

**BULLETIN 18OCT26**

**TO: Our Valued Partners**

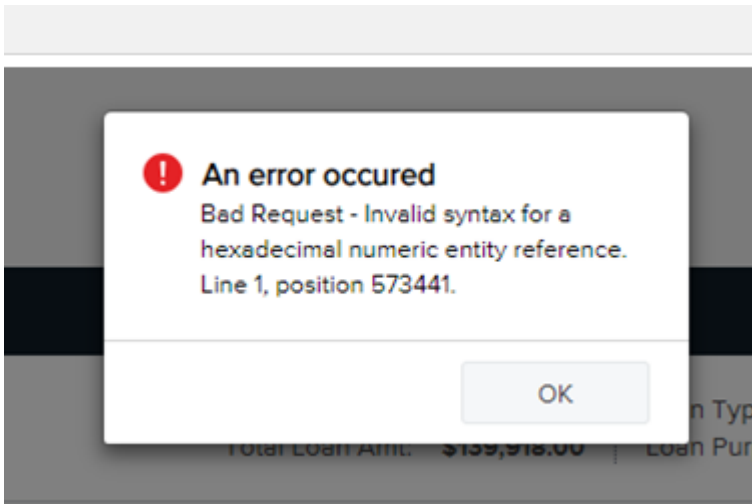
**Date: October 26, 2018**

**SUBJECT: Important Message regarding TPO Connect**

**\*\*\*\*\* IMPORTANT NOTICE \*\*\*\*\***

Ellie Mae is currently experiencing various errors when accessing loans within TPO Connect. If you receive one of these error when trying to access a loan within TPO connect, please email [encompasssupport@townemortgage.com](mailto:encompasssupport@townemortgage.com) as soon as possible. Please include in your email the loan number, borrower's last name as well as a screenshot of the error message.

Provided below is an example of one of the various error messages being received.



We apologize for any inconvenience, and will work with Ellie Mae for resolution.

Thank you for your business,  
Operations Group  
**Towne Family of Companies**



NMLS ID# 3028