



## **Down Payment Connect for Loan Officers: Vendor Management Overview**

If your vendor management team has questions about [Down Payment Connect](#), supply this document to them, which answers the most common or expected questions they may ask you about the Down Payment Connect tool.

### **Company Information**

*Company Name:* Workforce Resource LLC

*DBA Name:* Down Payment Resource®

*Primary Contact:* Sean Moss

*Phone Number:* 404-729-8294

*Email:* [seanm@downpaymentresource.com](mailto:seanm@downpaymentresource.com)

*Website:* <https://downpaymentresource.com/dpc/>

*Organization Structure:* LLC

*State of Formation:* Georgia

### **Company Background**

Down Payment Resource® (DPR) is the industry authority for the most current information about affordable lending programs. The company's solutions automate the process of matching buyers and properties to available programs, improve lender participation with these programs and increase consumer awareness. DPR is mission-driven to empower consumers who want to achieve homeownership with information about down payment assistance.

The company tracks the unique characteristics of ~2,500 programs, helping loan officers overcome uncertainty about eligibility requirements, repayment terms, benefits and funding status. Down Payment Resource was recognized as one of the industry's most innovative technology companies by HousingWire TECH100™ and Inman News as "Most Innovative New Technology."

Developed by Atlanta-based Workforce Resource®, DPR works with more than 1,300 housing agencies and program administrators to find and update information about local, state and national homebuyer programs.

Down Payment Connect is a suite of tools licensed directly to loan officers to educate their clients and help efficiently match eligible borrowers to available, company-approved homebuyer programs. Down Payment Connect leverages DPR's proprietary database and rules engine that automates the process of matching eligible borrowers with company-approved affordable lending programs (including down payment assistance, grants, Mortgage Credit Certificates and more). Updated monthly, the database enables loan officers and their clients to receive the most current information on down payment program eligibility criteria and benefits.



## **Diversity & Inclusion**

Down Payment Resource is an Equal Opportunity Employer. We proudly celebrate diversity and are committed to creating an inclusive environment for our employees. We do not discriminate based upon race, religion, color, national origin, gender, sexual orientation, gender identity, gender expression, age, veteran or disability status.

## **Down Payment Connect Background**

Today's loan officers are looking for sustainable strategies to grow their purchase pipeline and, for banks, to meet their CRA goals. DPR is the nation's only solution for sourcing up-to-date information about down payment assistance, grants, closing costs, Mortgage Credit Certificates and more.

Down Payment Connect reduces the costs and headaches associated with tracking over 1,300 housing agencies to find and update information about local, state and national homebuyer programs. At a time when affordability and down payments are keeping buyers on the sidelines, Down Payment Connect brings homebuyer programs to the forefront by placing funding status, eligibility criteria and benefits information at the fingertips of the loan officer and sales team, and by automating the process of matching buyer and property characteristics to applicable programs. To achieve accuracy and reliability, DPR maintains ongoing relationships with housing agencies, updating program information monthly.

Down Payment Connect includes **three primary tools** designed to help loan officers better source and track programs to reach the next generation of homebuyers.

1. **DPA Directory:** Comprehensive, online searchable index of all homebuyer programs in your licensed states, updated monthly.
2. **Eligibility Lookup:** Provides loan officers with transaction-level matching for borrowers, properties and lender's authorized down payment programs. Includes program comparison tool.
3. **Consumer Portal:** Mobile-friendly, lead-generation tool allows consumers to match themselves to lender's authorized programs, connecting prospects directly to the loan officer.



### **FAQs for Loan Officers and Vendor Management**

Q: Name of Company offering Down Payment Connect?

A: Workforce Resource LLC d/b/a Down Payment Resource

Q: What is the purpose or function of Down Payment Connect?

A: To help loan officers source and track new and company-approved DPA programs in order to connect with and educate the next generation of homebuyers about their homeownership options and potential eligibility for DPA programs.

Q: Does the lender host the Down Payment Connect solution?

A: No. Down Payment Connect is a web-based solution hosted by DPR.

Q: Does Down Payment Connect require physical access to your Company property and/or facilities?

A: No.

Q: Does Down Payment Connect require access to your Company systems and/or network?

A: No.

Q: Does Down Payment Connect require access to or retain your Company information?

A: No.

Q: Does Down Payment Connect require access to or retain your Company's borrower data?

A: No. Down Payment Connect does not require access to your Company's borrower data. When consumers use a Down Payment Connect landing page, we do not retain the eligibility information they provide in a way that is personally identifiable. When a consumer completes a search and provides contact information resulting in a lead email, we retain a copy of that email, which includes the name, email address and phone number provided by the consumer, along with the property location and list of matching DPA programs.

Q: Does Down Payment Connect require access to or retain your Company's employee data?

A: Down Payment Connect subscribers - individual loan officers - provide the following at sign-up: First Name, Last Name, Email, Phone Number, Company Name, Branch Address, NMLS ID. Down Payment Connect does not require access to nor retain any other employee information. The individual subscriber pays with their own credit card on a monthly or annual subscription. Once subscribed, the loan officer uses the DPA Directory tool to identify which DPA programs will appear in the Eligibility Lookup or Consumer Portal.



Q: Does Down Payment Connect outsource services to 3rd parties?

A: No. Down Payment Connect is built and managed directly by DPR using cloud-based hosting infrastructure provided by Amazon Web Services, as well as commercial IaaS providers for email delivery and geocoding services.

Q: Does Down Payment Connect display the loan officer's NMLS ID?

A: Yes, this is required at sign-up.

Q: Does Down Payment Connect display the loan officer's branch address?

A: Yes, this is required at sign-up.

Q: Can the loan officer display a company logo or photo on their Down Payment Connect consumer landing page?

A: Yes, if they choose to do so.

Q: Who can our company contact regarding technical or other questions related to Down Payment Connect or getting Down Payment Connect approved by Vendor Management?

A: Please reach out to Fern White at [fwhite@downpaymentresource.com](mailto:fwhite@downpaymentresource.com).