



360 Survey Feedback

Thank you to all Sellers for participating in our 360 Feedback Survey last month. We've gathered valuable information on what's working and the ways we can improve, moving forward. From your feedback, we've found the top four areas for us to focus on in 2018 are:

- Consistency between regions and individuals
- Pricing in smaller markets
- Managing turnaround times more efficiently
- Clearer servicing expectations

You can find a summary of [Seller feedback here](#). We look forward to discussing your responses, as well as those from our staff, in our upcoming feedback meetings. Please feel free to give feedback at any point to [Christina House](#).

Affordability Calculator

Reminder: Please be sure you are using the latest affordability calculator when applying the uncapped or very low-income (VLI) pricing discounts and submitting loan documents. The most recent version can be found [here](#).