TOWNE
FAMILY OF COMPANIES

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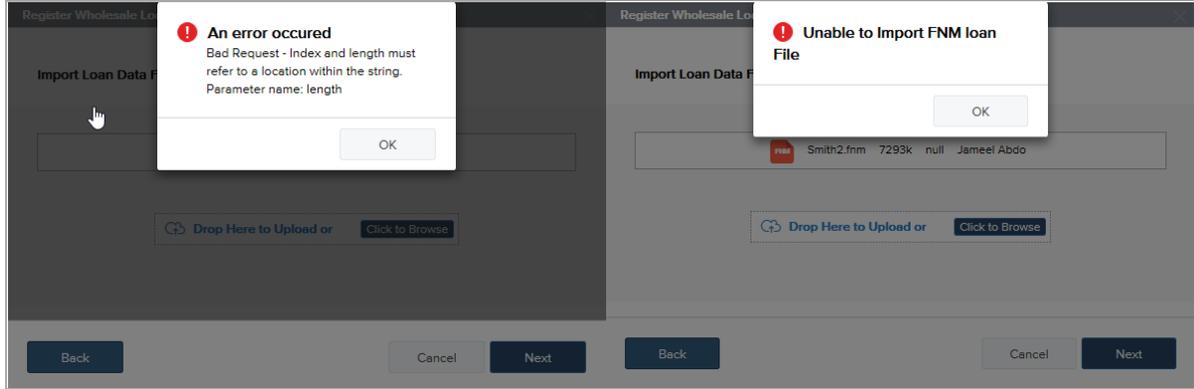
Once the Error is received, you can request that the Towne Family of Companies Support Staff Fix and upload the FNM 3.2 file on your behalf.

Step 1: Email Sales.Support@townemortgage.com 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)