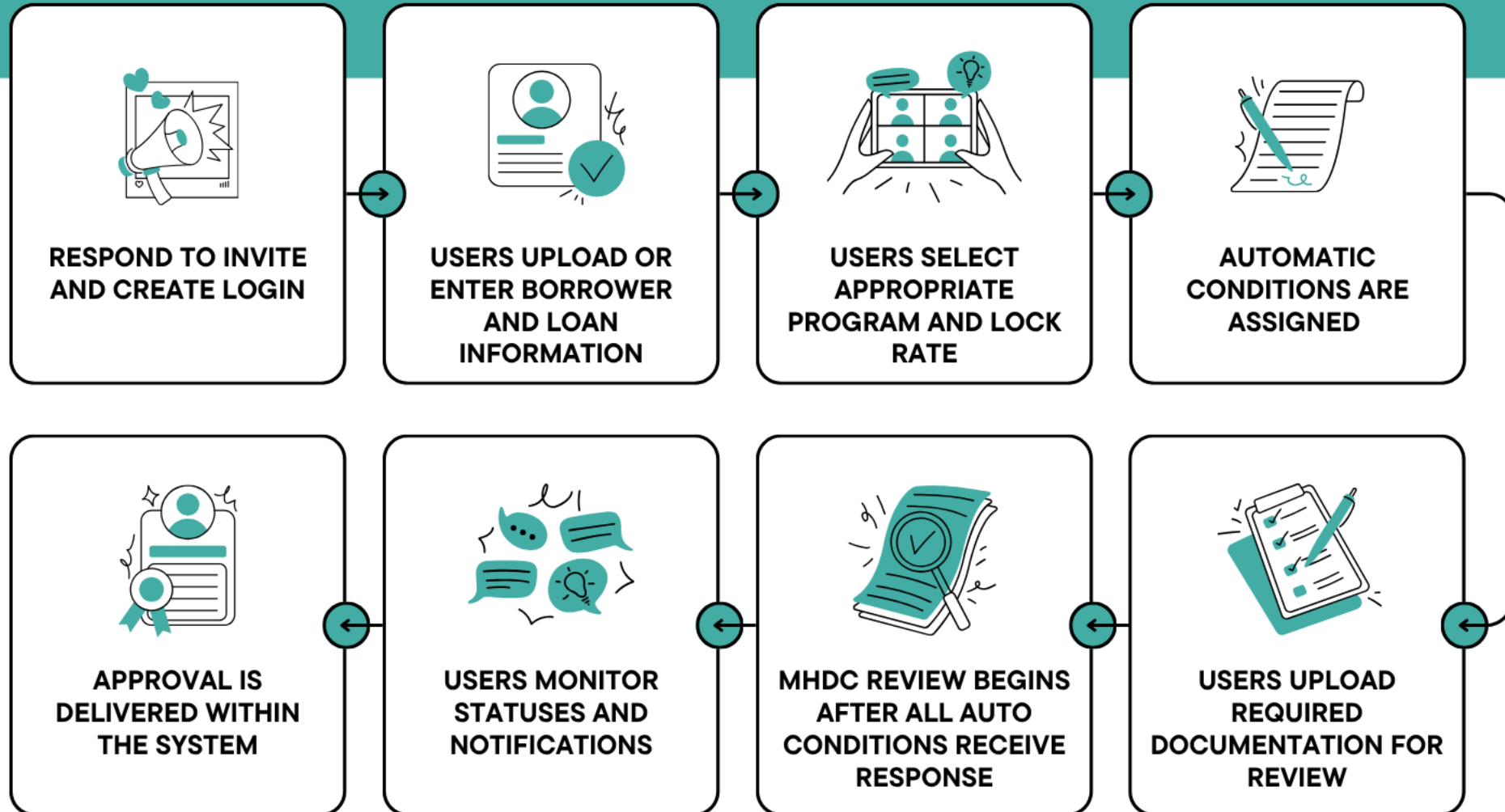
What's New and What's Not

- Changes in appearance, not policy
 - No significant policy changes
 - Updated Operations Manuals to reflect new portal usage
 - Release of User Guide
 - Updated forms (formatting and simplifying)
 - Updated website (reorganizing)
- Rounding DPA
 - Begin rounding down to the nearest whole dollar
- Communications
 - Majority will be in new portal



DEMO

MHDC PROCESS FLOW OVERVIEW



Questions?