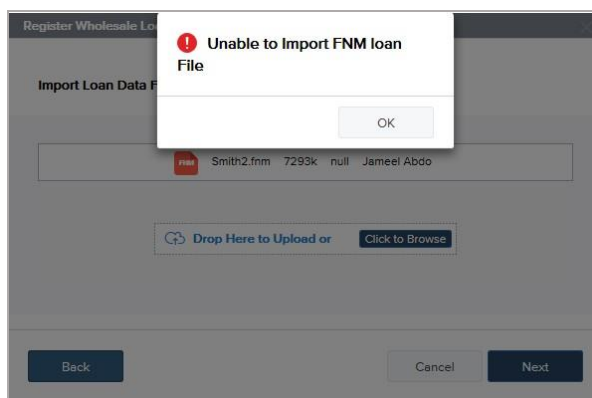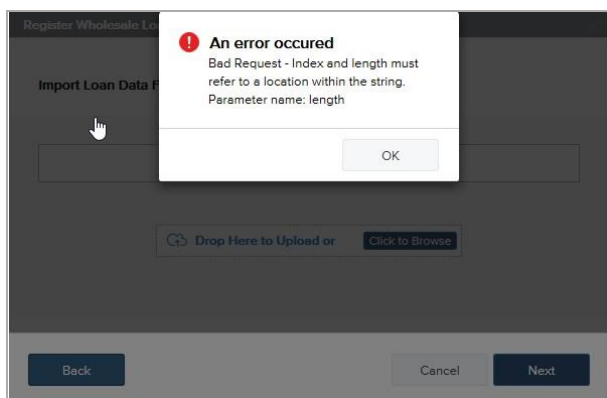**TOWNE**
FAMILYOFCOMPANIES

HOW TO: Fix errors when importing a Fannie 3.2 file

Due to recent changes to HMDA information in 2018, many Lending Operating Systems' [LOS] software updates are causing conflicts in the formatting of the Fannie 3.2 files. Because of this, users are receiving errors when uploading to TPO Connect.

Follow the steps below to update the 3.2 file and import your loan successfully to TPO Connect.

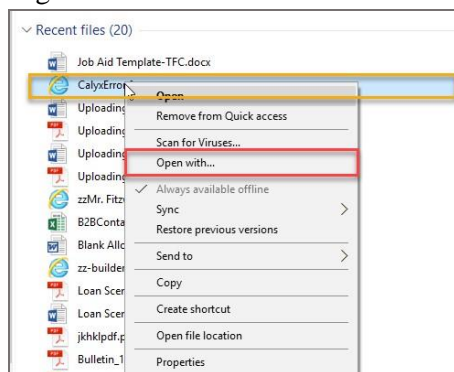**Here are Examples of the Error Messages you may receive when there is a error related to the HMDA Data.**

> **An error occurred:** Bad Request – Index and length must refer to a location within the string. Parameter name: length
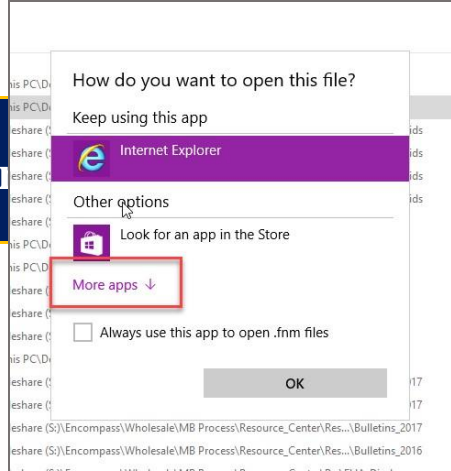> **Unable to Import FNM Loan File.**

Step 1:   Open your Fannie 3.2 file using the Notepad application.
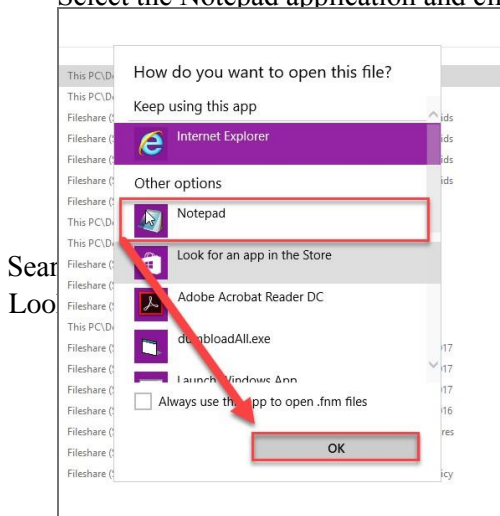
a. Right-Mouse click on the file and select "Open with…"

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    b.   If you cannot select Notepad to open the file, choose "More Apps".

Step 2:

c. <u>Select the Notepad application and click "OK".</u>
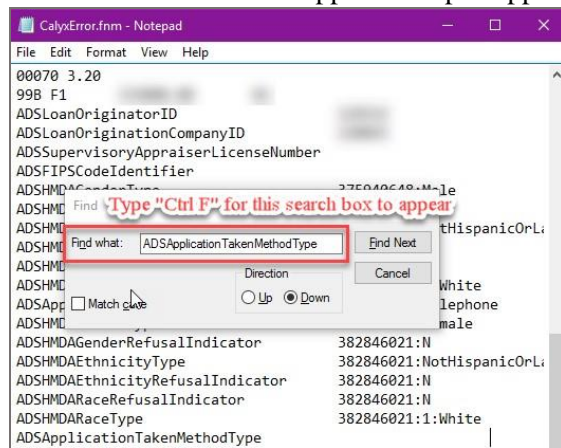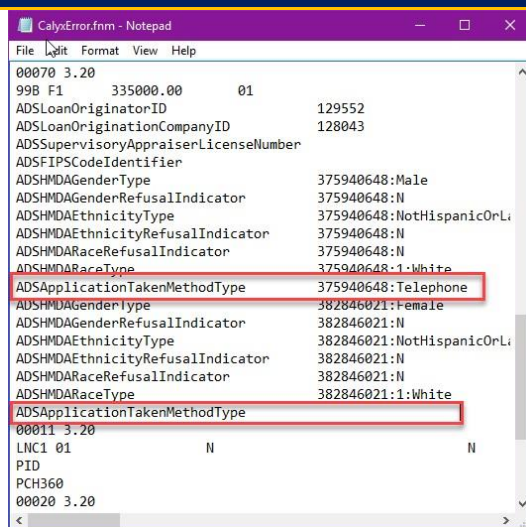
Step 3:   Sear~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~: <u>ADS</u> , which will take you to the HMDA section of
Step 4:   Loo~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~es.

In the example below, the designation for "Application Taken By" is showing twice. First with the correct information; the other instance with a blank entry.
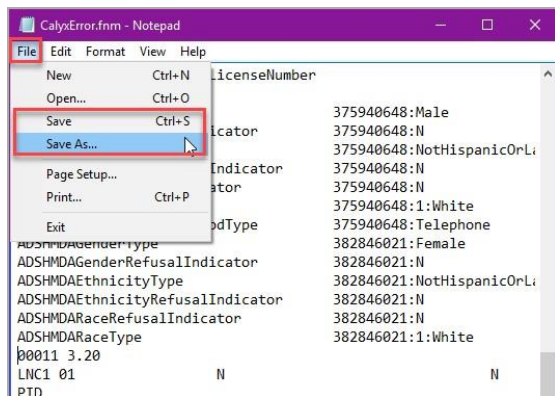
The Fannie 3.2 data will appear Notepad application.

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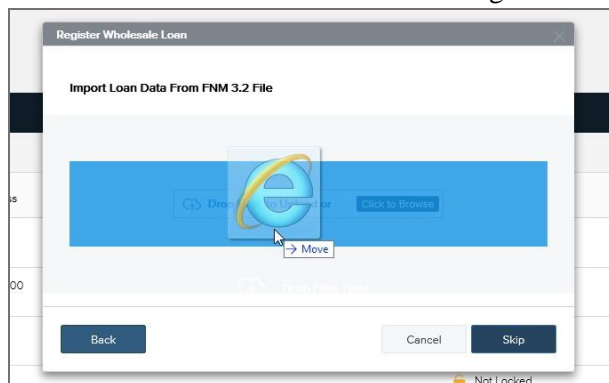
Step 5:   Delete any blank lines and save the changes to the Fannie 3.2 file.
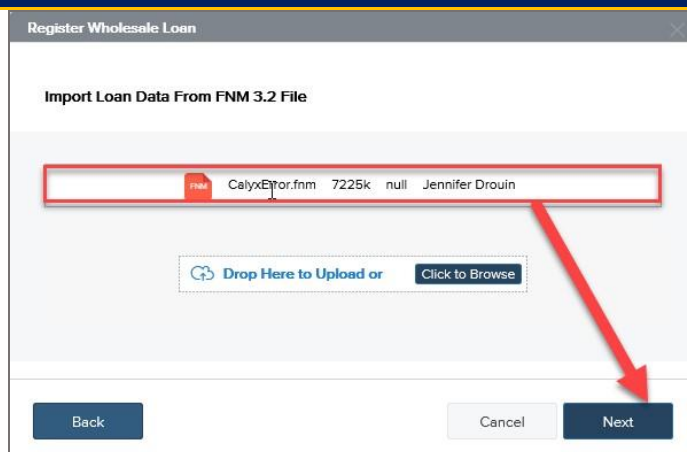

Note: **Be sure to save your file with a .FNM file extension and not .TXT**

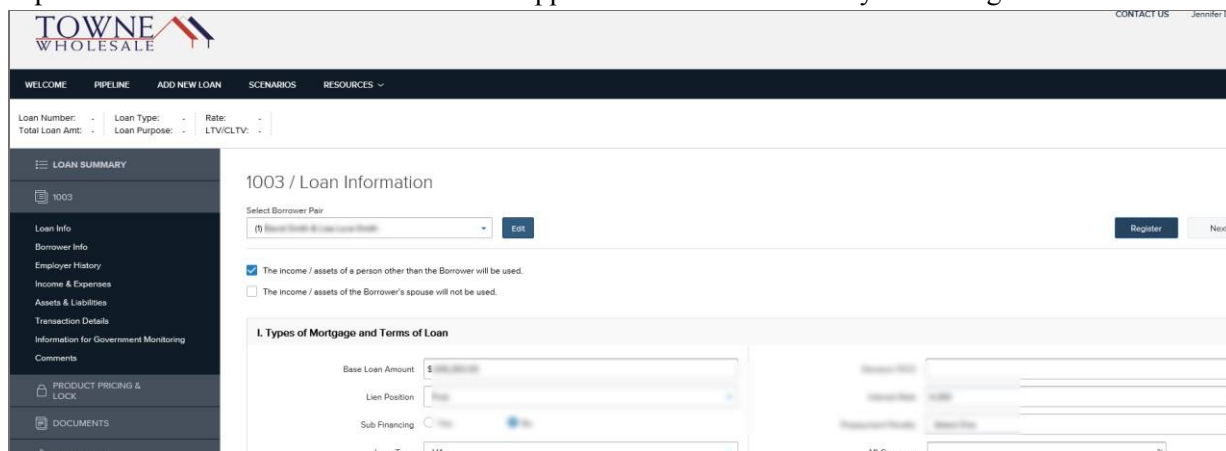Step 7:   Create a New Loan in TPO Connect using the Revised Fannie 3.2 File.

Step 8:   After confirming the Fannie 3.2 was uploaded successfully, click "Next".

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Step 9:   Your loan data will appear in a new loan file for you to "Register".

NOTE: **Contact your IT Department to see if they control this setting for all users with an Internet Explorer Group Policy. If it is controlled by your IT Department, you will need to redo the previous steps each time you log into your computer, or receive a Group Policy update until the setting is changed on a companywide level.**

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