

[The latest news for Minnesota Housing home improvement lender partners]



AmeriNat Changes & Updates

AmeriNat, our Fix Up loan servicer, recently announced they are migrating to a new servicing system. With this change, borrowers will have different options for making their monthly Fix Up payments.

What Fix Up Borrowers Need to Know:

- Borrowers will no longer receive coupon booklets, they will receive monthly statements
- Borrowers may make online payments
- Borrowers may download and use a new Mobile App

The changes are expected to launch on October 5, 2021. AmeriNat will be closed on Friday, October 1 as they work through the transition. For more information, [please see AmeriNat's FAQ](#).

Intermittent Closed Loan Package Upload Issues

Minnesota Housing's loan commitment system is experiencing intermittent issues when trying to upload a closed loan package. We are continuing to work with our vendor to resolve this issue. We apologize for any inconvenience this may be causing.

If you are experiencing upload issues:

1. Try clearing your Silverlight cache.
2. If you continue to have problems uploading the closed loan file, it is acceptable to not upload the closed loan package at this time. Please **make sure you are still completing the True & Certify process** in the system before the interest rate expires.

Reminder: Fix Up 101 Quarterly Training Webinar

Please join us on **Wednesday, September 15 from 9:00 - 10:30 a.m.** for a live Fix Up 101 Training Webinar. This training is designed for new lenders or current lenders who need a refresher. [Please click here to register](#).

Fix Up Marketing Campaign

During the past few months, Minnesota Housing completed a direct-to-consumer Fix Up Loan Program marketing campaign including social media posts and a postcard mailing. Now would be a great time to check your contact information on our [Lender Search](#) and [make changes as necessary](#).

Also, don't forget that we have **free** marketing materials available! Whether you want brochures for your office or personalized flyers for an event, we have marketing materials that can help you spread the word about Fix Up. [Visit our Fix Up marketing page](#) to see samples of the materials we have available, then order or download what you need from our [marketing portal](#).

New Series Sign-up: Fix Up Program Monthly Check-in Webinars

Join us for monthly webinars where we focus on answering questions about Fix Up and reviewing pertinent program topics.

Even if you registered for the monthly check-ins previously, you have to sign-up again to access the next series. [Please click here to register](#).

When you register, you will be signed up for all sessions in the series but can attend the sessions that work for you. Most calls occur on the third Wednesday of the month at 9 a.m. CST. Calls generally last 10-30 minutes depending on topics and conversation.

Upcoming Dates:

- Wednesday, October 20
- Wednesday, November 17

Minnesota Housing Closed on Labor Day

Minnesota Housing will be closed on Monday, September 7 for Labor Day.

Questions? Contact the [Partner Solutions Team](#) at 651.296.8215 or 800.710.8871 between 8:00 a.m. and 5:00 p.m. on business days.



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