TPO Connect – Request Towne Support to Upload your FNM 3.2 file



HOW TO: Request Towne Support to Upload the FNM 3.2 file on your behalf.

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.

Below are examples of the Error messages you may receive, as well as options to fix.

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.

Register Wholesale Lo	An error occured Bad Request - Index and length must refer to a location within the string.		Register Wholesale Lo	Unable to Import FNM loan File	×
U	Parameter name: length OK			OK Smith2.fnm 7293k null Jameel Abdo	
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Back	Cancel	Next	Back	Ca	ncel Next

Once the Error is received, you can request that the Towne Family of Companies Support Staff Fix and upload the FNM 3.2 file on your behalf.

Step 1: Email <u>Sales.Support@townemortgage.com</u> with the following information:

- Company Name
- Loan Officer
- Loan Processor
- FNM 3.2 file attachment
- Step 2:You will receive an email from Sales Support with your loan number and
acknowledgement that the loan is ready to be accessed in the TPO Connect
Website. (Turn time is 1-2 hours)