

FHLBank Topeka's TurnKey Programs

HOPE User Guide

TurnKey
Unlocking Homeownership



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Table of Contents

TurnKey.....	5
TurnKey Program Descriptions.....	5
Homeownership Set-aside Program	5
Homeownership Set-aside Program Plus.....	5
Homeownership Possibilities Expanded	5
Homeownership Possibilities Expanded Details	6
Funding.....	6
Funding Period	6
2026 HOPE Access.....	6
Scoring Criteria	6
Member Allocation	7
Subsidy Per Household.....	8
Member Limit.....	8
2026 Key Changes	9
HSP Online.....	10
Access to HSP Online.....	10
Authorized Users.....	10
TurnKey Registration	11
Certification of Household Eligibility	11
Need For Subsidy.....	12
Current Homeowners.....	12
Affordability	12
Eligibility Certifications	13
Current Primary Residence	13
Non-occupying Co-borrowers/Co-owners/Co-signers/Guarantors	13
Cash Back at Closing	14
Household	15
Repayment of Other Debt.....	15
Refinancing of Existing Loans	15

Loan Closing	15
Homebuyer Name and Property Address	16
Mortgage Interest Rate	16
Lender Fees and Discount Points	16
Processing Fees	16
Front Ratio.....	16
Loan to Value Ratio	17
Household Income Eligibility	18
Income FAQs	19
Property Eligibility	22
Eligible Uses of Grant Funds.....	22
Repairs.....	23
Ineligible Uses of Subsidy	24
Turn Times.....	25
Reservation of Funds.....	25
Reservation Request Pending	25
Reservation Request Submitted.....	26
Reservation Request Eligible, Ineligible or Clarification Pending.....	26
Zipcodes and Zip+4.....	27
Ineligible Reservations	28
Reasons for Ineligibility	28
Key Tips for a Smooth Reservation Process	29
Disbursement of Funds	30
Disbursement Request Pending.....	30
Disbursement Request Submitted	30
Disbursement Request Approved or Clarification Pending.....	30
Grants/Forgivable Loans and Second Mortgages	31
Preparation of the Closing Disclosure	32
Combining HOPE with Other Funding Sources.....	33
FHLBank EIN	33
HSP Online Status Descriptions	34
Reservation Request Status Descriptions.....	34

Disbursement Request Status Descriptions	34
Withdrawal & Expiration Status Descriptions	35
Step by Step Overview	36
Retention Period Requirements – REal Estate Retention Agreement (RERA)	38
Using the Current RERA Version	38
RERA Corrections.....	38
Common Questions, Quick Answers	38
Repayment of Subsidy.....	39
Refinancing, Home Equity Loans and Subordinations.....	39
HOPE vs. HSP/HSP+: Understanding Retention and Repayment Differences.....	39
Terms.....	40
Using HSP Online	44
Hours of Operation.....	44
Accessing HSP Online	44
Logging In For the First Time	45
Logging In to HSP Online	46
Navigating the Dashboard.....	48
Initiating and Completing a Reservation	49
Dashboard	49
Initiate Reservation - Homebuyer Information	49
Initiate Reservation - Additional Member Contacts.....	51
Reservation Home.....	52
Site Selection	53
Eligibility Screens.....	55
Request Timeline.....	56
Household Income	57
Reservation Home.....	60
Reservation and Disbursement Clarification Requests	61
Requesting Withdrawal of a Reservation Request.....	65
Dashboard	65
Initiate Reservation Withdrawal Screen.....	65
Reservation Home Screen	66

Initiating and Completing a Disbursement Request.....	67
Dashboard	67
Reservation Home.....	68
Initiate Disbursement - Disbursement Information	69
Initiate Disbursement - Additional Member Contacts	70
Disbursement Home	71
Site Selection	72
Household Income	73
Disbursement Information Page 1	74
Disbursement Information Page 2	75
Disbursement Information Page 3	76
Disbursement Information Page 4	78
Disbursement Information Page 5	79
Timeline.....	79
Disbursement Home and Disbursement Request Submission.....	80
Information Security.....	81
Where Is the Data Stored?	81
Useful Links:	81
Resetting Your Password:.....	81
For Technical Assistance:	81

TurnKey

For 30 years, FHLBank Topeka has set aside funds annually, within the Affordable Housing Program (AHP), to provide down payment and closing cost assistance to very low-, low- and moderate-income first-time homebuyers.

As part of our ongoing commitment to making housing accessible and affordable in our district, TurnKey continues to provide a suite of programs designed to address the challenges of attaining homeownership in Colorado, Kansas, Nebraska and Oklahoma. Through the TurnKey programs, we support the dream of homeownership and partner with our members to build communities and change lives. The TurnKey suite of products includes the Homeownership Set-aside Program, the Homeownership Set-aside Program Plus and Homeownership Possibilities Expanded.

The programs are offered in partnership with FHLBank members – members work with qualified homebuyers, submit required documents to FHLBank, advance the grant funds at closing and request reimbursement of the funds after closing. The subsidies are provided to households as a forgivable grant with a five-year retention period.

TURNKEY PROGRAM DESCRIPTIONS

HOMEOWNERSHIP SET-ASIDE PROGRAM

The Homeownership Set-aside Program (HSP) provides down payment, closing costs and repair assistance to first-time homebuyers earning at or below 80% of the Area Median Income (AMI) for households purchasing homes, to be used as their primary residence, in our four-state district. The TurnKey User Guide for HSP/HSP+ can be accessed on the TurnKey website, www.fhlbtpeka.com/turnkey.

HOMEOWNERSHIP SET-ASIDE PROGRAM PLUS

The Homeownership Set-aside Program Plus (HSP+) provides down payment, closing cost and repair assistance to first-time homebuyers earning at or below 80% AMI for households purchasing homes, to be used as their primary residence, in High-Cost Areas and non-metropolitan counties located in Difficult Development Areas within our four-state district. The TurnKey User Guide for HSP/HSP+ can be accessed on the TurnKey website, www.fhlbtpeka.com/turnkey.

HOMEOWNERSHIP POSSIBILITIES EXPANDED

The Homeownership Possibilities Expanded (HOPE) provides access to the “missing middle” or homebuyers that do not traditionally receive support but need assistance with down payment, closing costs and repair assistance. HOPE is NOT limited to first-time homebuyers and household income must be at or below 115% of the AMI for households purchasing homes, to be used as their primary residence, in our four-state district. HOPE funding is a portion of FHLBank’s voluntary commitment of 5% above the regulatory contribution of 10% of the previous year’s earnings.



Homeownership Possibilities Expanded Details

FUNDING

FHLBank is allocating 5% of its net earnings from the previous year for Voluntary Programs in 2026. HOPE will receive \$6,330,000 of the Voluntary Program allocation.

FUNDING PERIOD

Eligible members may begin submitting HOPE reservations on March 16, 2026. Reservations will not be accepted after September 30, 2026.

Disbursement requests must be submitted within 90 days of reservation approval.

2026 HOPE ACCESS

Members that attempted to participate in at least one 2025 TurnKey Program (HSP, HSP+ or HOPE) will receive a 2026 HOPE Allocation. Members qualified by completing at least one of the following actions during the 2025 TurnKey:

- Initiated a reservation that later expired
- Initiated or submitted a reservation that was withdrawn
- Submitted a reservation that was deemed ineligible
- Successfully funding a reservation request

Looking ahead, access to the 2027 HOPE will be granted to members that successfully fund a regulatory 2026 TurnKey reservation (HSP or HSP+). Scoring criteria and allocation methodology will follow a structure similar to the 2026 HOPE, with some program updates.

SCORING CRITERIA

Fourteen (14) points have been allocated across the scoring criteria listed below to determine member funding allocation for HOPE. Each eligible member received points based on their satisfaction of the scoring criteria derived from member activity between January 1, 2025, and October 31, 2025. HOPE Allocation Statements detailing member results are sent by email to all Authorized Users and Presidents/CEOs in late January or early February 2026.

1. **Core Product Utilization.** One point (to a maximum of three points) will be awarded for utilization of each of the following products.
 - Advances/LOC: Issued a new advance or carried a LOC balance for five days.
 - Letters of Credit: Issued a new letter of credit.
 - MPF: Sold one loan.

PRODUCT	Points Awarded
Advances/LOC	1
Letters of Credit	1
MPF	1

2. **Credit Obligations/Assets.** Points will be awarded (to a maximum of six points) based on the member's average credit obligations relative to its asset size.

RANGE	Points Awarded
<1 percent (1%)	0
≥1 percent (1%) and <10 percent (10%)	2
≥10 percent (10%) and <20 percent (20%)	4
≥20 percent (20%)	6

3. **FHLBank Affordable Housing and Community Development.** One point (to a maximum of four points) will be awarded for each of the following programs for which members have submitted applications (#500forGood, AHP, CHP/CDP and NAHI) or funded a reservation and/or loan (HSP/HSP+ and MRRP).

PROGRAM	Points Awarded
#500ForGood	1
AHP	1
CHP/CDP	1
HSP/HSP+	1
MRRP	1
NAHI	1

4. **FHLBank Engagement.** One point will be awarded for members that attended the FHLBank Annual Member Conference (AMC) or the FHLBank Regional Meeting (RM) for their state.

ENGAGEMENT OPPURTUNITY	Points Awarded
AMC/RM	1

MEMBER ALLOCATION

The chart below illustrates the total allocation awarded according to points scored.

POINTS SCORED	Total Allocation Awarded
< 4 points	\$15,000
4-7 points	\$30,000
8-9 points	\$60,000
10+ points	\$90,000

SUBSIDY PER HOUSEHOLD

The HOPE minimum subsidy is \$2,500 per qualified household. Members determine the maximum subsidy per household based on allocated funds, the household's demonstrated need for subsidy and other factors as determined by the member. As a result, subsidy amounts can vary from one household to another.

MEMBER LIMIT

Unlike HSP and HSP+, which have member limits based on the dollar amount of subsidy requested, HOPE's member limit is based on the number of reservations submitted. Members may submit up to two (2) reservations, per month beginning March 16, 2026. The member limit increases by two reservations per eligible member each month by 9:00 am on the third Monday.

The HOPE member limit is cumulative, as shown in the chart below. Members may access the current month's limit as well as any unused portion of the prior months' limits, if available. Members may participate in all TurnKey programs concurrently; however, the member limit for all programs are separate and cannot be combined or transferred. Reservations submitted in excess of the member limit is not allowed unless the limit is increased or eliminated by FHLBank.

Date	Member Limit Increase Per Month	Total Member Limit (Cumulative)
March 16, 2026	2	2
April 20, 2026	2	4
May 18, 2026	2	6
June 15, 2026	2	8
July 20, 2026	2	10
August 17, 2026	2	12
September 21, 2026	2	14

Housing and Community Development (HCD) management will evaluate funds remaining after **July 1**, to determine whether to continue, discontinue or change the individual member limit. FHLBank will announce changes to member limits.

FYI

The Member Limit is based on the **number** of reservations submitted by the member in HSP Online.

The loan closing date and number of loan closings does not have any impact on the Member Limit.

The total disbursement requests submitted via HSP Online does not affect the Member Limit.

HSP Online will not allow members to reserve funds once they have reached their limit.

Withdrawn, ineligible and expired reservations are subtracted from the limit.

2026 KEY CHANGES

1. Eligible members are allocated HOPE funds based on scoring criteria.
2. Household income must be at or below **115%** of the Area Median Income (AMI).
3. All reserved funds must be disbursed to the member on or before April 1, 2027 or FHLBank will withdraw the reservation.
4. Reservations will be accepted March 16, 2026, through September 30, 2026
5. Members may submit two (2) reservations per month, per member beginning March 16, 2026.
6. The member limit will be adjusted by 9:00 am central time on the third Monday of each month.
7. Funds will not be reserved for the household until the reservation is submitted in HSP Online.
8. If the household currently owns a primary residence, the residence must be sold to be eligible for HOPE funds. A copy of the signed and executed purchase agreement must be provided at reservation submission. Renting the property to a tenant is no longer an option.
9. Looking ahead, access to the **2027 HOPE** will be granted to members that successfully fund a regulatory 2026 TurnKey reservation (HSP or HSP+).



HSP ONLINE

HSP Online is FHLBank Topeka's online, automated system through which members submit and FHLBank reviews and processes TurnKey (HSP, HSP+ and HOPE) reservation and disbursement requests. FHLBank **will not** review reservation or disbursement requests that are not submitted through HSP Online. Designated Authorized Users have access to HSP Online.

ACCESS TO HSP ONLINE

To gain access to HSP Online, member contacts must be designated as Authorized Users and assigned the AHP/HSP Role in Members Only by their institution's Members Only Member Administrators.

Contact HCD at TurnKey@fhlbtopeka.com or 1.866.571.8155 for additional information and instructions on how to become an Authorized User.

AUTHORIZED USERS

Authorized Users are individual(s) designated by their member institution to execute applications, agreements, reservation requests, disbursement requests, forms, and other documents and otherwise complete all activities required to participate in Affordable Housing Program (AHP) and TurnKey programs.

Members should limit the number of Authorized Users for their institution to a few individuals that can be subject matter experts, manage the TurnKey Programs for their institution and have the capacity to fulfill the responsibilities of an Authorized User. Authorized Users submitting TurnKey Reservations and Disbursements in HSP Online are responsible for:

- Directly interviewing households to determine program eligibility.
- Gathering all required documentation and information from households.
- Calculating household income per the AHP/TurnKey Income Calculation Guidelines.
- Certifying household eligibility in HSP Online.
- Managing communication between all stakeholders (household members, real estate agents, loan officers, title companies, etc.) and FHLBank.
- Reviewing documentation prior to the loan closing (Closing Disclosure, Homebuyer Education Certificate, Real Estate Retention Agreement, Repair Documentation, etc.) to ensure the transaction meets FHLBank guidelines.
- Reviewing documentation post-closing, prior to disbursement request submission, to ensure the documents are completed correctly. If corrections are required, Authorized User must contact HCD prior to making the corrections to ensure the method of correction is acceptable.

If the Authorized User is unable to directly interview the household, they must review backup documentation for all eligibility certifications. If the Authorized User does not have first-hand knowledge of the eligibility certifications required to submit a reservation in HSP Online, the Authorized User should not submit the reservation until they are able to acquire first-hand knowledge of household eligibility.

TURNKEY REGISTRATION

To participate in HOPE a TurnKey Member Registration Agreement (Registration Agreement) must be on file with FHLBank Topeka's Housing and Community Development Department (HCD). Once submitted, the Registration Agreement remains valid for current and future rounds, eliminating the need for annual registration. For questions about registration, email TurnKey@fhlbtopeka.com.

TurnKey down payment assistance programs are offered in partnership with FHLBank members. Members are responsible for interviewing households to determine program eligibility, submitting required documentation (Reservation Request), advancing grant funds at loan closing, and requesting reimbursement (Disbursement Request) following loan closing.

FHLBank does not work directly with homebuyers. Homebuyers inquiring about TurnKey programs should contact an FHLBank member to determine eligibility and apply. A list of participating members can be found in the Resources section of the TurnKey public website, www.fhlbtopeka.com/turnkey.

CERTIFICATION OF HOUSEHOLD ELIGIBILITY

HSP Online requires the Authorized User to certify, through certifications on the Eligibility pages, that the household meets the HOPE eligibility requirements. The Authorized User submitting the reservation or disbursement request should have first-hand knowledge that the certifications are accurate. For assistance in determining a household's eligibility, refer to the TurnKey Eligibility Questionnaire available on the TurnKey public website at www.fhlbtopeka.com/turnkey.

Members must obtain and retain supporting documentation for each certification and provide such documentation to FHLBank upon request. For additional information regarding Authorized User's responsibilities, see the [Authorized Users](#) section of this guide.

FHLBank reserves the right to request documentation to verify eligibility certifications at any time prior to and following reservation and disbursement request approval.

Household eligibility for HOPE subsidy is determined at the time of reservation submission. If a significant amount of time has lapsed between the household's pre-approval and executing a contract to purchase a home, the Authorized User must re-interview the household for HOPE eligibility. For example: A homebuyer is pre-approved for a home loan and the household determined to be eligible for HOPE subsidy several months prior to locating a home to purchase. When the homebuyer has an accepted contract to purchase a home, although the home loan pre-approval may still be active, the household's eligibility to receive HOPE subsidy may not. Eligibility for HOPE subsidy must be re-determined at this time due to the lapse in time between the eligibility determination and the location of the home to purchase.

NEED FOR SUBSIDY

Although many households meet the basic eligibility criteria for HOPE subsidy, some may have access to other sources of funds such as savings, gift funds, proceeds from the sale of their current primary residence, other grants or forgivable loans, etc. Because HOPE subsidies are limited, members are expected to prioritize households with the greatest financial need. Households that already have sufficient alternative funds to cover down payment and closing costs are generally not strong candidates for HOPE subsidy.

CURRENT HOMEOWNERS

If the household currently owns a primary residence, the residence must be sold prior to, or on the same date as, the purchase of the new property for which HOPE subsidy is requested. Converting the existing primary residence to a rental property is not permitted. A signed and executed purchase contract for the sale of the current primary residence must be submitted with the reservation request, and the contract must be made in good faith. HCD will make the final determination regarding whether the contract is acceptable for HOPE eligibility. Refer to the [Eligibility Certifications](#) section of this guide for additional details.

The requirement is intended to increase the availability of homes for very low-, low-, and moderate-income households, such as those supported by HSP subsidies. It helps expand access to affordable housing opportunities and supports broader efforts to address the housing shortage. For this reason, HOPE is not intended for households seeking to downsize.

In addition, households that have the financial capacity to retain their existing primary residence or that already have sufficient alternative sources of funds to cover down payment and closing costs, are not considered to have a financial need for HOPE subsidy. Because subsidy funds are limited, they should be directed to households with the greatest need.

AFFORDABILITY

Non-occupying co-signers/guarantors may be used to support households with minimal credit or, in limited cases, households with undesirable credit. However, if a non-occupying co-signer/guarantor is added to the loan due to the household cannot afford the payment on its own, the household is not eligible for HOPE subsidy and a reservation cannot be submitted for the household. HOPE eligibility is based on the financial capacity of the household itself. When a non-occupying co-signer/guarantor's income is required to make the payment affordable for loan approval, it becomes difficult to confirm that all household income has been fully and accurately disclosed.

HOPE is intended to promote sustainable homeownership, and FHLBank must ensure that the subsidy funds are not used to support a home purchase the household cannot reasonably afford. In addition, the HOPE front ratio guideline is 38%, reinforcing payment affordability.

ELIGIBILITY CERTIFICATIONS

CURRENT PRIMARY RESIDENCE

I certify if the household owns a current primary residence, the residence will be sold prior to closing and the executed purchase contract will be provided at reservation submission.

If the household currently owns a primary residence, it must be sold for the household to be eligible for HOPE subsidy.

- The purchase contract must be made in good faith.
- The purchase contract must be provided at reservation submission for HCD review. HCD will make the final determination if the contract is acceptable and allows the household to qualify for HOPE subsidy.
- The sale of the household's current primary residence must take place prior to, or same day as the purchase (HOPE assisted) of the household's new residence.
- Other restrictions, not listed in this guide, may apply. Contact HCD at TurnKey@fhltpeka.com with questions.

NON-OCCUPYING CO-BORROWERS/CO-OWNERS/CO-SIGNERS/GUARANTORS

I certify there are NOT any non-occupying co-borrowers or co-owners associated with the first mortgage loan.

All borrowers, co-borrowers and co-owners must be household members of the property being purchased. **NON-OCCUPYING CO-BORROWERS AND NON-OCCUPYING CO-OWNERS ARE NOT ELIGIBLE FOR HOPE.**

The scenarios below provide additional clarity to the differences between co-borrowers, co-owners, and co-signers/guarantors. The scenarios presented are for illustrative purposes and are not intended to encompass every possible scenario. After reviewing the scenarios, contact HCD prior to submitting a reservation request if you are unsure under which scenario a potential HOPE subsidy recipient corresponds.

- ❖ **Non-occupying Co-owner:** A homebuyer is married but does not live in the same home as his/her spouse, and the spouse will not be on the loan or be living in the home after closing. However, because the couple is not divorced, the non-occupying spouse is considered a non-occupying co-owner (and possibly a non-occupying co-borrower.) Non-occupying co-

Know the Difference:

Co-borrower: Individual(s) included on the deed, mortgage/deed of trust, and promissory note for a property in conjunction with another individual(s) and is liable for repayment of debt secured by the mortgage/deed of trust. **Non-occupying co-borrowers are NOT ELIGIBLE.**

Co-owner: Individual(s) included on the deed and/or mortgage/deed of trust for a property in conjunction with another individual(s). **Non-occupying co-owners are NOT ELIGIBLE.**

Co-signer/Guarantor: Individual(s) included on the promissory note and liable for repayment of debt for real estate but is not on the deed and/or mortgage/deed of trust for property. **Non-occupying co-signers/guarantors are eligible.**

owners are not eligible, so the household is not eligible to receive the HOPE subsidy. If the couple is divorcing, the divorce must be legally final prior to reservation submission (removing any requirement for a non-occupying co-owner).

- ❖ **Non-occupying Co-borrower:** A homebuyer's parent will be signing the loan documents along with him/her and will be included on the mortgage/deed of trust or deed. The parent is considered a non-occupying co-borrower. Non-occupying co-borrowers are not eligible, so the household is not eligible to receive the HOPE subsidy.
- ❖ **Co-signer/Guarantor:** A homebuyer's parent will be signing a Promissory Note but will not be on the mortgage/deed of trust or deed. The parent is considered a co-signer/guarantor. The household is eligible to receive the HOPE grant, assuming the household meets all other eligibility requirements. However, if the non-occupying co-signer/guarantor's income is used to assist in qualifying the household for the home loan, the household is considered ineligible for HOPE subsidy.

CASH BACK AT CLOSING

I certify the homebuyer will not receive cash back exceeding \$250.00 at any point in the purchase transaction.

Cash back to the homebuyer exceeding \$250.00 at any point in the purchase transaction, including after the loan has closed, is prohibited, regardless of the amount of funds the homebuyer and other parties contributed to the transaction. If the homebuyer receives more than \$250.00 cash back:

- The amount equal to the cash received exceeding \$250.00 will be deducted from the member's reimbursement of grant funds. *(Collecting those funds from the homebuyer and revising the CD is not an option to resolve the issue.)*
- Cash back includes any funds (checks, credits, cash back) issued to the household, as documented on the CD or before, during or after the loan closing.
- Unused escrow funds may be returned to the homebuyer subject to the \$250 cash back limit. Unused escrow funds exceeding \$250 must be applied as a principal reduction of the mortgage loan or continued to be held in escrow to be applied as a credit toward the household's monthly payments on the mortgage loan. See [Repairs](#) section for more information.

FYI:

If, during preparation of the Closing Disclosure (CD), it is noted that the homebuyer will receive cash back before, after or at closing in an amount exceeding \$250.00, you can remedy this through:

- ✓ A principal reduction (must be shown on the CD). **Principal reductions are not allowed if the LTV is 80%.**
- ✓ Reducing the HOPE subsidy amount (must be shown on the CD).
- ✓ Reducing other sources of funds.

*Principal reductions should generally be for minimal amounts. If the cash back is a larger amount, FHLBank recommends restructuring the loan prior to the loan closing to allow for a larger down payment.

HOUSEHOLD

I certify that all individuals who currently, or will, occupy the residence will be disclosed as household members in the Income Calculation Workbook (ICW).

- **All** individuals who currently or will live in the home must be identified and their income included to determine eligibility, even if they are not included on the home loan application.
- **All** children, borrowing adult occupants and non-borrowing adult occupants must be disclosed as household members. It is imperative the Authorized User interviews the household and asks who will be occupying the home. Given that the household is not aware of HOPE guidelines, it is the responsibility of the authorized user to ensure all occupants are disclosed appropriately. See the [Authorized Users](#) section of this guide.

REPAYMENT OF OTHER DEBT

I certify that no payments toward non-housing related debts (costs) will be made as part of the home purchase.

Payment of non-housing-related costs (i.e., debt collections, credit cards, loan payoffs, etc.), as part of the home purchase is prohibited, regardless the amount of funds the homebuyer and other parties contributed to the transaction. If the CD indicates there is payment of non-housing-related costs as part of the home purchase:

- The amount paid toward the non-housing related costs will be deducted from the member's reimbursement of HOPE subsidy. *(Collecting those funds from the homebuyer and revising the CD is not an option to resolve the issue.)*
- Gift funds, seller credits, and other types of funds associated with the transaction cannot be "assigned" to the payment of non-housing-related costs. For example, if a seller agrees to pay for the homebuyer's debt collection, the payoff of the debt collection must be shown as paid by the seller in the Seller-Paid Column of the CD. The payoff of the debt collection **cannot** be shown as paid by the homebuyer at closing in the Borrower-Paid Column of the CD with a seller credit applied toward the borrower's costs in Section L.

REFINANCING OF EXISTING LOANS

I certify the HOPE subsidy will not be used to refinance an existing loan.

HOPE subsidy may be used only for purchase transactions with permanent financing.

LOAN CLOSING

I certify the first mortgage loan will not close prior to a "Reservation Request Eligible" status.

The first mortgage loan should close only after the reservation has been approved by FHLBank. Reservation approval is indicated by a reservation status of "Reservation Request Eligible" in HSP Online. In addition, all contacts (Authorized Users) associated with the reservation will receive email confirmation immediately following approval of the reservation by FHLBank.



HOMEBUYER NAME AND PROPERTY ADDRESS

I certify the reservation will not be transferred to a different homebuyer or property.

Reservations cannot be transferred to other homebuyers or other properties.

MORTGAGE INTEREST RATE

I certify all mortgage interest rates will be at or below the FHLBank maximum interest rates in effect as of the date of closing.

- FHLBank maximum interest rates are posted in the Resources section of the HOPE public website, www.fhlbtopeka.com/turnkey.
- FHLBank updates interest rates the first Friday of each quarter.

LENDER FEES AND DISCOUNT POINTS

I certify the lender fees and discount points for all mortgages will be at or below FHLBank's maximum in effect as of the date of closing.

- Lender fees paid by the homebuyer, including origination fees, shall not exceed 3.0 percent of the loan amount.
- Loan discount fees paid by the homebuyer shall not exceed 3.0 percent of the loan amount.
- Lender fees and loan discount fees are separate guidelines and calculated separately.

PROCESSING FEES

I certify that processing fees will not be charged by any entity for providing the HOPE subsidy to a household.

- Members or other entities may not charge a fee for processing and/or providing the HOPE subsidy to the household.

FRONT RATIO

I certify the Front Ratio (FR) is within FHLBank Topeka guidelines based on the current loan projections and provided income documentation.

- The FR may not exceed 38%.
- The FR is calculated using the sum of the monthly principal, interest (including subordinate mortgages), property taxes, property insurance, other housing-related fees (e.g., homeowner's association fees, flood insurance, private mortgage insurance, etc.) divided by the household's monthly income.
- The FR will be determined using FHLBank's qualifying income calculation at reservation eligibility.
- The FR will be reviewed at reservation and disbursement.
- If the FR is within guideline at reservation approval, but determined to exceed the guideline during disbursement review, the disbursement request will be deemed ineligible, and the subsidy will not be reimbursed. To avoid this issue, recalculate the FR using the FHLBank qualifying income calculation



(found on the Household Income Screen in HSP Online) prior to the loan closing. Ensure the correct, final figures (that could have changed since reservation approval) are used and included in the calculation, such as property taxes, property insurance, homeowner's association fees, etc.

- If the FR exceeds the program guideline when the reservation is initiated, HSP Online will not allow the reservation to be submitted.

LOAN TO VALUE RATIO

I certify the Loan to Value (LTV) is within FHLBank Topeka guidelines based on the current loan projections.

- The LTV may not be less than 80%.
- The LTV is calculated by using the first mortgage loan amount divided by the purchase price of the property.
- The LTV will be reviewed at reservation and disbursement.
- Principal reductions are not allowed if the LTV is 80%.

HOUSEHOLD INCOME ELIGIBILITY

Member certifies, at the time of reservation, the Income Calculation Workbook accurately represents income from all household members. FHLBank reserves the right to request supporting documentation to verify any or all income calculations and member certifications.

Household: Includes all the individuals who currently, or will, occupy the house or residence.

All household members must be disclosed, including non-borrowing adults and minor children.

Co-borrowers and co-owners must occupy the residence and their income must be included to determine eligibility. If a co-borrower or co-owner will not occupy the residence, the household is ineligible to receive HOPE subsidy.

If a non-occupying co-signer/guarantor's income is used to assist with qualifying the household for the loan, the household is not eligible for HOPE.

FYI

The Income Calculation Workbook (ICW) may be updated from time to time. Open the ICW from the TurnKey public website for each reservation. **Do not save the ICW to your desktop to use for multiple households.**

If the current version of the ICW is not submitted the reservation will be deemed ineligible.

Household income is calculated based on the household's current annualized income at reservation submission. Household income must be at or below 115% of the Area Median Income (AMI) for the county in which the home is being purchased. HSP Online uses the United States Department of Agriculture (USDA) published median income for the area and adjusts for household size to determine the household's percentage of the AMI. Income limits can be found in the Resources section of the TurnKey public website, www.fhlbtopeka.com/turnkey.

The AHP/TurnKey Income Calculation Guide must be utilized to determine income documentation requirements and to gain an understanding of how FHLBank calculates income for HOPE eligibility. Incomplete reservations, reservations submitted with incorrect income documentation, income documentation dated outside of guidelines, etc. will be deemed ineligible. See the Ineligible Reservations section of this guide. The income calculation guide can be found in the Resources section of the TurnKey public website, www.fhlbtopeka.com/turnkey.

The HOPE Reservation and home loan application may have different requirements that should be addressed separately. ALL individuals who currently or will live in the home must be identified and their income included to determine eligibility, even if they are not included on the home loan application. Loan guidelines do not supersede HOPE guidelines.

INCOME FAQs

Q: Underwriting is requiring my homebuyer to have a co-signer (guarantor) to obtain a home loan. Do I disclose the non-occupying co-signer's income for grant qualification?

A: If the non-occupying co-signer's (guarantor's) income is being used to qualify the household for the loan, the household is not eligible for grant funds, and a reservation cannot be submitted for the household.

Q: My homebuyer's significant other and children will be living in the home. The significant other will not be a borrower on the loan. Do I need to disclose all these individuals as household members?

A: Yes, all individuals (and their income) that currently or will occupy the home must be disclosed as household members, including non-borrowing adults and children.

Q: What type of income should be disclosed for the reservation?

A: All household incomes should be disclosed. This includes, but is not limited to, full-time and part-time employment income, seasonal income, unemployment benefits, non-employment income such as social security, child support, alimony, retirement benefits, self-employment, etc.

Q: I'm working with a homebuyer that is getting married next month, should the fiancée's income be included as part of the household income?

A: Yes, the fiancée's income should be included as part of the household income. **ALL** individuals that intend to occupy the home must be disclosed and their income included.

Q: How many paystubs are required to calculate income for an hourly wage or salaried homebuyer?

A: One paystub is required, please do not submit multiple paystubs. The paystub must meet the following requirements to complete the ICW:

- Represents at least 28 days of YTD earnings;
- Includes a breakdown of all YTD earnings;
- Accurately represents a typical pay period;
- Is dated within 60 days prior to the reservation submission date;
- Identifiable employer name and homebuyer name;
- Discloses pay period dates, pay frequency, pay date, wage/salary and hours worked/paid.

Q: When completing the ICW, why is bonus, overtime, commission, tips, shift differential, etc. included in the YTD Other Income cell when I have already included it in the YTD Total Income? Isn't that counting it twice?

A: No, the ICW consists of two separate income calculations, the YTD Earnings, and the Base Wages. The income entered in the YTD Other Income cell is part of the Base Wages calculation.

Q: If a homebuyer typically works 40 hours a week, but the paystub that was provided to me shows 8 hours of Holiday Pay for a total of 48 hours paid for the week. Can I complete the Hours/Week cell with 40?

A: No, If the paystub provided demonstrates the homebuyer was paid for 48 hours at the regular wage, the Hours/Week should be completed as 48. If it is not typical for the homebuyer to be paid 48 hours a week, do not submit that paystub. Obtain a paystub that accurately represents a typical pay period.

For additional income calculation requirements, refer to the AHP/TurnKey Income Calculation Guide on the TurnKey public website, www.fhlbtopeka.com/turnkey.

Q: How many years of tax returns do I provide for self-employed homebuyers?

A: Only the previous year signed, individual tax return is required. Provide all pages and schedules. Do not provide multiple tax returns. If the self-employment started in the current year, the FHLBank YTD Profit and Loss Statement must be completed and signed by the homebuyer.

Q: I am working with a homebuyer that has an employment contract. The home purchase will be completed before the start date of the new position. How do I document this homebuyer's income?

A: If the homebuyer is currently employed, provide one paystub or a VOE from the homebuyer's current employer (employer at the time the reservation is submitted). If the homebuyer is unemployed at the time of reservation submission but has a contract to start employment on a future date, provide the signed and executed employment contract. Job offers will not be accepted.

Q: How do you calculate income if a bonus is received early in the year and it is a one-time bonus?

A: All income earned YTD will be annualized in the absence of documentation from the employer that states otherwise. If the employer can provide documentation, in writing, stating the bonus is received once a year and no other bonuses will be received for the remainder of the calendar year, it may be removed from the YTD Total Income and YTD Other Income cells and shown as a one-time earning in the ICW. **Overtime cannot be removed from the annualization.**

Q: I am working with a homebuyer that is purchasing a duplex. The homebuyer will be living in one side and renting the other side to a tenant. Does the rental income need to be disclosed as income in the ICW?

A: Yes, the current or anticipated rental income must be disclosed and included in the income calculation. The current executed and signed lease agreement should be provided. If there is no current lease agreement, an appraisal is needed. See the AHP/TurnKey Income Calculation Guide for detailed requirements. The guide can be found in the Resources section of the TurnKey public website, www.fhlbtopeka.com/turnkey. For multifamily home purchases, rental income must always be disclosed.

PROPERTY ELIGIBILITY

Eligible properties must be located in FHLBank's four-state district (Colorado, Kansas, Oklahoma or Nebraska.)

Single-family dwellings, duplexes, townhouses, condominiums, cooperative housing units or manufactured housing (must be affixed to a permanent foundation and titled as real estate) to be used as the homebuyer's primary residence are eligible.

Investment properties are not eligible for HOPE subsidy.

Properties being purchased from family members are eligible for HOPE subsidies.

ELIGIBLE USES OF GRANT FUNDS

HOPE funds may be used for down payment, closing costs and eligible repairs.

Examples of closing costs include, but are not limited to:

- Loan origination and/or discount fees
- Appraisal and/or application fees
- Credit report
- Flood certification
- Closing, document preparation and attorney fees
- Abstract fees, title insurance and title fees
- Recording fees and tax stamps
- Survey fees and property inspection fees
- Prepaid interest
- Escrow of property taxes, homeowner's insurance, mortgage insurance, and flood insurance
- Mortgage Insurance (including upfront premium)

Eligible repair costs include restoration of parts of the dwelling in substandard condition, damaged, broken, or not working correctly, back to good condition or working order to address habitability issues, code deficiencies, or underwriting requirements including, but not limited to:

- Accessibility
- Roof
- Electrical and mechanical (heating, cooling, ventilation, etc.)
- Plumbing and sewer
- Foundation or other structural
- Windows and doors
- Floor coverings, wall repair and paint
- Hazardous material remediation

Ineligible repair costs include, but are not limited to:

- Construction/repairs of an outbuilding
- Payment directly to a household member for repair labor or repair expense and supplies paid outside of closing
- Luxury items (i.e., landscaping, hot tubs, swimming pools)

If unsure whether the proposed repairs are eligible, contact HCD at TurnKey@fhltpeka.com prior to beginning purchase-related repairs.

REPAIRS

Repair documentation should be obtained and reviewed by the member prior to the loan closing.

Repair documentation is required to be provided as part of the Disbursement Request.

If HOPE funds are used to pay for all or part of purchase-related repairs, the repairs must be documented on the Closing Disclosure by one of the two methods identified below:

Option 1: Escrow

Repair expenses are held in escrow and disbursed by the member or closing agent.

- The funds held in escrow must be shown on the Closing Disclosure.
- An estimate from the contractor or vendor for the repairs and a detailed list of the repairs must be provided to FHLBank at Disbursement Request submission. Printouts of online shopping carts, cash register receipts, home inspection reports, appraisal requirements, etc. will not be accepted as estimates. In addition, estimates cannot be prepared or altered by the member or homebuyer.
- The estimate must document the address of the property in which the repairs are to be made.
- Any unused funds must be applied to the new first mortgage as a principal reduction or held in escrow to be applied towards future payments. Documentation showing the principal reduction applied, funds are being held in escrow to be applied to future payments or payments have been applied, must be provided.
- Under no circumstance can unused escrow funds be issued to the household before, at or after the loan closing in excess of \$250.
- The household may not be reimbursed for repair labor or repair expenses and supplies paid outside of closing.

Option 2: Paid at Closing

Repair expenses are listed on the Closing Disclosure.

- The repairs are listed on the Closing Disclosure, detailing the repair, as well as the cost for that specific repair.
- Copies of paid invoices and/or receipts detailing the repairs and cost of the repairs must be provided to FHLBank at Disbursement Request submission.
- The invoices or receipts shall match the vendor, amount, and repair type documented on the Closing Disclosure. Printouts of online shopping carts, cash register receipts, home inspection reports, appraisal requirements, etc. will not be accepted as invoices. In addition, invoices cannot be prepared or altered by the member or homebuyer.
- The household may not be reimbursed for repair labor or repair expenses and supplies paid outside of closing.

HOPE funds used for purchase-related repairs may not be disbursed to the homebuyer before, at or after the loan closing.

INELIGIBLE USES OF SUBSIDY

As described previously and summarized below, ineligible uses of grant funds include, but are not limited to:

- Transactions that include a non-occupying co-borrower or co-owner;
- Transactions in which all household members and income have not been disclosed.
- Transactions in which a non-occupying co-signer/guarantor's income was used to assist with qualifying the household for the loan.
- Transactions in which the homebuyers currently own a primary residence, and they are not selling the residence.
- Cash back to the homebuyer exceeding \$250.00 before, after or at closing;
- Payment of non-housing-related costs (debt collections, credit cards, loan payoffs, etc.);
- Transactions in which the household's front ratio exceeds 38%, based on FHLBank's qualifying income calculation;
- Transactions in which the loan to value is less than 80%.
- Principal reductions when the loan to value is 80%.
- Refinance transactions;
- Home purchases closed prior to FHLBank's approval of the reservation (a status of "Reservation Request Eligible");
- Home purchases for properties not identified at the time of reservation submission;
- Transactions in which the mortgage interest rate(s) exceed the FHLBank maximum interest rate(s) in effect as of the date of closing;
- Transactions in which the lender fees and/or discount points exceed FHLBank's maximum guidelines;
- Transactions in which a processing fee was charged by any entity for providing the HOPE subsidy to the household;
- Home purchases for properties outside of FHLBank Topeka's district.

TURN TIMES

The best way to ensure a reservation request is approved quickly is to complete the Income Calculation Workbook (ICW) accurately based on income documentation that meets TurnKey income calculation guidelines.

Allow FHLBank **30** calendar days to provide reservation approval. If additional documentation or corrections are required, the approval may take longer than 30 days. Schedule loan closings accordingly. Reservations, including clarification submissions, are reviewed in the order of receipt. **Requests to expedite reviews will not be honored and inquiries regarding the status of reservation approvals will not be responded to.**

Refer to the AHP/TurnKey Income Calculation Guide, on the TurnKey public website, www.fhlbtopeka.com/turnkey for income documentation requirements and instruction for completing the ICW.

FYI:

If a member has outstanding Reservation or Disbursement Requests from any 2025 TurnKey Programs, the member may not participate in the 2026 TurnKey Programs until the 2025 Reservations and/or Disbursements are funded or withdrawn.

RESERVATION OF FUNDS

Reservations for HOPE funds may be submitted beginning March 16, 2026, by eligible members that have received a HOPE allocation. See [Scoring Criteria](#) and [Member Allocation](#) for more details. Reservation requests must identify a specific homebuyer and a specific property address as listed in the purchase agreement.

Reservation requests are accepted through HSP Online. The member must submit the Income Calculation Workbook (ICW) and income documentation through HSP Online to reserve funds.

Reservations are reviewed in the order of receipt. **Requests to expedite a reservation review/approval will not be honored.** Allow **30** calendar days for FHLBank to review the reservation. If clarification must be sent for corrections, additional documentation, information, etc. the approval will take longer. Schedule loan closings accordingly.

RESERVATION REQUEST PENDING

Reservations may be started and saved to complete later if the “Reservation Initiation Information” and “Additional Member Contacts” screens are complete. Once these two screens are complete:

- *The reservation’s status will change to “Reservation Request Pending;”*
- *Funds **are not** reserved for the household at this point.*

FHLBank cannot review Reservation Requests with a status of “Reservation Request Pending.”

Pending Reservations must be submitted within one day of initiation. If not submitted in one day, HSP Online will expire the reservation, and a new reservation will need to be initiated and submitted.

RESERVATION REQUEST SUBMITTED

Complete all screens (indicated by a green checkmark) and select “Submit” on the Reservation Home screen. Once the request is submitted:

- *The status will change to “Reservation Request Submitted;”*
- *All selected contacts for the reservation will receive an email confirming submission;*
- *The reservation is no longer editable by the member;*
- *Funds are now reserved for the household.*

RESERVATION REQUEST ELIGIBLE, INELIGIBLE OR CLARIFICATION PENDING

Once FHLBank’s review of the reservation request is complete, the status of the reservation request will change to “Reservation Request Eligible,” “Reservation Request Clarification Pending,” or “Reservation Request Ineligible.”

- If the reservation request is approved, the disbursement request must be submitted within 90 days of the reservation approval (status of “Reservation Request Eligible”).
- If the disbursement request is not received within 90 days of the reservation approval, HSP Online will withdraw the reservation resulting in funds no longer being reserved for the household. The expiration date is included on the Dashboard and on the Timeline screen in HSP Online.
- If clarification is requested (“Reservation Request Clarification Pending”), responding to the request promptly will help to ensure the reservation is approved in a timely manner. **FHLBank may, at its discretion, withdraw Requests for which FHLBank has not received the requested additional information, correction, or clarification of submission within thirty (30) days of FHLBank’s request.**

Know the Difference:

Pending: A reservation with a status of “Reservation Request Pending” will expire if the reservation is not submitted to FHLBank within one calendar day. For example, if a reservation request is initiated on Tuesday, it must be submitted by end of day Wednesday. **Reservations with a status of “Pending” have not been submitted and cannot be reviewed by FHLBank.**

Submitted: A reservation with a status of “Reservation Request Submitted” can be reviewed by FHLBank. Funds are reserved for the household once the reservation is submitted.

Expired: A reservation with a status of “Reservation Request Expired” means the reservation is no longer active and funds are not reserved for the household.

The purchase contract and home loan application can be dated prior to the reservation submission date; however, the loan application and purchase contract are not reviewed by FHLBank and should not be submitted to FHLBank.

ZIPCODES AND ZIP+4

The Site Selection Screen must be completed by the member as part of the Reservation of Funds process. To complete this screen, the member enters the property's street address, ZIP Code and ZIP +4, then selects "Lookup." After selecting "Lookup," the system automatically populates key property information, such as city, state, county, congressional district, census tract and CBSA, based on the ZIP Code and ZIP+4.

Entering the correct ZIP information is essential. The county that populates determines the applicable income limit, and other fields, such as census tract, are reported by FHLBank to FHFA.

ZIP and ZIP+4 information should be obtained and verified at www.USPS.com. If USPS does not return results for the property, you may use www.unitedstateszipcodes.org (USPS should always be checked first). If neither website provides results, contact HCD at TurnKey@fhlbtopeka.com. Provide the full property address so HCD staff can research and provide correct ZIP information. Do not enter a ZIP or ZIP+4 in HSP Online unless it has been verified through www.usps.com, www.unitedstateszipcodes.org or provided directly by HCD.

If an error message appears after selecting "Lookup" on the Site Selection Screen, email TurnKey@fhlbtopeka.com with a screenshot of the error and the property address so HCD can investigate.

INELIGIBLE RESERVATIONS

When a reservation is deemed ineligible, all member contacts associated with the reservation will receive an email from HSP Online notifying them that funds are no longer reserved for the household. The notification will also specify the reason(s) for ineligibility.

REASONS FOR INELIGIBILITY

Reservations may be deemed ineligible for a variety of reasons. The list below outlines the most common reasons reservations are deemed ineligible.

- Household Income exceeds 115% of the AMI.
- Front Ratio Exceeds 38%.
- Income documentation was not provided for all income-earning household members.
- Income documentation was not provided for all sources of income.
- Not all household members and/or income were disclosed.
- Income documentation or an Income Calculation Workbook (ICW) for a different household was provided.
- The ICW was not completed using the income documentation provided.
- A discrepancy in the ICW existed and was not accompanied by an employer explanation.
- The explanation provided by the employer for the discrepancy is insufficient.
- Self-employment income documentation was not provided, or incorrect documentation was provided for the self-employed household member.
- The tax return was not signed by the homebuyers.
- Multiple years of tax returns were provided.
- Business tax returns were provided.
- Tax returns were provided for homebuyers that are not self-employed.
- The income documentation was not dated within 60 days of the reservation submission date.
- A signed and dated AHP/TurnKey Zero Income Certification was not provided for non-income-earning household members aged 18 and older.
- An incorrect or outdated version of the AHP/TurnKey Zero Income Certification was provided.
- An incorrect or outdated version of the TurnKey ICW was provided.
- Excessive income documentation was provided.
- Bank statements were provided (FHLBank will never ask for bank statements).
- At least 28 days of YTD earnings were not provided.
- The seasonal or non-traditional nature of employment was not verified with the employer.
- The current Social Security benefit letter was not provided.
- All pages of the Social Security benefit letter was not provided.
- A job offer was provided as income documentation.
- Written verification from the employer was not provided for a one-time bonus received by the homebuyer.
- The AHP/TurnKey Profit & Loss Statement was not provided.
- The AHP/TurnKey Profit & Lost Statement was not fully completed, signed and/or dated by the homebuyer.
- The paystub or VOE does not include required information to complete the ICW. Examples include, but are not limited to:
 - ✓ YTD Total Earnings
 - ✓ A breakdown of all YTD Earnings (i.e. overtime, bonus, shift, etc.)
 - ✓ Hourly Wage/Salary
 - ✓ Pay Frequency (weekly, bi-weekly, monthly, etc.)

- ✓ Pay Period End Date
- ✓ Hours worked/paid during the pay period
- ✓ Employee Name
- ✓ Employer Name
- ✓ The VOE is not signed or dated by the employer.
- The purchase agreement for the sale of the current, primary residence was not provided.
- The homebuyer's divorce was not final (non-occupying co-owner).

KEY TIPS FOR A SMOOTH RESERVATION PROCESS

Authorized Users with a strong understanding of income calculation guidelines and documentation requirements can help ensure reservations are not deemed ineligible and can support faster reservation approval time frames.

The AHP/TurnKey Income Calculation Guide is available in the Resources section of the TurnKey public website (www.fhlbtopeka.com/turnkey). The guide includes income documentation requirements, step-by-step instructions for calculating income, guidance for obtaining and documenting employer explanations and verifications, information on resolving income calculation discrepancies and additional helpful details.

Helpful Reminders:

- Allow thirty (30) days for FHLBank to provide an eligibility determination.
- If clarification must be sent, the determination could take longer.
- It is the Authorized Users responsibility to manage and communicate expectations with homebuyers, real estate agents, sellers, title companies, loan officers, etc.
- If the reservation is deemed ineligible due to income documentation issues, a new reservation may be submitted, but the 30-day review window will reset.
- If the reservation is deemed ineligible due to the household income exceeding the AMI% program guideline, the front ratio exceeding the program guideline, or any other program guideline that disqualifies the household, a new reservation cannot be submitted for the household.
- Reservations are reviewed in the order of receipt. Requests to expedite reviews are not honored and will not be acknowledged. FHLBank does not review real estate purchase contracts and does not take loan closing dates into consideration. Schedule loan closings accordingly.
- HOPE subsidies should not be promised or guaranteed to households.
- Always obtain new documents (ICW, RERA, etc.) from the TurnKey public website for each household. Do not reuse documents for multiple households.

DISBURSEMENT OF FUNDS

Disbursement Requests for HOPE funds may be submitted after the Reservation Request status is “Reservation Request Eligible” and after the loan has been closed. Disbursement requests must be submitted within 90 days of a status of “Reservation Request Eligible” or the reservation will expire, and funds will no longer be reserved for the household. The expiration date is included on the Dashboard and Timeline screen in HSP Online. In addition, all contacts associated with the reservation will receive a reminder email 30 days prior to the grant expiration date. **It is the member’s sole responsibility to monitor the 90-day submission requirement.**

Disbursement of Funds must be requested through HSP Online and the following documentation provided:

- Final, signed Closing Disclosure
- Recorded Real Estate Retention Agreement
- Repair estimates/paid invoices (if applicable)
- Grant/forgivable loan or second mortgage documentation (if applicable)

DISBURSEMENT REQUEST PENDING

A Disbursement Request does not have to be started and completed in one sitting. If started, be sure to save frequently. When coming back to work on a Disbursement Request or when responding to a Clarification Request from an HCD Analyst, **be sure to select the Disbursement Number on the Dashboard, not the Reservation Number.** The Disbursement screens are not visible if the Reservation Number is selected.

FHLBank cannot review Disbursement Requests with a status of “Disbursement Request Pending.” Disbursements requests in “Disbursement Request Pending” status will expire and must be submitted prior to the reservation expiration date.

DISBURSEMENT REQUEST SUBMITTED

Complete all screens (indicated by a green checkmark) and select “Submit” on the Disbursement Home screen. Once the request is submitted:

- *The status will change to “Disbursement Request Submitted;”*
- *All selected contacts for the disbursement will receive an email confirming submission;*
- *The disbursement is no longer editable by the member*

DISBURSEMENT REQUEST APPROVED OR CLARIFICATION PENDING

Once FHLBank’s review of the disbursement request is complete, the status of the disbursement request will change to “Disbursement Request Approved” or “Disbursement Request Clarification Pending.”

- If the disbursement request is approved, the disbursement request is eligible for reimbursement (status of “Disbursement Request Approved”). FHLBank reimburses the member by depositing the funds in the member’s FHLBank Demand Deposit Account (DDA). Notification of the deposit is made to the member contacts associated with the disbursement request via email. Deposits are reflected in Members Only.

- If clarification is requested (“Disbursement Request Clarification Pending”), responding to the request promptly will help to ensure the disbursement is approved in a timely manner. **FHLBank may, at its discretion, withdraw Requests for which FHLBank has not received the requested additional information, correction, or clarification of submission within thirty (30) days of FHLBank’s request.**

It is the Authorized Users responsibility to review all documentation prior to the loan closing, post-closing and prior to disbursement request submission to ensure all documents are completed correctly and meet TurnKey guidelines. If corrections are required, Authorized Users must contact HCD prior to making corrections to ensure the method of correction is acceptable. Contact HCD at TurnKey@fhltpeka.com or 1.866.571.8155.

GRANTS/FORGIVABLE LOANS AND SECOND MORTGAGES

If there are other grants/forgivable loans or second mortgages included in the transaction, the corresponding documentation must be submitted. The documentation should be obtained from the provider of the grant/forgivable loan or from the second or subsequent mortgage lender. Documentation for grants/forgivable loans should include:

- Terms of repayment; or
- Verification that no repayment is required;

Documentation for second mortgages should include:

- Loan Amount;
- APR;
- Loan Term;
- Interest Rate;
- Borrower Paid Origination Charges;
- Discount Points.

Know the Difference:

Grant: Payments made to the household with no requirement or expectation of repayment. **DO NOT INCLUDE THE HOPE GRANT IN THIS AMOUNT** in HSP Online.

Forgivable Loans: 1) If forgivable – The loan forgiveness might be structured to occur at one point in time (such as at the end of the affordability period) or forgiven incrementally (such as forgiving one-fifth of the loan each year over five years). 2) If repayable – Repayment might be required at the sale or transfer of the property or at the end of a fixed period of time. These loans are also referred to as “soft seconds.”

PREPARATION OF THE CLOSING DISCLOSURE

Details of the homebuyer's loan must meet the following requirements:

- If the household owns a current primary residence, it has been sold;
- The loan closing date is not prior to reservation approval (status "Reservation Request Eligible");
- The property address on the Closing Disclosure (CD) matches the property address for which funds were reserved. Contact FHLBank prior to closing if the reservation does not include the correct address;
- All names on the CD were included as household members on the Household Summary tab of the Income Calculation Workbook (ICW) that was submitted with the reservation request;
- The first mortgage loan term minimum is five years, and maximum is 40 years;
- All mortgage interest rates are at or below the FHLBank maximum interest rates in effect as the date of closing. FHLBank maximum interest rates are posted in the Resources section of the TurnKey public website;
- Lender fees (fees paid to the member and/or lender) paid by the homebuyer, including but not limited to origination fees, document preparation fees, application fees, etc. do not exceed 3% of the loan amount for all mortgage loans associated with the transaction;
- Discount points paid by the homebuyer do not exceed 3% of the mortgage loan amount;
- The subsidy amount shown on the CD does not exceed the subsidy amount reserved;
- The subsidy amount shown on the CD is not less than \$2,500.00;
- The subsidy is labeled "HOPE Grant" or something similar that demonstrates positive identification of the subsidy. **Do not label the subsidy as "second mortgage" or "gift funds";**
- The loan terms and loan information sections of the CD (amount, interest rate, term, product, etc.) are filled out completely;
- A processing fee is not being charged by any entity for providing the subsidy to the household;
- Payments toward non-housing-related costs (debt collections, credit card payoffs, loan payoffs, etc.) are not part of the transaction;
- The household will not receive cash back in excess of \$250.00 at any point in the purchase transaction;
- Non-occupying co-borrowers and co-owners are not part of the transaction;
- A non-occupying co-signer/guarantor's income was not used to assist in qualifying the household for the home loan.
- The front ratio does not exceed 38% based on FHLBank's qualifying income calculation.
- The loan to value is not less than 80%.
- If the loan to value is 80%, a principal reduction was not applied to the loan.
- The final CD is signed by all borrowers shown on the CD.



COMBINING HOPE WITH OTHER FUNDING SOURCES

HOPE subsidy may be combined with other federal, state, and/or local grants and loans. However, TurnKey (HSP, HSP+ and HOPE) subsidies may not be stacked and applied to the same transaction. Members should check with the secondary market investor regarding requirements for purchasing first mortgage loans where there is a recorded retention agreement on the property from a down payment assistance subsidy.

Households may receive HOPE subsidy and FHLBank's Mortgage Rate Reduction Product (MRRP) however, MRRP utilizes different income limits and guidelines for determining household size and income disclosure. If the household is receiving both HOPE and MRRP, guidelines from both programs must be followed and met.

HOPE guidelines, as well as lender and investor guidelines, must be followed. **Lender, investor and guidelines for other sources of funds do not supersede HOPE guidelines.**

Important Reminders:

- HOPE does not have credit score requirements.
- HOPE does not have purchase price limits.
- HCD does not review purchase contracts.
- HCD does not review the member's loan underwriting results or criteria for HOPE qualification.
- The loan term minimum is five years, and the loan term maximum is 40 years.

FHLBANK EIN

A wide range of mortgage programs including Conventional, FHA, VA and USDA Rural Development can include HOPE subsidy.

The FHLBank EIN (Tax ID) is 48-0561319 and can be used, if needed, when entering HOPE subsidies in FHA Connection. HOPE subsidies are not secondary financing that require installment payments therefore, FHLBank's HUD Lender ID is not needed for input of HOPE subsidies into FHA Connection and will not be provided to members.

HSP ONLINE STATUS DESCRIPTIONS

RESERVATION REQUEST STATUS DESCRIPTIONS

Reservation Request Pending – A reservation request has been initiated, but not yet submitted. You may begin and save progress on the reservation request and return to complete the work at a later time/date. The reservation must be completed and submitted (status of “Reservation Request Submitted”) to FHLBank within one day, or the reservation will expire. Funds are not reserved for the household. FHLBank cannot review the request until it has been submitted. If the status includes the word “Pending,” it has not been submitted for FHLBank review.

Reservation Request Submitted – Reservation has been submitted and is now available for FHLBank to review and approve/reject. You are no longer able to edit the reservation request. Funds are now reserved for the household.

Reservation Request Under Review – Request is under review by FHLBank.

Reservation Request Clarification Pending – Reservation has a clarification request outstanding. You can only edit the pages where FHLBank has indicated clarification is needed. FHLBank cannot review the clarification until it has been submitted. If the status includes the word “Pending,” it has not been submitted for FHLBank review.

Reservation Request Clarification Submitted – Clarification has been submitted, returning the reservation request to FHLBank for review. You cannot edit the clarification once submitted.

Reservation Request Ineligible – The request has been reviewed, and FHLBank has determined the household is not eligible for a reservation.

Reservation Request Eligible – The request has been reviewed, and FHLBank has determined the household is eligible for a reservation. You may now proceed with the loan closing.

DISBURSEMENT REQUEST STATUS DESCRIPTIONS

Disbursement Request Pending – A disbursement request has been initiated, but not yet submitted and is still at risk of expiring. You may begin and save progress on the disbursement request and return to complete the work at a later time/date by selecting the disbursement number on your Dashboard. FHLBank cannot review the request until it has been submitted. If the status includes the word “Pending,” it has not been submitted for FHLBank review.

Disbursement Request Submitted – The request has been submitted and is now available for FHLBank to review and approve. You are no longer able to edit the disbursement request.

Disbursement Request Under Review – Request is under review by FHLBank.

Disbursement Request Clarification Pending – Request has a clarification request outstanding. FHLBank cannot review the clarification until it has been submitted. If the status includes the word “Pending,” it has not been submitted for FHLBank review.

Disbursement Request Clarification Submitted – The clarification request has been submitted to FHLBank for review.

Disbursement Request Rejected – The request has been reviewed and FHLBank has determined the disbursement is not eligible for reimbursement.



Disbursement Request Approved – The request has been reviewed and FHLBank has determined the disbursement is eligible for reimbursement. Funds will be deposited into the member's FHLBank DDA.

WITHDRAWAL & EXPIRATION STATUS DESCRIPTIONS

Expired – The length of time for grant reservation has passed. Reservations with this status are no longer eligible for reimbursement.

Reservation Request Withdrawn – FHLBank has approved withdrawal request.

STEP BY STEP OVERVIEW

ACCESS HSP ONLINE AND MEMBER REGISTRATION

1. Member contacts who wish to become Authorized Users (access to HSP Online) should reach out to their institution's Members Only Member Administrator(s) to have the AHP/HSP Role assigned to their profile in Members Only. For questions about becoming an Authorized User, email TurnKey@fhlbtopeka.com or call 1.866.571.8155.
2. Member completes the TurnKey Member Registration Agreement. Once submitted, the Registration Agreement remains valid for current and future rounds, eliminating the need for annual registration.

FYI:

Review of household eligibility and program compliance are crucial, as the member must disburse funds to the homebuyer(s) at the loan closing and then be reimbursed by FHLBank Topeka after the loan closing. Ineligible use of HOPE funds and/or providing funds to an ineligible household may result in a reduction or denial of disbursement.

MEMBER PREPARATION FOR PARTICIPATION

1. Authorized Users and Presidents/CEOs of eligible members are notified by email of their HOPE allocation.
2. Member reviews training opportunities provided by FHLBank.
3. Member reviews the Targeted Community Lending Plan (TCLP).
4. Member reviews the HOPE User Guide.
5. Member reviews the AHP & TurnKey Income Calculation Guide and TurnKey Income Calculation Workbook (ICW).

MEMBER RESERVATION OF FUNDS

1. Using the TurnKey Eligibility Questionnaire, member interviews the household, gathers documentation required for reservation, and completes the ICW.
2. Member reserves funds in HSP Online for eligible households that have identified a home to purchase.
3. Member retains all back-up documentation for information certified (see "Eligibility Certifications" section) at the time of reservation (i.e. household size, income, loan to value, front ratio, etc.)
4. FHLBank reviews reservation and provides a determination of household's eligibility via HSP Online.
5. Member may close the loan after the reservation has been approved (status change to "Reservation Request Eligible").

MEMBER CLOSING OF MORTGAGE LOAN AND REQUEST FOR DISBURSEMENT OF FUNDS

1. Member reviews the HOPE User Guide, with careful consideration of the TurnKey Closing Checklist to ensure the household meets all program requirements.
2. Member closes the loan, fronts the grant funds and ensures the Real Estate Retention Agreement is executed at closing.
3. Member records the executed Real Estate Retention Agreement.
4. Member requests disbursement of grant funds through HSP Online and provides required documentation:

- Final, signed Closing Disclosure
 - Recorded Real Estate Retention Agreement
 - Repair estimates/invoices (if applicable)
 - Grant/forgivable loan and second/subsequent mortgage documentation (if applicable)
5. FHLBank reviews the disbursement request and required documentation, requests clarification if necessary, and reimburses the member by depositing the funds in the member's FHLBank Demand Deposit Account (DDA). Notification of the deposit is made to the member contacts associated with the disbursement request via email. Deposits are also reflected in Members Only.

RETENTION PERIOD REQUIREMENTS – REAL ESTATE RETENTION AGREEMENT (RERA)

The homebuyer must agree to a five-year retention period, during which they must maintain ownership of the property or repay a prorated portion of the HOPE funds. The subsidy is forgiven over time, declining 1/60th each month for 60 consecutive months. The retention period begins on the loan closing date.

USING THE CURRENT RERA VERSION

Use the current version of the RERA. Obtain a new RERA from the TurnKey public website (www.fhlbtopeka.com/turnkey) for each household to ensure the correct version is executed at loan closing and to prevent any information from a previous household from carrying over. **DO NOT** save FHLBank documents on your computer for reuse with multiple households.

RERA CORRECTIONS

If the RERA is submitted to FHLBank and it is not completed correctly, FHLBank may require a release and newly executed and recorded RERA.

FHLBank will not approve the disbursement request until the RERA meets all FHLBank criteria. If a release is required, the disbursement request will not be approved until FHLBank has received and reviewed a copy of the recorded release, **and** a copy of the newly executed and recorded RERA. A sample RERA to assist with completing the document correctly is available in the Resources section of the TurnKey public website (www.fhlbtopeka.com/turnkey).

If errors are discovered before submitting the recorded RERA to FHLBank, contact FHLBank at TurnKey@fhlbtopeka.com to discuss the appropriate correction process. Do not make corrections without first consulting FHLBank, as specific policies and procedures must be followed to ensure the RERA remains legally enforceable.

COMMON QUESTIONS, QUICK ANSWERS

- The Head of Household listed on the Reservation Initiation Information screen in HSP Online, and shown as Household Member 1 in the ICW, must also be identified as a borrower on the RERA.
- The transaction may include multiple borrowers; however, HCD requires only one signature on the RERA, preferably the Head of Household.
- The RERA should be signed at the loan closing and recorded immediately afterward.
- The RERA must be recorded as a standalone document, separate from all other recordings.
- A copy of the recorded RERA must be included with the submission of the disbursement request in HSP Online. **Do not submit the disbursement request until the recorded RERA is available.**
- The copy of the RERA uploaded to HSP Online with the disbursement request satisfies FHLBank requirements. **Do not mail the original RERA to FHLBank. Please communicate this to title companies.**
- To request a payoff, release, or subordination, a Request for Repayment Quote Form must be completed. A link to the form is available on the TurnKey public website (www.fhlbtopeka.com/turnkey) or can be accessed directly at www.fhlbtopeka.com/request-for-repayment-quote. For questions, email HousingPayoffRelease@fhlbtopeka.com.

REPAYMENT OF SUBSIDY

In the case of a sale, transfer, assignment of title or deed, or refinancing of the unit by the household during the retention period, the household is required to repay the HOPE subsidy, reduced on a pro rata per month basis until the unit is sold, transferred, or its title or deed transferred, or is refinanced during the HOPE five-year retention period. Complete a [Request for Repayment Quote Form](#) to determine the repayment amount.

The obligation to repay HOPE subsidy to FHLBank shall terminate after any event of foreclosure, transfer by deed-in-lieu of foreclosure, an assignment of a Federal Housing Administration first mortgage to HUD, or death of the HOPE-assisted homeowner.

REFINANCING, HOME EQUITY LOANS AND SUBORDINATIONS

- FHLBank Topeka will subordinate the RERA if the homebuyer wishes to refinance their first mortgage or wishes to establish a home equity loan.
- To request a subordination, a [Request for Repayment Quote Form](#) must be completed. A link to the form is available on the TurnKey public website (www.fhlbtpeka.com/turnkey) or can be accessed directly at www.fhlbtpeka.com/request-for-repayment-quote. For questions, email HousingPayoffRelease@fhlbtpeka.com.

HOPE vs. HSP/HSP+: UNDERSTANDING RETENTION AND REPAYMENT DIFFERENCES

HOPE is funded through FHLBank's voluntary contributions, while HSP/HSP+ are regulatory programs; therefore, the repayment requirements differ. All repayment requirements are outlined in the RERA that households sign at loan closing. Ensure households understand their retention period and any potential repayment obligations before they accept TurnKey grant funds.

TERMS

AHP/HSP Authorization Form (Authorization Form) - identifies your institution's officers, employees and/or agents who are authorized to complete and execute applications, agreements, disbursement requests, reservations, forms, and other documents related to the Affordable Housing Program (AHP) and TurnKey (HSP, HSP+ and HOPE) programs.

AHP/HSP Supplemental Authorization Form - allows your institution to designate a new authorized user to the AHP/HSP Authorization Form on file with FHLBank Topeka. Do not use an AHP/HSP Supplemental Authorization Form to remove an authorized contact from your AHP/HSP Authorization currently in place. This form is to be used for adding authorized users only.

AHP and TurnKey Income Calculation Guide - Document that sets forth the income calculation guidelines for the Affordable Housing Program (AHP) and TurnKey (HSP, HSP+ and HOPE) programs of FHLBank and provides instruction for the completion of the Income Calculation Workbook.

Area Median Income (AMI) - For owner-occupied and rental households, the median income for the area, as published by the United States Department of Agriculture and adjusted for household size. NAHASDA income limits may be used for either owner-occupied or rental households for Native American projects.

Closing Costs - Expenses over and above the price of the property incurred by the buyer when transferring ownership of the property.

Co-borrower - Individual(s) included on the deed, mortgage/deed of trust, and promissory note for a property in conjunction with another individual(s) and is liable for repayment of debt secured by the - mortgage/deed of trust. **Non-occupying co-borrowers are NOT ELIGIBLE.**

Co-owner - Individual(s) included on the deed and/or mortgage/deed of trust for a property in conjunction with another individual(s). **Non-occupying co-owners are NOT ELIGIBLE.**

Co-signer - Individual(s) included on the promissory note and is liable for repayment of debt for real estate but is not on the deed and/or mortgage/deed of trust for property. If non-occupying co-signer income is used to qualify the household for the loan, the household is not eligible for AHP or TurnKey grant programs. "Co-signer" and "Guarantor" are commonly used interchangeably.

Difficult Development Area - Non-metropolitan counties with high land, construction, and utility costs relative to the area median income.

Disbursement - A transfer of program funds to the member for use by the homebuyer or project.

Family Member - Any individual related to a person by blood, marriage, or adoption.

First-time Homebuyer - All borrowers, co-borrowers, and co-owners of the transaction, who do not own and are not investors in another residence, and who wish to purchase a home that will be their primary residence. In addition, the homebuyer(s) must meet any one of the following criteria:

1. Have had no ownership in a residence during the prior three-year period ending on the date of purchase of the property;
2. Have only owned a residence not permanently affixed to a permanent foundation in accordance with applicable Regulations;
3. Has only owned a property that was not in compliance with State, local or model building codes and which cannot be brought into compliance for less than the cost of constructing a permanent structure; or

4. Is a household displaced as a result of a Federally Declared Disaster (as designated by FEMA) within 24 months of the reservation date.

Forgivable Loans - 1) If forgivable – The loan forgiveness might be structured to occur at one point in time (such as the end of the affordability period) or forgiven incrementally (such as forgiving one-fifth of the loan each year over five years). 2) If repayable – Repayment might be required at the sale or transfer of the property or at the end of a fixed period of time. These loans are also referred to as “soft seconds.”

Front Ratio - The sum of the monthly principal, interest (including subordinate mortgages), property taxes, property insurance, other housing related-fees (e.g. homeowners’ association fees, flood insurance, private mortgage insurance, etc.) divided by the household’s monthly income. FHLBank’s qualifying income calculation is utilized to determine front ratio.

Grant - Payments made to the household with no requirement or expectation of repayment.

Guarantor – Individuals(s) included on the promissory note and liable for repayment of debt for real estate but is not listed on the deed and/or deed of trust for the property. If non-occupying guarantor income is used to qualify the household for the loan, the household is not eligible for AHP or TurnKey grant programs. “Guarantor” and “Co-signer” are commonly used interchangeably.

Head of Household - Household member identified as “Head of Household” on the Household Summary tab of FHLBank’s Income Calculation Workbook or similar spreadsheet.

High-Cost Area - Counties in which 115 percent of the local median home value exceeds the baseline confirming loan limit, as established annually by the Federal Housing Finance Agency.

Homebuyer/Homeownership Education - Recipients must complete a homebuyer education program, within the current or previous calendar year of the purchase closing date, provided by, or based on one provided by, an approved organization listed on the AHP and TurnKey websites.

Household - Includes all the individuals who currently, or will, occupy the house or residence.

HSP Online - FHLBank’s automated online system for TurnKey reservations and disbursements.

HUD - U.S. Department of Housing and Urban Development

Lender Fees - Fees charged by lender in association with the loan.

Loan to Value (LTV) Ratio - The ratio of the first mortgage loan amount divided by the purchase price of the property.

Low- or Moderate- Income Household - A household that has an income of 80 percent or less of the AMI, with the income limit adjusted for household size in accordance with the methodology of the applicable median income standard, unless such median income standard has no household size adjustment methodology.

Manufactured Housing - A structure, transportable in one or more sections, which is built on a permanent frame and is designed to be used as a dwelling when connected to the required utilities.

Member - An institution that has been approved for membership in FHLBank and has purchased capital stock in FHLBank.

Mortgage Partnership Finance (MPF) - A secondary market alternative for fixed rate mortgage loans available to FHLBank members and housing associates who apply and are approved to become a Participating Financial Institution (PFI).

Native American Housing Income Limits (NAHASDA Income Limits) - The income limits published annually by HUD's Office of Native American Programs for the purpose of determining eligibility for assistance under programs funded by block grants under NAHASDA.

Non-housing-related Costs - Payment of costs not directly related to the home purchase. Costs include, but are not limited to, debt collections, credit card bills, child-support payments, and federal or state income taxes.

Real Estate Retention Agreement (RERA) - Recorded document in which the homebuyer agrees to maintain ownership of and reside in the property for which grant funds were received for a period of five years (60 months). If homebuyer sells or refinances home before the five-year period expires, repayment of a pro-rated amount may be required.

Repair - To restore those parts of a dwelling in substandard condition, damaged, broken, or not working correctly, back to good condition or working order to address habitability issues, code deficiencies, or underwriting requirements. FHLBank's subsidy for rehabilitation should be used to accomplish the objective of maintaining affordable housing, defined as housing that is targeted to the low-and-moderate income markets. Repairs or improvements inconsistent with the objective of maintaining affordable housing are not eligible as a rehabilitation cost.

Eligible Repair Costs – AHP subsidy may be used to pay for rehabilitation including by not limited to: accessibility, roof, electrical, plumbing, sewer, mechanical, foundation or other structural, windows, doors, floor coverings wall repair, paint, or hazardous material remediation.

Ineligible Repair Costs – AHP subsidy cannot be used to pay for repairs (unless specified above) including, but not limited to: construction/repairs of an outbuilding, payments directly to the household for repair labor, luxury items (i.e. landscaping, hot tubs, swimming pools).

Reservation Date - The date the Reservation Request was initiated in HSP Online. The status of the reservation is "Reservation Request Pending."

Retention Period - Owner-occupied projects that include the purchase of existing and newly-constructed homes shall have agreements ensuring retention for five (5) years (60 months) from the date of the closing as evidenced by the closing document.

Request for Repayment Quote Form - Form that walks through the steps to request a determination whether an AHP or TurnKey grant is past retention or whether repayment is required. Also identifies documents required for FHLBank to complete the analysis.

Second Home – A residence the household intends to occupy for part of the year in addition to a primary residence.

Single-family Home - A structure with one to four dwelling units.

Subsidy - Monetary assistance granted by FHLBank in support of affordable housing in communities served by FHLBank. The AHP subsidy may take one of two forms: 1) A direct subsidy, provided that if a direct subsidy is used to write down the interest rate on a loan extended by a member, project sponsor, or other party to a project, the subsidy must equal the net present value of the interest foregone from making the loan below the lender's market interest rate; or 2) The net present value of the interest revenue foregone from making a subsidized advance at a rate below FHLBank's cost of funds.

TurnKey Member Registration Agreement (Registration Agreement) -Agreement that must be signed by the member and on file to participate in TurnKey programs (HSP, HSP+ and HOPE). By signing the



Registration Agreement, the member agrees to comply with the statutes, regulations, policies, procedures, and rules that govern TurnKey programs.

USDA Income Limits - The income limits for a county developed by the United States Department of Agriculture (USDA) and published annually to determine eligibility of applicants for USDA's assisted housing programs.

Very Low-income Household (VLI Household) - A household that has an income at or below 50 percent of the applicable AMI, with the income limit adjusted for household size in accordance with the methodology of the applicable median income standard, unless such median income standard has no household size adjustment methodology.



Using HSP Online

HOURS OF OPERATION

HSP Online will be available between the hours of 6:30 a.m. to midnight CST. It will be offline for routine maintenance and updates between the hours of midnight and 6:30 a.m. CST.

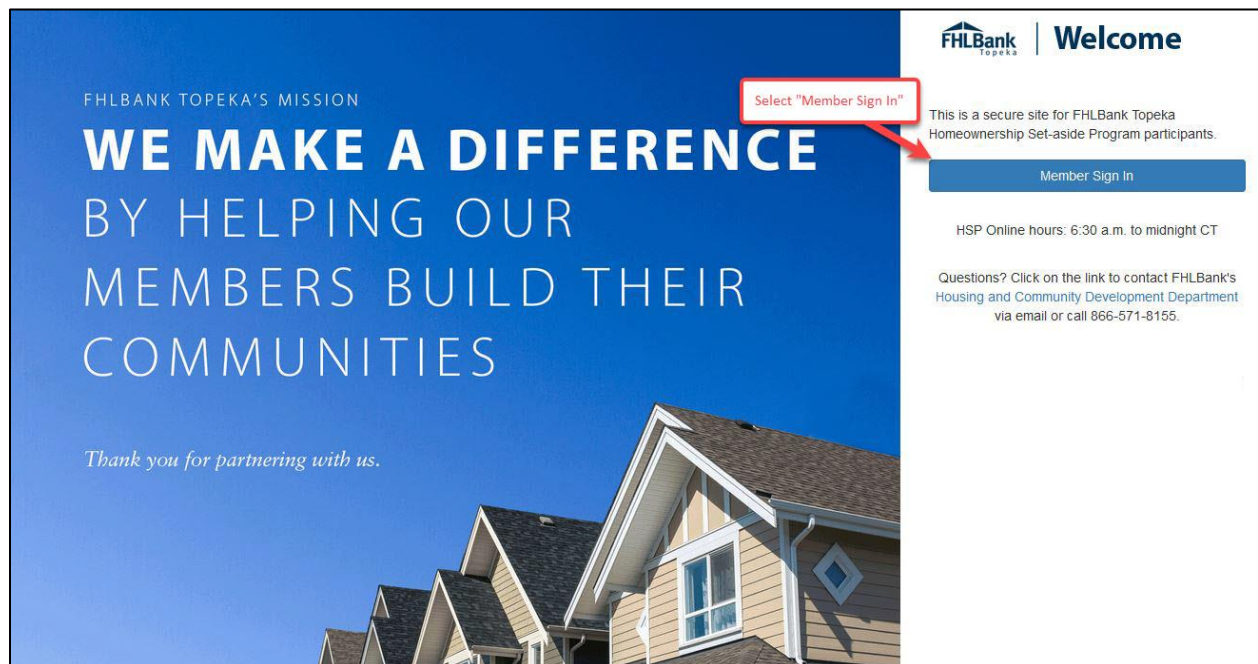
ACCESSING HSP ONLINE

Select the link to HSP Online on the TurnKey public website.

On the Welcome Page, select "Member Sign In."

FYI:

Most members will also be able to access HSP Online through Members Only.

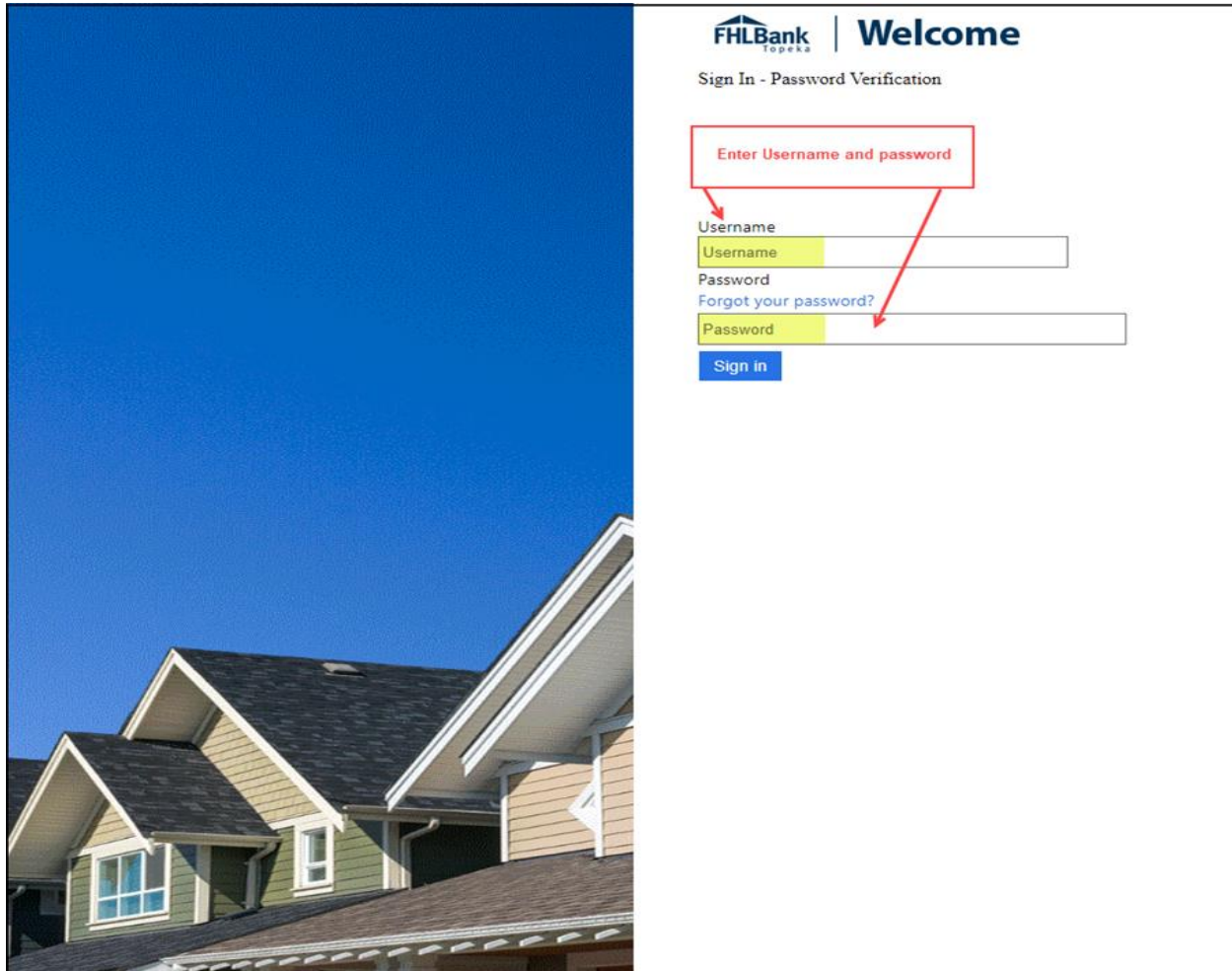


**Screen design/layout may be different than shown above.*

LOGGING IN FOR THE FIRST TIME

Enter Username and password.

If this is the first time you are logging in, you will need to reset your password. Otherwise, skip this section, and continue to [Logging in to HSP Online](#).



**Screen design/layout may be different than shown above.*

You will be prompted to update your password.

The password must be 8-16 characters and must include three out of four of the following:

- **Lowercase characters**
- **Uppercase characters**
- **Numbers (0-9)**
- **One or more of the following symbols: @#\$%^&* _+={}|\\:'"~`().**



LOGGING IN TO HSP ONLINE

Enter Username and password.

Your Username is not your email address. Contact FHLBank at TurnKey@fhlbtopeka.com or 1.866.571.8155 with questions or difficulty logging in. When contacting Housing and Community Development, provide your contact information (name, member name, phone number, and email) and general description.

FHLBank Topeka | Welcome

Sign In - Password Verification

Enter Username and password

Username
Username

Password
Forgot your password?
Password

Sign in

**Screen design/layout may be different than shown above.*

Authenticating your FHLBank Topeka Member account.

1. Enter the phone number you want to use to receive the verification code.
2. Enter the method by which you want to receive the verification code.
 - Text
 - Phone Call



**Screen design/layout may be different than shown above.*

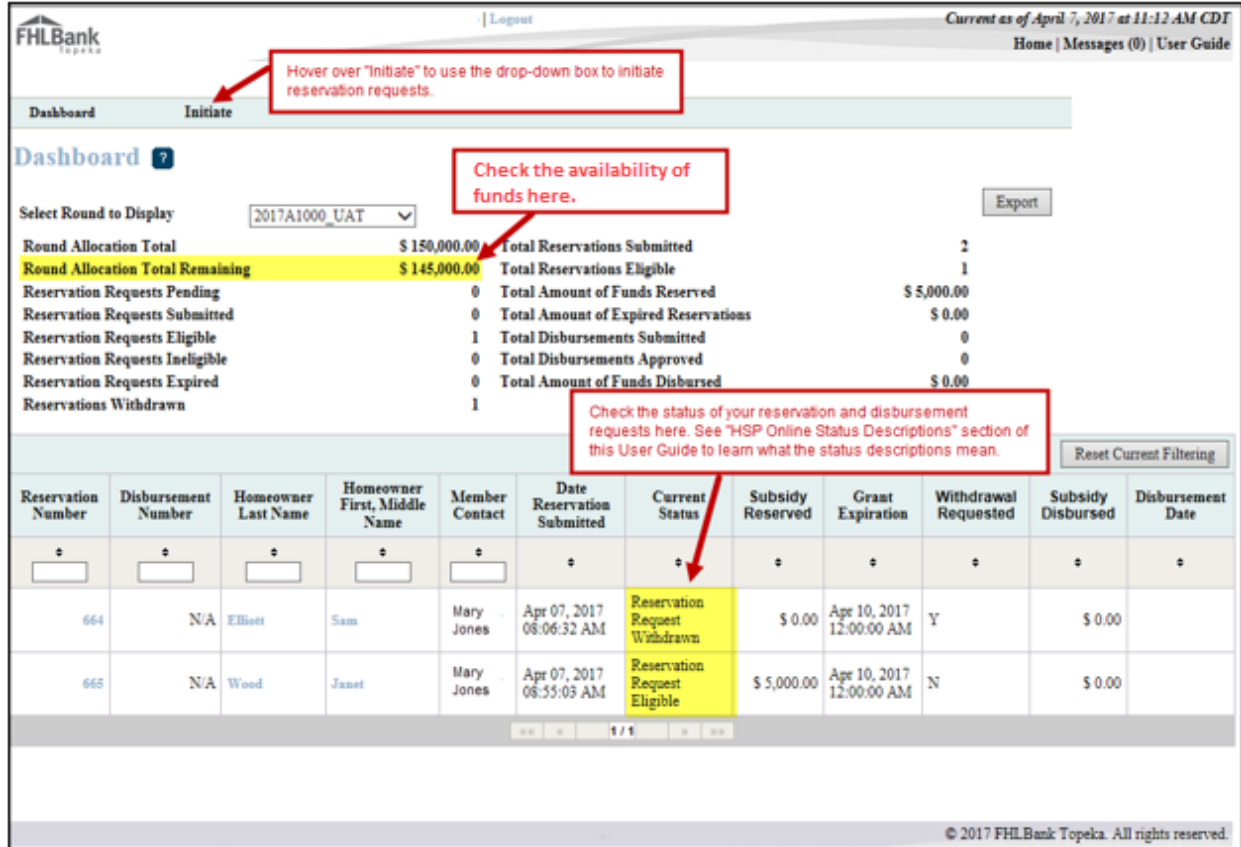
Upon receipt of the verification code, enter it in the appropriate box. The verification code must be entered within approximately three minutes, or you will be required to request a new verification code.

send a new code'. This is followed by a text input field for the verification code, which contains the number '223812'. Below the input field are two buttons: 'Verify Code' and 'Cancel'. A red box highlights the 'Verify Code' button, with a red arrow pointing to it. A red text box below the button says 'Enter the verification code, and select \"Verify Code.\"'" data-bbox="510 557 881 759"/>

NAVIGATING THE DASHBOARD

Use the Dashboard to:

- Select and view previous funding rounds for all TurnKey programs;
- Initiate reservations;
- Track reservation and disbursement request statuses;
- Obtain the amount of funds remaining for the round;
- Track grant expiration dates.

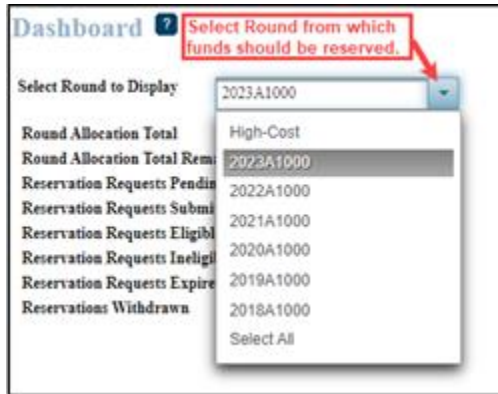


The screenshot shows the FHLBank Topeka Dashboard interface. At the top, there is a navigation bar with "Dashboard" and "Initiate" tabs. A red arrow points to the "Initiate" tab with the annotation: "Hover over 'Initiate' to use the drop-down box to initiate reservation requests." Below the navigation bar, the "Dashboard" section is active. It features a "Select Round to Display" dropdown menu set to "2017A1000_UAT". To the right of this menu is a red box with the annotation: "Check the availability of funds here." Below the dropdown, there are two columns of summary statistics. The left column includes "Round Allocation Total" (\$150,000.00), "Round Allocation Total Remaining" (\$145,000.00), "Reservation Requests Pending" (0), "Reservation Requests Submitted" (0), "Reservation Requests Eligible" (1), "Reservation Requests Ineligible" (0), "Reservation Requests Expired" (0), and "Reservations Withdrawn" (1). The right column includes "Total Reservations Submitted" (2), "Total Reservations Eligible" (1), "Total Amount of Funds Reserved" (\$5,000.00), "Total Amount of Expired Reservations" (\$0.00), "Total Disbursements Submitted" (0), "Total Disbursements Approved" (0), and "Total Amount of Funds Disbursed" (\$0.00). Below these statistics is a table with 12 columns: "Reservation Number", "Disbursement Number", "Homeowner Last Name", "Homeowner First, Middle Name", "Member Contact", "Date Reservation Submitted", "Current Status", "Subsidy Reserved", "Grant Expiration", "Withdrawal Requested", "Subsidy Disbursed", and "Disbursement Date". The table contains two rows of data. The first row has Reservation Number 664, Disbursement Number N/A, Homeowner Last Name Elliott, Homeowner First, Middle Name Sam, Member Contact Mary Jones, Date Reservation Submitted Apr 07, 2017 08:06:32 AM, Current Status Reservation Request Withdrawn, Subsidy Reserved \$ 0.00, Grant Expiration Apr 10, 2017 12:00:00 AM, Withdrawal Requested Y, Subsidy Disbursed \$ 0.00, and Disbursement Date. The second row has Reservation Number 665, Disbursement Number N/A, Homeowner Last Name Wood, Homeowner First, Middle Name Janet, Member Contact Mary Jones, Date Reservation Submitted Apr 07, 2017 08:55:03 AM, Current Status Reservation Request Eligible, Subsidy Reserved \$ 5,000.00, Grant Expiration Apr 10, 2017 12:00:00 AM, Withdrawal Requested N, Subsidy Disbursed \$ 0.00, and Disbursement Date. A red arrow points to the "Current Status" column with the annotation: "Check the status of your reservation and disbursement requests here. See 'HSP Online Status Descriptions' section of this User Guide to learn what the status descriptions mean." At the bottom right of the table is a "Reset Current Filtering" button. The footer of the dashboard shows "© 2017 FHLBank Topeka. All rights reserved."

INITIATING AND COMPLETING A RESERVATION

DASHBOARD

Ensure the correct round displays in the “Select Round to Display” drop-down menu.

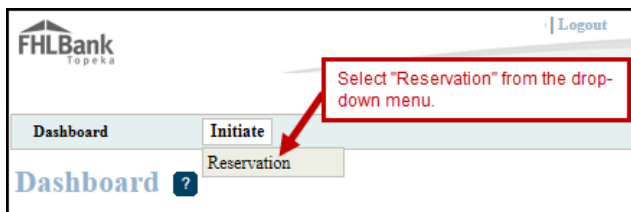


FYI:

For helpful information, select the **?** at the top of the screen, and review the sidebar Help Text.

INITIATE RESERVATION - HOMEBUYER INFORMATION

Hover over “Initiate” at the top left of the screen. From the drop-down menu, select “Reservation.”



Enter the following information:

- Grant Amount
- Use of Funds
- Head of Household last and first name. Middle name is optional. The name entered here should be listed as Household Member 1 in the ICW. Additionally, the Head of Household will need to be included on the RERA submitted with the disbursement request.
- Answer the first-time homebuyer and current primary residence questions.
- Upload the executed sales contract for the household's current primary residence (if applicable).

Select **Next** at the bottom right of the screen.

1

Homebuyer Information

2

Additional Member Contacts

Member Institution Name test name
Member Contact Name FirstName_1 LastName_1
Member Contact Email testhcdahp@fhlbtopeka.com

Complete this screen with the Head of Household's name.

Amount Requested*
Grant Amount*
\$ 9,000.00

Enter the grant amount without using any commas or decimals (will automatically change).

Uses of Funds (Select at Least One)*
☒ Assistance with Acquisition Costs

Select "Assistance with Acquisition Costs."

Set-Aside Program Household Member Name(s)
Household Member 1:
Last Name* Smith
First Name* Carol
Middle Name

Enter Head of Household name. Do not include any punctuation.

Are all borrowers and owners in the household first-time homebuyers?* ☐ Yes ☒ No
Do the borrowers/owners currently own a primary residence?* ☒ Yes ☐ No

Answer questions and upload Sales Contract (if applicable).

Upload executed sales contract for current primary residence.*

Uploaded File Info
Purchase Contract

Remove

After all information is entered, select "Next" to continue.

Asterisk indicates required field.

Next Cancel

INITIATE RESERVATION -

ADDITIONAL MEMBER CONTACTS

Select additional contacts that should receive notifications for this reservation.

Select one of the following:

- “Save and Exit” to initiate the reservation but not complete it. This will take you to the Dashboard. At this point, funds are not reserved for this household. However, the reservation request will expire if it is not completed in its entirety and submitted to FHLBank.
- “Save and Continue” to complete the reservation if you have all the supporting documents and information. This will take you to Reservation Home.
- “Cancel” to cancel the reservation initiation. The reservation will not appear on your dashboard.

FYI:

- Only representatives with the AHP/HSP Role in Members Only are listed as possible contacts.
- Funds are not reserved when the reservation is initiated (pending).

Know the Difference

Reservation Request Pending – A reservation request has been initiated, but not yet submitted. You may begin and save progress on the reservation request and return to complete the work at a later time/date. The reservation must be completed and submitted (status of “Reservation Request Submitted”) to FHLBank, or the reservation will expire. The request has not been submitted. **FHLBank cannot review the request at this time.**

Reservation Request Submitted – Reservation has been submitted and is now available for FHLBank Topeka to review and approve/reject. You are no longer able to edit the reservation request. Funds are now reserved for the household.

Dashboard

Initiate Reservation ?

1 ✓ Homebuyer Information

2 ✓ Additional Member Contacts

Contacts for	
Name	Select
John Smith	<input checked="" type="checkbox"/>

Select all contacts (authorized users) who should receive email notifications for this request.

For instruction on how to add or remove authorized users, contact HCD at hsp@fhlbtopeka.com or 1-866-571-8155.

Select any contacts (in addition to yourself) at your institution you would like to receive notifications for this reservation request.

Back


Save and Continue

Save and Exit

Cancel

RESERVATION HOME

To continue, select screens with a status of , and complete the corresponding screens.



[Logout](#)

Current as of April 7, 2017 at 4:46 PM CDT
[Home](#) | [Messages \(0\)](#) | [User Guide](#)

Reservation ID: 666
 Homeowner: Charles Ingalls

[Reservation](#) [Dashboard](#) [Initiate](#)

Reservation Home

Grant Requested \$ 5,000.00

Reservation Status Reservation Request Pending

Withdrawal Requested (Y/N)? N

Set Aside Round 2017A1000 UAT


Current Member Institution Name Member Institution Name

Original Member Institution Name

Household Member 1: Charles Ingalls

Household Member 2: Caroline Ingalls

Income Workbook

 [Income Calculation Workbook.xlsx](#)

Description	Status
Reservation Initiation Information	✓
Additional Member Contacts	✓
Site Selection	✗
Eligibility Page 1	✗
Eligibility Page 2	✗
Eligibility Page 3	✗
Request Timeline	✓
Household Income	✗

Status Changes Details

Changed From	Changed To	Changed By	Changed Date
	Reservation Request Pending		04/07/2017 04:46:40 PM

To select a screen, click on the screen title.








Screens with a green check mark are complete.

Screens with a red X need to be completed.

In order to submit the reservation, all screens must be completed, and the reservation request must be submitted. Once submitted, status will change to "Reservation Request Submitted."

FYI:

Status Symbols:

-  = Not Visited (Need to complete)
-  = In Progress (Started but not complete)
-  = Complete
-  = Modified by Housing and Community Development Staff
-  = Pending Clarification (clarification requested but not addressed)
-  = Clarification Addressed
-  = Data correction by Housing and Community Development staff after funding approval

SITE SELECTION

Enter the address of the property being purchased. **DO NOT** enter the homebuyer's current address. Once the reservation is submitted, the address cannot be changed or corrected.

Enter the following information:

- Street address of the property being purchased (as reflected on the purchase agreement). **DO NOT enter the city, state and ZIP on Address Line 2.**
- ZIP
- ZIP+4

Use the "Quick Tools" option at www.usps.com to obtain the ZIP+4. If USPS does not return results, try www.unitedstateszipcodes.org.

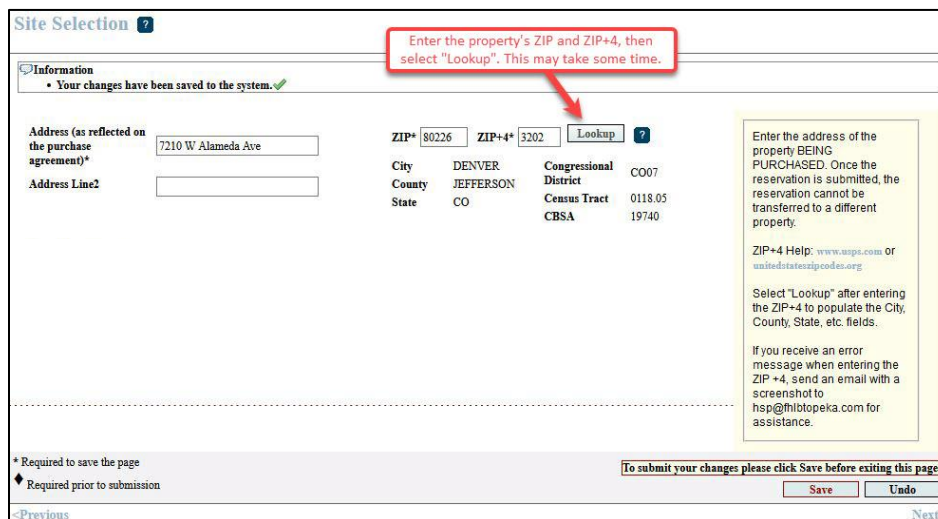
If you are unable to locate a ZIP+4, contact HCD. Do not enter a ZIP+4 in HSP Online unless it has been verified on www.usps.com, www.unitedstateszipcodes.org or provided to you by HCD staff.

Select "Lookup." Based on the data entered above, HSP Online will populate the following as applicable:

- City
- County
- State
- Congressional District
- Census Tract
- CBSA

FYI:

Verify the city, county, and state that display are correct. If not, contact HCD prior to submitting the reservation.



Site Selection ?

Information
• Your changes have been saved to the system. ✓

Address (as reflected on the purchase agreement)* 7210 W Alameda Ave

Address Line2

ZIP* 80226 ZIP+4* 3202 **Lookup ?**

City DENVER Congressional District CO07

County JEFFERSON

State CO Census Tract 0118.05

CBSA 19740

Enter the address of the property BEING PURCHASED. Once the reservation is submitted, the reservation cannot be transferred to a different property.

ZIP+4 Help: www.usps.com or unitedstateszipcodes.org

Select "Lookup" after entering the ZIP+4 to populate the City, County, State, etc. fields.

If you receive an error message when entering the ZIP +4, send an email with a screenshot to hsp@fhltopeka.com for assistance.

* Required to save the page

◆ Required prior to submission

To submit your changes please click Save before exiting this page.

Save Undo

Previous Next

Select "Save" and "Next" to continue.

Site Selection

Address (as reflected on the purchase agreement)*

7210 W Alameda Ave

Address Line2

ZIP*

80226

ZIP+4*

3202

Lookup

City

DENVER

County

JEFFERSON

State

CO

Congressional District

CO07

Census Tract

0118.05

CBSA

19740

Enter the address of the property BEING PURCHASED. Once the reservation is submitted, the reservation cannot be transferred to a different property.

ZIP+4 Help: www.usps.com or unitedstateszipcodes.org

Select "Lookup" after entering the ZIP+4 to populate the City, County, State, etc. fields.

If you receive an error message when entering the ZIP +4, send an email with a screenshot to hsp@fhlbtpeka.com for assistance.

* Required to save the page

◆ Required prior to submission

Always select "Save" before selecting "Next." Any data entry not saved will not be retained by HSP Online.

To submit your changes please click Save before exiting this page.

Save

Undo

Previous

Next

ELIGIBILITY SCREENS

Complete the certifications on Eligibility Pages 1, 2 and 3 by answering “Yes” or “No” to each question. Refer to the sidebar on each page for important information.

Eligibility Page 1

Answer each question on the screen.

I certify there are not any non-occupying co-borrowers or co-owners associated with the first mortgage loan.* ☐ Yes ☐ No

I certify the homebuyer will not receive cash back exceeding \$250.00 at closing.* ☐ Yes ☐ No

I certify that all individuals who currently, or will, occupy the residence will be disclosed as household members in the Income Calculation Workbook (ICW).* ☐ Yes ☐ No

By answering “Yes” to the following statements, you are certifying the household and reservation meet the requirements set forth in FHLBank’s AHP Implementation Plan and you are retaining back up documentation to support the certifications.

All borrowers, co-borrowers and co-owners of the transaction must meet the FHLBank first-time homebuyer definition.

Non-occupying co-borrowers and non-occupying co-owners are NOT ALLOWED.

Consult the AHP Implementation Plan and the HSP User Guide (available on FHLBank’s website) for the FHLBank definitions of first-time homebuyer, co-borrower and co-owner.

* Required to save the page

* Required prior to submission.

Always select “Save” before selecting “Next.” Any data entry not saved will not be retained by HSP Online.

To submit your changes please click Save before exiting this page.


Save Undo

<Previous Next>

REQUEST TIMELINE

This screen is for information purposes. The dates will populate once FHLBank's review is complete. Review the screen and select "Save" and "Next" to continue.

FYI:

For helpful information, click on the  at the top of the screen, and review the sidebar Help Text.

Reservation ID: 697
Homeowner: Sam Elliott

Reservation	Dashboard	Initiate
-------------	-----------	----------

Request Timeline

Reservation Date (Funds Reserved)

Reservation Expiration Date

Closing/Settlement Date

Retention Expiration Date

Request Timeline provides key dates for reference purposes only. Click Save and Next to continue. Dates will populate once FHLBank review is complete.

* Required to save the page

◆ Required prior to submission

Always select "Save" before selecting "Next." Any data entry not saved will not be retained by HSP Online.

To submit your changes please click Save before exiting this page.

Save

Undo

[<Previous](#)
[Next>](#)

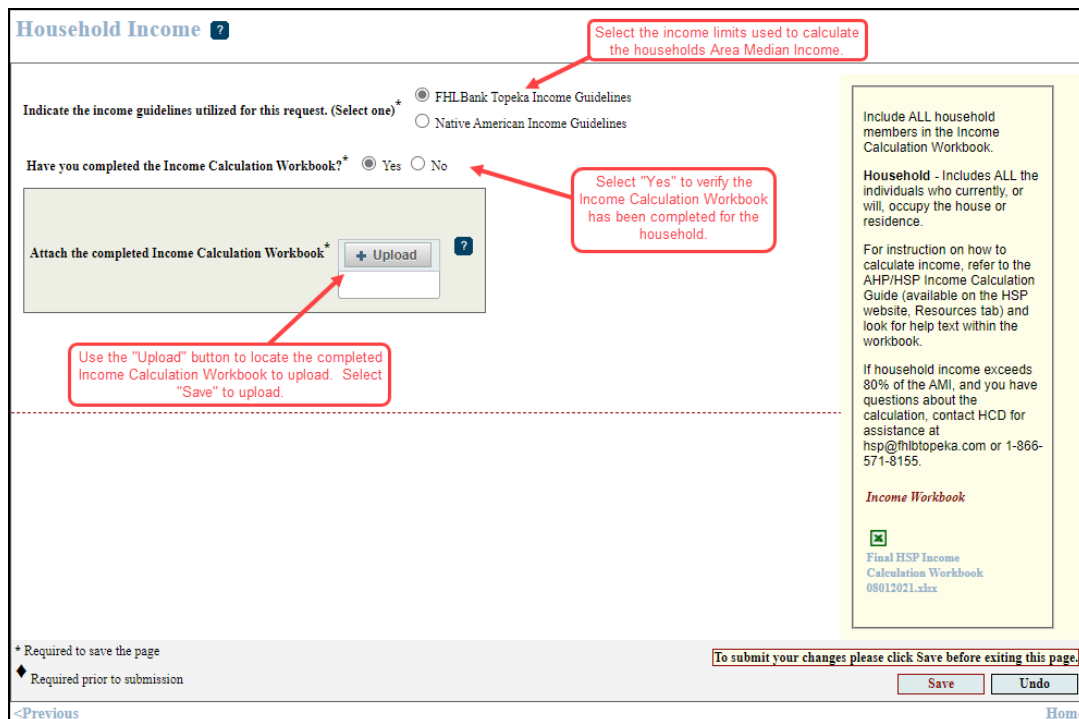
HOUSEHOLD INCOME

Obtain the TurnKey ICW from the Resources section of the TurnKey website, www.fhlbtopeka.com/turnkey. Complete the ICW according to the income calculation guidelines and instructions provided in the AHP & TurnKey Income Calculation Guide. Complete all required cells in the ICW to prevent an upload error. **The ICW must be completed, and back-up documentation provided in order to complete the pages required to submit the Reservation Request.**

FYI:

Do not include any punctuation in names entered in the Income Calculation Workbook (i.e., John Doe, Jr. should be entered as John Doe Jr.)

1. Select the income limits that were used to determine the household's Area Median Income (AMI). The "FHLBank Topeka Income Guidelines" will be the most commonly used income limits.
2. Select "Yes" to the question "Have you completed the Income Calculation Workbook that includes all household members?" The screen will display an upload box for the ICW. Use the "Upload" button to locate the workbook.
3. Upload the completed ICW (must include the income of all household members).
4. Select "Save."



Household Income ?

Indicate the income guidelines utilized for this request. (Select one)*

☒ FHLBank Topeka Income Guidelines

☐ Native American Income Guidelines

Have you completed the Income Calculation Workbook?* ☒ Yes ☐ No

Attach the completed Income Calculation Workbook* ?

Callouts:


- Select the income limits used to calculate the households Area Median Income.
- Select "Yes" to verify the Income Calculation Workbook has been completed for the household.
- Use the "Upload" button to locate the completed Income Calculation Workbook to upload. Select "Save" to upload.

Household - Includes ALL the individuals who currently, or will, occupy the house or residence.

For instruction on how to calculate income, refer to the AHP/HSP Income Calculation Guide (available on the HSP website, Resources tab) and look for help text within the workbook.

If household income exceeds 80% of the AMI, and you have questions about the calculation, contact HCD for assistance at hsp@fhlbtopeka.com or 1-866-571-8155.

Income Workbook

 Final HSP Income Calculation Workbook 08012021.xlsx

* Required to save the page

◆ Required prior to submission

To submit your changes please click Save before exiting this page.

<Previous Home

- Review the income information displayed and select "Yes" if it is correct. Household member names and dates of birth will not display to protect Personally Identifiable Information (PII).

Household Income ?

Information

Your changes have been saved to the system.

Indicate the income guidelines utilized for this request. (Select one)*

☒ FHLBank Topeka Income Guidelines
 ☐ Native American Income Guidelines

Have you completed the Income Calculation Workbook?*

☒ Yes
 ☐ No

Attach the completed Income Calculation Workbook*

Uploaded File Info

ICW Doe.xlsx

Remove

Enrollment Date

12/13/2020

Household Size

2

MRB/HUD Effective Date

02/03/2020

Household Members

Household Member Number	Name (First and Last)	Relationship to Head of Household	Date Of Birth	Age at Time of Enrollment/ Income Qualification	Calculated Income from Individual Worksheets
1	*****	Head of Household	*****	39	\$ 33,759.07
2	*****	Wife	*****	36	\$ 0.00
Total Household Income					\$ 33,759.07

AMI Category based on FHLBank Topeka Income Guidelines < 50% AMI

Actual AMI 36.3783%

I affirm I have reviewed the Total Household Income displayed and AMI income category indicated and they are correct.*

☐ Yes
 ☐ No

* Required to save the page

◆ Required prior to submission

If the information is correct, select "Yes" and "Save" to continue. If not, select "No" to correct.

To submit your changes please click Save before exiting this page.

Save

Undo

Include ALL household members in the Income Calculation Workbook.

Household - Includes ALL the individuals who currently, or will, occupy the house or residence.

For instruction on how to calculate income, refer to the AHP/HSP Income Calculation Guide (available on the HSP website, Resources tab) and look for help text within the workbook.

If household income exceeds 80% of the AMI, and you have questions about the calculation, contact HCD for assistance at hsp@fhlbtpeka.com or 1-866-571-8155.

Income Workbook

HSP ICW.xlsx

JANUARY 26, 2026

58


6. Upon selecting “Yes” to verify the information is correct, the screen will display an upload box for documentation to support the income entered in the ICW. Use the “Upload” button to locate the documentation (paystub OR verification of employment, Zero Income Certification(s), etc.). **The documentation must be submitted for all household members as one PDF file.**
7. Select “Save” and then “Home.”

The screenshot shows a web form with a section titled "Attach supporting income documentation for all household members and Zero Income Certifications as applicable.*". This section contains an "Upload" button and a question mark icon. A red callout box points to the "Upload" button with the text: "Upload all income documentation for the household as a single file." Below this section, there are two lines of asterisked text: "* Required to save the page" and "♦ Required prior to submission". A red callout box points to the "Save" button with the text: "Always select 'Save' before selecting 'Home.' Any data entry not saved will not be retained by HSP Online." To the right of the "Save" button is an "Undo" button. Above the "Save" and "Undo" buttons is a message: "To submit your changes please click Save before exiting this page." At the bottom left is a "Previous" link and at the bottom right is a "Home" link. Red arrows indicate the flow from the "Upload" button to the "Save" button and then to the "Home" link.









If the ICW is calculating income over 115% of the AMI, and you have questions, contact HCD at 866.571.8155 or TurnKey@fhlbtopeka.com.

DO NOT email ICWs or income documentation to HCD.

RESERVATION HOME

If all screen descriptions have a status of , the Reservation Request is complete and may be submitted.

Review the certification at the bottom of the screen. Selecting “Submit” indicates you agree to the certifications.

Description	Status
Reservation Initiation Information	
Additional Member Contacts	
Site Selection	
Eligibility Page 1	
Eligibility Page 2	
Eligibility Page 3	
Request Timeline	
Household Income	

All pages must be complete in order to submit the reservation.

Status Changes Details

Changed From	Changed To	Changed By	Changed Date
	Reservation Request Pending	palonso	04/07/2017 04:46:40 PM




I hereby certify that I am an authorized officer, employee, or agent of the member on whose behalf this reservation is being submitted, that all the information included herein is true, complete and accurate, and that appropriate steps were taken to ensure its accuracy. I further certify that I have informed the participating household of the program's eligibility requirements and that I understand all of the requirements that must be met in order for my institution to be reimbursed for the reservation, if approved, post settlement.

Select "Submit" to agree to the certification above and to submit the Reservation Request.

Once the reservation has been submitted, “Reservation Home” will reflect the status change at the top of the screen under the Grant Requested and in the “Status Changes Details” section. In addition to the individual submitting the Reservation Request, any additional Member Contacts identified on the “Additional Member Contacts” page will be notified via email the reservation has been successfully submitted.

Status Changes Details

Changed From	Changed To	Changed By	Changed Date
Reservation Request Pending	Reservation Request Submitted		04/08/2017 04:42:38 PM
	Reservation Request Pending		04/07/2017 04:46:40 PM

If a reservation status of “Reservation Request Submitted” does not display, the reservation has not been submitted to FHLBank. Ensure all Status symbols are . Revisit, complete, and save any pages with Status symbols that are  or .

RESERVATION AND DISBURSEMENT CLARIFICATION REQUESTS


If FHLBank requires clarifications or corrections for the reservation or disbursement request, the member will be notified via email. The status will change from “Reservation Request Under Review” to “Reservation Request Clarification Pending” and in the case of a disbursement clarification request, the status will change from “Disbursement Request Under Review” to “Disbursement Request Clarification Pending.”

On the Dashboard, select either the Reservation Number or the Disbursement Number depending on whether the clarification request is for a reservation or disbursement request. **Do not select the reservation number from the Dashboard if the clarification request is for a disbursement.** Disbursement information is not viewable on the reservation screens.


Reservation Number	Disbursement Number	Homeowner Last Name	Homeowner First, Middle Name	Member
Search	Search	Search	Search	Search
20117	N/A	Smith	Jose, C	FirstName LastName
20127	N/A	Jones	Jacob	FirstName LastName
20126	21099	Brown	Brent, A	FirstName LastName
20118	N/A	Miller	Kaylie	FirstName LastName
Showing 1 to 4 of 4 entries				

FYI:

Designated contacts for the reservation or disbursement, as identified on the “Additional Member Contacts” screen will be notified by email when a clarification has been requested by FHLBank.

On the Reservation or Disbursement Home screen,  will appear in the status column.

Select the Description line with  to respond to the clarification request.

Reservation Home 

Grant Requested \$ 5,000.00

Reservation Status Reservation Request Clarification Pending

Withdrawal Requested (Y/N)? N

Set Aside Round 2021A1000 PR

Current Member Institution Name

Original Member Institution Name


Household Member 1: John Doe


Household Member 2: Jane Doe

"Reservation Request Pending" and "Reservation Request Clarification Pending" statuses indicate the request has not been submitted for review. To submit a request for review, complete all sections (section completion is signified by green check marks or green question marks) and select "Submit" at the bottom of this screen.

"Reservation Request Submitted" and "Reservation Request Clarification Submitted" statuses indicate the request has been submitted for review.

Income Workbook

 HSP ICW.xlsx

Description	Status
Reservation Initiation Information	✓
Additional Member Contacts	✓
Site Selection	
Eligibility Page 1	✓
Eligibility Page 2	✓
Eligibility Page 3	✓
Request Timeline	✓
Household Income	✓

Denotes FHLBank has requested a clarification or additional information.

Indicates the clarification or additional documentation required.

Administrator Comments

Clarification	created by	created date
Please review clarification request on Site Selection Screen.		01/14/2021 09:34:19 AM

Status Changes Details

Changed From	Changed To	Changed By	Changed Date
Reservation Request Pending	Reservation Request Submitted	tgraham	01/14/2021 08:08:50 AM
	Reservation Request Pending	tgraham	01/13/2021 09:24:15 AM

For this example, a clarification has been requested for information submitted for the “Site Selection” screen. Address the clarification(s) requested and select “Save” to save changes.

HSP Online will indicate the changes were saved and may indicate those changes require action on additional screens. This will be indicated at the top of the screen as shown below.

Site Selection ?

Information

- Your changes have been saved to the system. ✓
- Changing information on Site Selection will require to revisit the Household Income page. ✓

Address (as reflected on the purchase agreement)*

222 W 2nd St

Address Line2

ZIP+ 66436

ZIP+4* 8296

Lookup ?

City HOLTON

County JACKSON

State KS

Congressional District KS02

Census Tract 0827.00

CBSA 45820

Enter the address of the property BEING PURCHASED. Once the reservation is submitted, the reservation cannot be transferred to a different property.

ZIP+4 Help: www.usps.com or unitedstateszipcodes.org

Select "Lookup" after entering the ZIP+4 to populate the City, County, State, etc. fields.

If you receive an error message when entering the ZIP +4, send an email with a screenshot to hsp@fhlbtopeka.com for assistance.

* Required to save the page

◆ Required prior to submission

Address the clarification request and select "Save."

To submit your changes please click Save before exiting this page.

Save


Undo


<Previous

Next>

JANUARY 26, 2026

63

The status on the Reservation or Disbursement Home screen will change to .

Select "Submit." The status of all screens will change to .

The clarification request must be submitted to enable FHLBank to review the clarification.

When the clarification is successfully submitted, the following statuses will display:

- Reservation Requests: "Reservation Request Clarification Submitted"
- Disbursement Requests: "Disbursement Request Clarification Submitted."

Description	Status
Reservation Initiation Information	✓
Additional Member Contacts	✓
Site Selection	?
Eligibility Page 1	✓
Eligibility Page 2	✓
Eligibility Page 3	✓
Request Timeline	✓
Household Income	?

Denotes the clarification has been addressed and is awaiting submission to FHLBank for review. After submission, this will change to a green check mark.

Administrator Comments

Clarification	created by	created
Please upload an appraisal by a state-certified or licensed appraiser. The document you provided is not an appraisal.	MWARD	04/12/2017 05:2

Status Changes Details

Changed From	Changed To	Changed By	Changed
Reservation Request Pending	Reservation Request Submitted	joe	04/08/2017 04:46:40 PM
	Reservation Request Pending		04/07/2017 04:46:40 PM

The clarification request must be submitted even if a green question mark or green check mark displays. A status of "Pending" indicates the Clarification Request has not been submitted and cannot be reviewed by FHLBank. After "Submit" has been selected, the status of the reservation will change to "Reservation Request Clarification Submitted."

I hereby certify that I am an authorized officer, employee, or agent of the member on whose behalf this reservation is being submitted, that all the information included herein is true, complete and accurate, and that appropriate steps were taken to ensure its accuracy. I further certify that I have informed the participating household of the program's eligibility requirements and that I understand all of the requirements that must be met in order for my institution to be reimbursed for the reservation, if approved, post settlement.

Submit "Submit" MUST be selected in order for FHLBank to review the clarification after it has been addressed.

Once a clarification has been submitted to FHLBank for review, the clarification cannot be modified. Contact Housing and Community Development if the clarification needs to be modified.

REQUESTING WITHDRAWAL OF A RESERVATION REQUEST

A member may submit a request to withdraw a Reservation Request without penalty.

Log into HSP Online (see [Accessing HSP Online](#)).

DASHBOARD

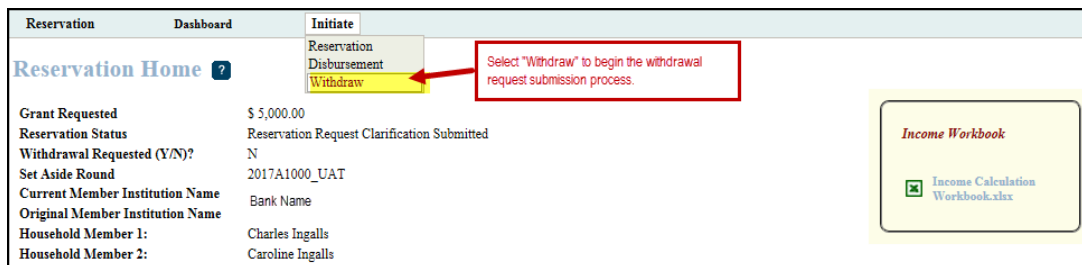
Ensure the correct round is displayed in the “Select Round To Display” drop down menu.

Select the reservation number of the household for which a withdrawal is being requested.

From the “Initiate” drop-down menu, select “Withdraw.”

FYI:

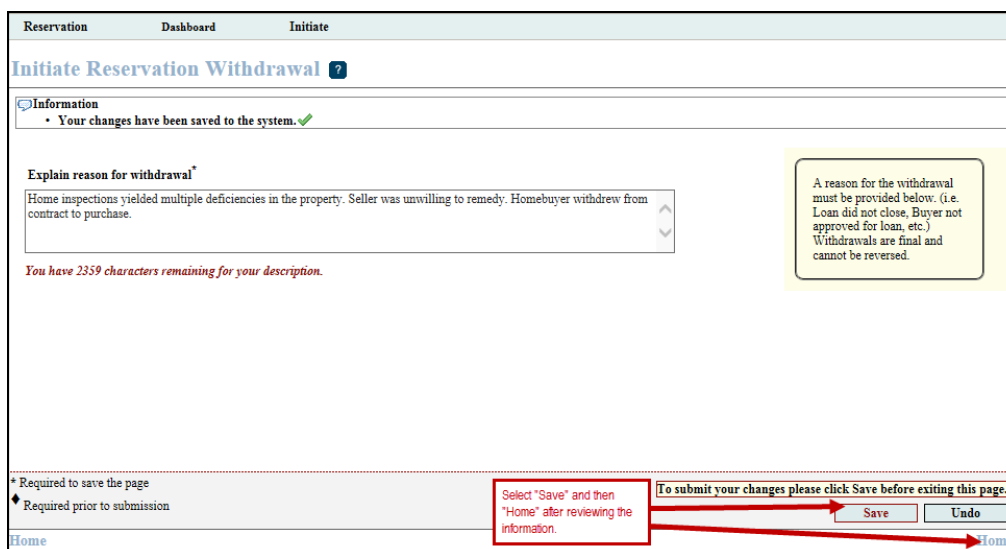
DO NOT request a withdrawal unless you are certain a withdrawal is required. Once the withdrawal has been processed, it **cannot** be reversed.



INITIATE RESERVATION WITHDRAWAL SCREEN

Enter the reason for the withdrawal. A reason must be entered to save the screen.

Select “Save” and “Home.”



RESERVATION HOME SCREEN

Selecting “Home” will return you to the “Reservation Home” screen. To verify the withdrawal request was successfully submitted, return to the Dashboard.

The request’s “Current Status” will not change until the withdrawal request is reviewed by FHLBank. The “Withdrawal Requested” column will have a “Y” to indicate the withdrawal request was successfully submitted. Once the withdrawal request has been processed by FHLBank, the reservation status will be “Reservation Request Withdrawn,” and the member contacts for the reservation will receive email notification.

Dashboard Initiate

Dashboard ?

Select Round to Display2017A1000_UAT

Export

Round Allocation Total\$ 150,000.00

Round Allocation Total Remaining\$ 121,000.00

Reservation Requests Pending1

Reservation Requests Submitted1

Reservation Requests Eligible1

Reservation Requests Ineligible0

Reservation Requests Expired1

Reservations Withdrawn1

Total Reservations Submitted4

Total Reservations Eligible2

Total Amount of Funds Reserved\$ 14,000.00

Total Amount of Expired Reservations\$ 5,000.00

Total Disbursements Submitted1

Total Disbursements Approved0

Total Amount of Funds Disbursed\$ 0.00

Income Workbook

Income Calculation Workbook.xlsx

Once a withdrawal has been approved, "Withdrawal Requested" will change back to "N."

Reset Current Filtering

Reservation Number	Disbursement Number	Homeowner Last Name	Homeowner First, Middle Name	Member Contact	Date Reservation Submitted	Current Status	Subsidy Reserved	Grant Expiration	Withdrawal Requester	Subsidy Disbursed	Disbursement Date
664	N/A	Elliott	Sam	JDoe	Apr 07, 2017 08:06:32 AM	Reservation Request Withdrawn	\$ 5,000.00	Apr 10, 2017 12:00:00 AM	N	\$ 0.00	
677	N/A	Hornswaggler	Mildred	MSmith		Reservation Request Pending	\$ 4,000.00	Apr 17, 2017 12:00:00 AM	Y	\$ 0.00	
666	N/A	Ingalls	Charles	JDoe	Apr 08, 2017 04:42:38 PM	Reservation Request Clarification Submitted	\$ 5,000.00	Apr 10, 2017 12:00:00 AM	Y	\$ 0.00	
665	N/A	Wood	Janet	MSmith	Apr 07, 2017 08:55:03 AM	Expired	\$ 5,000.00	Apr 10, 2017 12:00:00 AM	N	\$ 0.00	
675	711	Wood	Janet	JDoe	Apr 12, 2017 03:16:14 PM	Disbursement Request Submitted	\$ 5,000.00	Apr 14, 2017 12:00:00 AM	N	\$ 0.00	

1 / 1

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INITIATING AND COMPLETING A DISBURSEMENT REQUEST

Log into HSP Online (see [Accessing HSP Online](#)).

DASHBOARD

Ensure the correct round is displayed in the “Select Round To Display” drop down menu.

Select the reservation number or homebuyer’s last name of the household for which disbursement is being requested. Reservation requests must have a “Current Status” of “Reservation Request Eligible,” and the loan must be closed before a disbursement request can be initiated and submitted.

FYI:

Reservation requests must have a Current Status of “Reservation Request Eligible” before a disbursement request can be initiated and submitted.

Dashboard

Initiate

Dashboard ?

Select Round to Display

2017A1000 UAT

Ensure the correct HSP round is selected in the drop-down menu.

Export

Round Allocation Total

\$ 150,000.00

Total Reservations Submitted

4

Income Workbook

Round Allocation Total Remaining

\$ 125,000.00

Total Reservations Eligible

2

Income Calculation Workbook.xlsx

Reservation Requests Pending

0

Total Amount of Funds Reserved

\$ 10,000.00

Reservation Requests Submitted

1

Total Amount of Expired Reservations

\$ 5,000.00

Reservation Requests Eligible

1

Total Disbursements Submitted

0

Reservation Requests Ineligible

0

Total Disbursements Approved

0

Reservation Requests Expired

1

Total Amount of Funds Disbursed

\$ 0.00

Reservations Withdrawn

1

Reset Current Filtering

Reservation Number	Disbursement Number	Homeowner Last Name	Homeowner First, Middle Name	Member Contact	Date Reservation Submitted	Current Status	Subsidy Reserved	Grant Expiration	Withdrawal Requested	Subsidy Disbursed	Disbursement Date
664	N/A	Elliott	Sam		Apr 07, 2017 08:06:32 AM	Reservation Request Withdrawn	\$ 5,000.00	Apr 10, 2017 12:00:00 AM	Y	\$ 0.00	
665	N/A	Wood	Janet		Apr 08, 2017 04:42:38 PM	Reservation Request Clarification Submitted	\$ 5,000.00	Apr 10, 2017 12:00:00 AM	N	\$ 0.00	
665	N/A	Wood	Janet		Apr 07, 2017 08:55:03 AM	Expired	\$ 5,000.00				
675	N/A	Wood	Janet		Apr 12, 2017 03:16:14 PM	Reservation Request Eligible	\$ 5,000.00	Apr 14, 2017 12:00:00 AM	N	\$ 0.00	

Select the Reservation Number of the household for which disbursement is being requested.

This is the only reservation request for which a disbursement request can be submitted.

1 / 1

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RESERVATION HOME

Select "Initiate" at the top left of the screen.

Select "Disbursement."

Reservation
Dashboard
Initiate

Reservation
Disbursement
Withdraw

From the "Initiate" drop-down menu, select "Disbursement."

Reservation Home ?

Grant Requested \$ 5,000.00
Reservation Status Reservation Request Eligible
Withdrawal Requested (Y/N)? N
Set Aside Round 2021A1000 PR
Current Member Institution Name
Original Member Institution Name
Household Member 1: John Doe
Household Member 2: Jane Doe

Description	Status
Reservation Initiation Information	✓
Additional Member Contacts	✓
Site Selection	✓
Eligibility Page 1	✓
Eligibility Page 2	✓
Eligibility Page 3	✓
Request Timeline	✓
Household Income	✓

Administrator Comments

Clarification	created by	created date
Please review clarification request on Site Selection Screen.		01/14/2021 09:34.19 AM


Status Changes Details

Changed From	Changed To	Changed By	Changed Date
Reservation Request Clarification Pending	Reservation Request Clarification Submitted		01/14/2021 01:58.42 PM

"Reservation Request Pending" and "Reservation Request Clarification Pending" statuses indicate the request has not been submitted for review. To submit a request for review, complete all sections (section completion is signified by green check marks or green question marks) and select "Submit" at the bottom of this screen.

"Reservation Request Submitted" and "Reservation Request Clarification Submitted" statuses indicate the request has been submitted for review.

Income Workbook


[HSP ICW.xlsx](#)

FYI:

If a disbursement request has already been initiated, a disbursement number will be assigned to the request and visible on the Dashboard. HSP Online will not allow more than one disbursement request to be initiated for the same household. **To continue working on disbursement request, select the disbursement number (not the reservation number) on the Dashboard.** By selecting the disbursement number, the disbursement screens can be completed.

INITIATE DISBURSEMENT - DISBURSEMENT INFORMATION

Review the information on the screen to ensure the information is correct.

Enter the Disbursement Amount Requested. The amount entered must match the grant amount shown on the Closing Disclosure. It may be less than the amount requested, but not less than \$2,500 and never more than the amount reserved.

Select "Next."

Initiate Disbursement ?

1

Disbursement Information

2

Additional Member Contacts

Disbursement Member
Institution Name
Member Contact Name
Member Contact Email

Approved Reservation Amount \$ 5,000.00
Disbursement Request Amount* \$

Uses of Funds (Select at Least One)*
☒ Assistance with Acquisition Costs

Set-Aside Program Household Members Name(s)

Household Member 1:
Last Name*
First Name*
Middle Name

The Closing Disclosure must meet the following requirements:

- 1) Household Member 1 (Head of Household) must be listed as a borrower on the Closing Disclosure.
- 2) ALL borrowers listed on the Closing Disclosure are required to be disclosed as household members and their income must be included in the income calculation at the time of reservation, unless the borrower is a non-occupying co-signer, per FHLBank definition. Refer to the co-signer definition in the Help text on this screen.
- 3) All borrowers listed on the Closing Disclosure are required to sign the document.
- 4) The Disbursement Request Amount must meet the minimum and maximum grant amount requirements as defined in the AHP Implementation Plan and cannot exceed the Approved Reservation Amount.

* Asterisk indicates required field.

After entering the HSP grant amount requested, select "Next" to continue.

Next Cancel

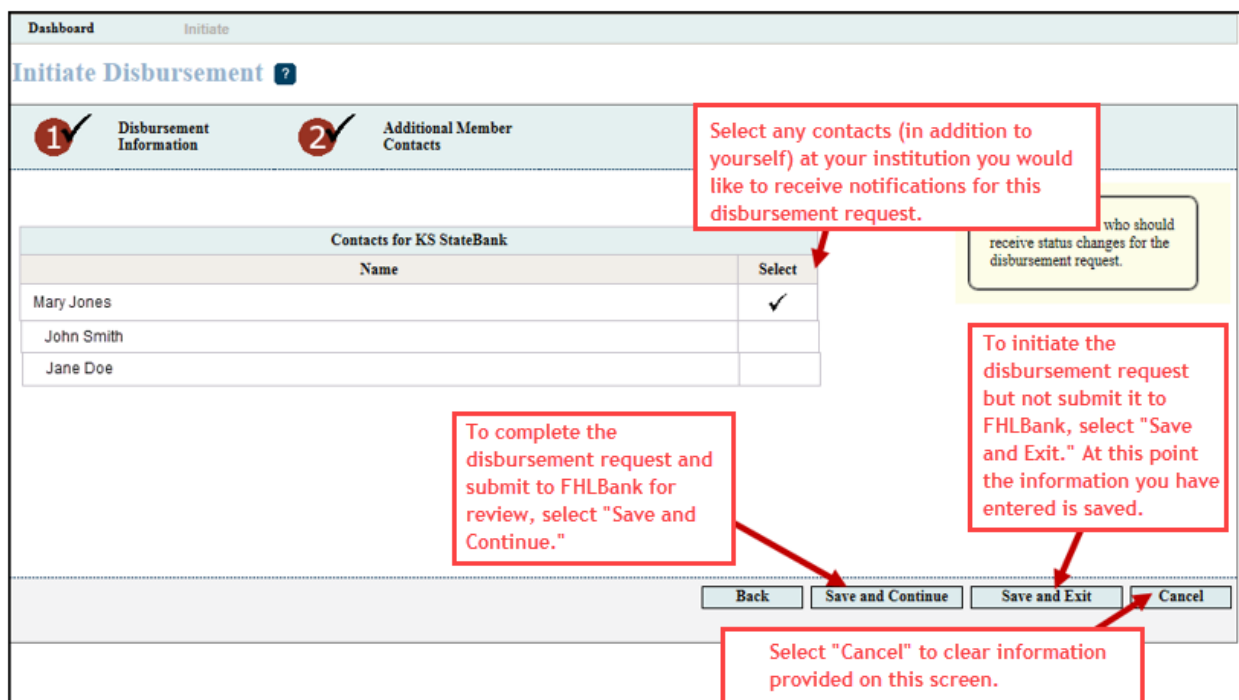
INITIATE DISBURSEMENT - ADDITIONAL MEMBER CONTACTS

Only representatives with the AHP/HSP Role in Members Only will be listed as possible contacts.

Select additional contacts that should receive notifications for this disbursement.

Once the additional contacts have been marked, select one of the following:

- “Save and Exit” to initiate the disbursement request, but not complete it. This will take you to the Dashboard.
- When you are ready to continue preparing or to complete and submit the disbursement request, select the Disbursement Number on the Dashboard. Selecting the Reservation Number from the Dashboard will not allow you to work on the disbursement screens. Do not attempt to “initiate” another disbursement request for the reservation from the Reservation Home screen.
- “Save and Continue” to complete the remaining screens and submit the disbursement request to FHLBank for review.
- “Cancel” to cancel the disbursement request initiation.




The screenshot shows the 'Initiate Disbursement' screen with two tabs: 'Disbursement Information' (1) and 'Additional Member Contacts' (2). The 'Additional Member Contacts' tab is active, showing a table of contacts for KS StateBank. The table has columns for 'Name' and 'Select'. The contacts listed are Mary Jones, John Smith, and Jane Doe. Mary Jones has a checkmark in the 'Select' column. A red arrow points from a text box to the 'Select' column header, stating: 'Select any contacts (in addition to yourself) at your institution you would like to receive notifications for this disbursement request.' Another red arrow points from a text box to the 'Save and Exit' button, stating: 'To initiate the disbursement request but not submit it to FHLBank, select "Save and Exit." At this point the information you have entered is saved.' A third red arrow points from a text box to the 'Save and Continue' button, stating: 'To complete the disbursement request and submit to FHLBank for review, select "Save and Continue."' A fourth red arrow points from a text box to the 'Cancel' button, stating: 'Select "Cancel" to clear information provided on this screen.' A yellow box on the right side of the screen contains the text: 'who should receive status changes for the disbursement request.'


Contacts for KS StateBank	
Name	Select
Mary Jones	<input checked="" type="checkbox"/>
John Smith	<input type="checkbox"/>
Jane Doe	<input type="checkbox"/>

Buttons: Back, Save and Continue, Save and Exit, Cancel

DISBURSEMENT HOME

To continue, select each screen description with a status of , and complete the corresponding screens.

FYI:

A  indicates the screen is complete.

Disbursement
Dashboard
Initiate

Disbursement Request Home ?

Reservation Approved Amount \$ 400.00
Disbursement Request Amount \$ 400.00
Disbursement Status Disbursement Request Pending
Withdrawal Requested? N
Set Aside Round 2019A1000PR
Current Member Institution Name Bank Name
Disbursement Member Institution Name Bank Name
Household Member 1: Elmer Fudd
Household Member 2:

Description	Status
Disbursement Initiation	✓
Additional Contacts	✓
Site Selection	✗
Household Income	✓
Disbursement Information Page 1	✗
Disbursement Information Page 2	✗
Disbursement Information Page 3	✗
Disbursement Information Page 4	✗
Disbursement Information Page 5	✗
Timeline	✓

Complete each screen with a red X.

"Disbursement Request Pending" and "Disbursement Request Clarification Pending" statuses indicate the request has not been submitted for review. To submit a request for review, complete all sections (section completion signified by green check marks or green question marks) and select "Submit" at the bottom of this screen.

"Disbursement Request Submitted" and "Disbursement Request Clarification Submitted" statuses indicate the request has been submitted for review.

Disbursement requests must be submitted within 90 days of the reservation approval date ("Reservation Request Eligible" status) or the reservation will expire, and funds will no longer be reserved for the household. Refer to the Grant Expiration on the Dashboard.

Status Changes Details

Changed From	Changed To	Changed By	Changed Date
	Disbursement Request Pending		02/05/2019 12:39.35 PM

If you exit HSP Online, when you log in again **select the household's Disbursement Number to continue completing the disbursement**, not the Reservation Number.

Reservation Number	Disbursement Number	Homeowner Last Name	Homeowner First, Middle Name	Member Contact	Date Reservation Submitted	Current Status	Subsidy Reserved	Grant Expiration	Withdrawal Requested	Subsidy Disbursed	Disbursement Date
664	N/A	Elliott	Sam		Apr 07, 2017 08:06:32 AM	Reservation Request Withdrawn	\$ 5,000.00	Apr 10, 2017 12:00:00 AM	Y	\$ 0.00	
666	N/A	Ingalls	Charles		Apr 08, 2017 04:42:38 PM	Reservation Request Clarification Submitted	\$ 5,000.00	Apr 10, 2017 12:00:00 AM	N	\$ 0.00	
665	N/A	Wood	Janet		Apr 07, 2017 08:55:03 AM	Expired	\$ 5,000.00	Apr 10, 2017 12:00:00 AM	N	\$ 0.00	
675	711	Wood	Janet		Apr 12, 2017 03:16:14 PM	Disbursement Request Pending	\$ 5,000.00	Apr 14, 2017 12:00:00 AM	N	\$ 0.00	

SITE SELECTION

At Disbursement Request this screen is for information purposes only. Content cannot be edited. Review the information to ensure it is correct. If any information is incorrect, contact HCD.

To continue after reviewing information, select "Next."

Site Selection ?

Address (as reflected on the purchase agreement)*
222 W 2nd St

Address Line2

ZIP 66436
ZIP+4 6296
Lookup

City HOLTON
County JACKSON
State KS

Congressional District KS02
Census Tract 0827.00
CBSA 45820

Please review and verify that all information is correct. If any information is incorrect, contact HCD at 1-866-571-8155.

The property address on the Closing Disclosure MUST match the address submitted at reservation.

* Required to save the page
Required prior to submission

Select "Save" and then "Next" after reviewing the information.

To submit your changes please click Save before exiting this page.

Save Undo

<Previous
Next>

HOUSEHOLD INCOME

At Disbursement Request this screen is for information purposes only. Content cannot be edited, and uploaded files cannot be viewed. Review the information on the screen to ensure it is correct. If any information is incorrect, contact HCD prior to submitting the Disbursement Request.

To continue after reviewing information, select "Save" and then "Next."

Household Income

Indicate the income guidelines utilized for this request. (Select one)*

☒ FHLBank Topeka Income Guidelines
☐ Native American Income Guidelines

Have you completed the Income Calculation Workbook?* ☒ Yes ☐ No

Attach the completed Income Calculation Workbook

Uploaded File Info
ICW Doe.xlsx

Enrollment Date 12/13/2020 Household Size 2 MRB/HUD Effective Date 02/03/2020

Household Members

Household Member Number	Name (First and Last)	Relationship to Head of Household	Date Of Birth	Age at Time of Enrollment/ Income Qualification	Calculated Income from Individual Worksheets
1	*****	Head of Household	*****	39	\$ 33,759.07
2	*****	Wife	*****	36	\$ 0.00
Total Household Income					\$ 33,759.07

AMI Category based on FHLBank Topeka Income Guidelines < 50% AMI Actual AMI 44.7733%

I affirm I have reviewed the Total Household Income displayed and AMI income category indicated and they are correct.*

Yes ☒ No ☐

Ad

Attach supporting income documentation for all household members and Zero Income Certifications as applicable.

Uploaded File Info
Paystubs.pdf

* Required to save the page

◆ Required prior to submission

To submit your changes please click Save before exiting this page.

Select "Save" and then "Next" after reviewing the information.

Save Undo

<Previous Next>

This page is for informational purposes only. Select "Save" and then "Next" to continue. For questions, contact HCD at 1-866-571-8155.

DISBURSEMENT INFORMATION PAGE 1

Answer the following:

1. What is the Settlement (Closing) Date (displayed on the Closing Disclosure)? The date must be after the "Reservation Eligible" date. Use the calendar to select the settlement date.
2. Is the property being purchased a single-family home (see definition)?
3. Is the property being purchased a manufactured home (see definition)?
4. Is the property being purchased new construction?

Use the upload box to upload the final, signed Closing Disclosure for the first mortgage loan. HSP Online does not accommodate multiple files uploads.

Answer the question "Were grant funds used to provide any repairs associated with the home purchase?" as appropriate for the request and as identified on the final Closing Disclosure.

- If "No" select "Save" and "Next" to continue.
- If "Yes" upload, as one file, repair estimates/invoices (as applicable).

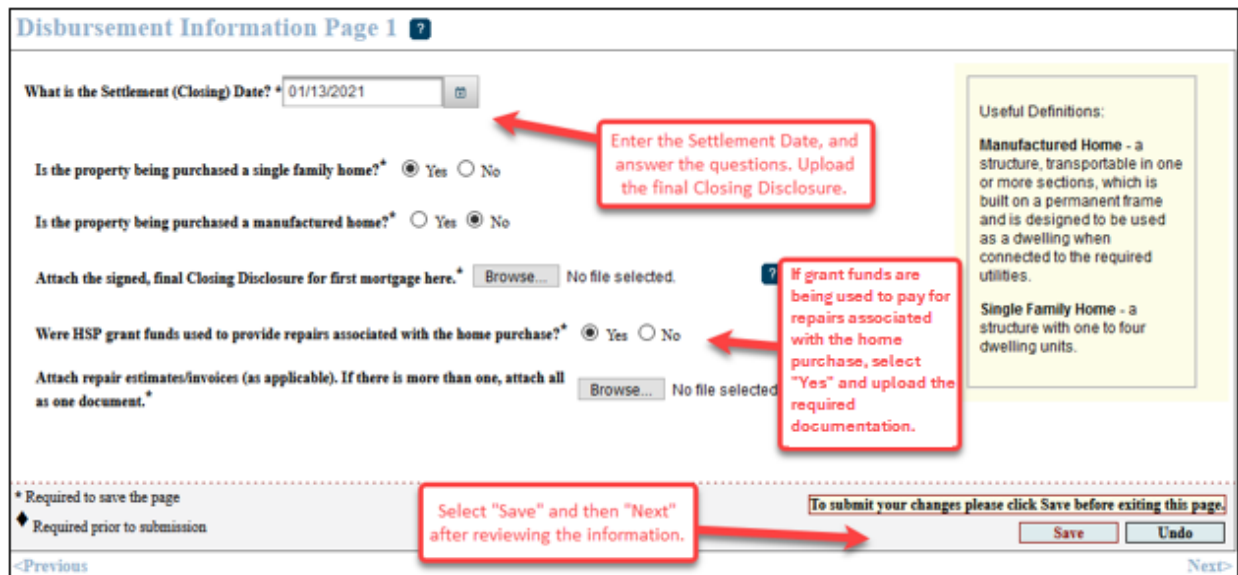
Select "Save" and "Next."

FYI:

Useful Definitions (found in the sidebar of the screen):

Manufactured Home: a structure, transportable in one or more sections, which is built on a permanent frame and is designed to be used as a dwelling when connected to the required utilities.

Single Family Home: a structure with one to four dwelling units.



Disbursement Information Page 1

What is the Settlement (Closing) Date? * 01/13/2021

Is the property being purchased a single family home? * ☒ Yes ☐ No

Is the property being purchased a manufactured home? * ☐ Yes ☒ No

Attach the signed, final Closing Disclosure for first mortgage here. * No file selected.

Were HSP grant funds used to provide repairs associated with the home purchase? * ☒ Yes ☐ No

Attach repair estimates/invoices (as applicable). If there is more than one, attach all as one document. * No file selected

* Required to save the page
♦ Required prior to submission

To submit your changes please click Save before exiting this page.

<Previous Next>

Useful Definitions:

Manufactured Home - a structure, transportable in one or more sections, which is built on a permanent frame and is designed to be used as a dwelling when connected to the required utilities.

Single Family Home - a structure with one to four dwelling units.

Callout boxes:

- Enter the Settlement Date, and answer the questions. Upload the final Closing Disclosure.
- If grant funds are being used to pay for repairs associated with the home purchase, select "Yes" and upload the required documentation.
- Select "Save" and then "Next" after reviewing the information.

DISBURSEMENT INFORMATION PAGE 2

Use the final Closing Disclosure uploaded on Disbursement Information Page 1 to answer the questions on the screen.

Select "Save" and "Next."

FYI:

Enter the first mortgage loan term **in months**.

Disbursement
Dashboard
Initiate

Disbursement Information Page 2

Answer all questions using the Closing Disclosure uploaded on Disbursement Information Page 1.

Is the first mortgage a fixed rate mortgage?* ☒ Yes ☐ No

First mortgage loan term (number of months):* Ensure the first mortgage loan term is entered in months, not years.

First mortgage loan amount:* \$

First mortgage interest rate:* %

Borrower paid origination charges (CD line A):* \$

Sales (Purchase) Price:* \$

First mortgage APR:* %

Mortgage payment for all loans including monthly principal, interest (including subordinate mortgages), property taxes, property insurance, other housing-related fees (e.g., homeowners' association fees, flood insurance, private mortgage insurance, etc.):* \$ Ensure all housing related fees are included in this figure.

Is the first mortgage financed by the member?* ☒ Yes ☐ No

* Required to save the page

◆ Required prior to submission

To submit your changes please click Save before exiting this page.
Select "Save" and then "Next" after reviewing the information.

Save Undo

<Previous
Next>

DISBURSEMENT INFORMATION PAGE 3

Enter the following information:

Are there any grants or forgivable loans?

1. If "No," continue.
2. If "Yes":
 - Enter the **total** amount of grants and/or forgivable loans.
 - Upload the supporting documents for all grants/forgivable loans (as one file) in the upload box provided.

Disbursement Information Page 3

Are there any grants and/or forgivable loans?*
☒ Yes
☐ No

Total of grants and/or forgivable loans (excluding HSP grant amount):*
\$

Attach closing documents for grants/forgivable loans.*

Uploaded File Info

Supporting Documentation.pdf

Remove

If there are grants or forgivable loans (other than the HSP grant) associated with the home purchase, provide the total, and upload supporting documentation.

Know the Difference:

Definitions also found in the sidebar on the screen:

Grant: payments made to the household with no requirement or expectation of repayment. DO NOT INCLUDE THE HOPE GRANT IN THIS AMOUNT.

Forgivable Loans: 1) If forgivable – The loan forgiveness might be structured to occur at one point in time (such as at the end of the affordability period) or forgiven incrementally (such as forgiving one-fifth of the loan each year over five years). 2) If repayable – Repayment might be required at the sale or transfer of the property or at the end of a fixed period of time. These loans are also referred to as "soft seconds." DO NOT INCLUDE THE HOPE GRANT IN THIS AMOUNT.

Is there a second mortgage?

1. If "No," continue.
2. If "Yes," answer/provide the following:
 - Second mortgage loan amount
 - Second mortgage APR
 - Second mortgage loan term (in months)
 - Whether there are any additional mortgages
 - Upload the closing documents for second and subsequent mortgages (as one file)

Select "Save" and "Next."

Disbursement Information Page 3

Information
Your changes have been saved to the system.

Are there any grants and/or forgivable loans?* ☐ Yes ☒ No

Is there a second mortgage?* ☒ Yes ☐ No

Second mortgage loan amount: * \$

Second mortgage loan APR: * %

Second mortgage loan term (number of months): *

Are there any additional mortgages?* ☐ Yes ☒ No

Attach closing documents for second and subsequent mortgages. * No file selected. ?

Useful Definitions:

Grant - payments made to the household with no requirement or expectation of repayment.

Forgivable Loans - 1) If forgivable - The loan forgiveness might be structured to occur at one point in time (such as at the end of the affordability period), or forgiven incrementally (such as forgiving one-fifth of the loan each year over five years). 2) If repayable - Repayment might be required at the sale or transfer of the property or at the end of a fixed period of time. These loans are also referred to as "soft seconds."

NOTE: The HSP Grant should NOT be included in the grant or forgivable loan amount total entered on this page.

* Required to save the page
Required prior to submission

Select "Save" and then "Next" after reviewing the information.

To submit your changes please click Save before exiting this page.

Previous
Next

DISBURSEMENT INFORMATION PAGE 4

Upload the recorded Real Estate Retention Agreement.

Select "Save" and "Next."

FYI:

For helpful information, click on the **?** at the top of the screen, and review the sidebar Help Text.

Disbursement
Dashboard
Initiate

Disbursement Information Page 4 ?

Attach recorded Real Estate Retention Agreement here. *

+ Upload
?

Ensure the Real Estate Retention Agreement is signed, dated, and recorded

* Required to save the page

◆ Required prior to submission

To submit your changes please click Save before exiting this page.

Select "Save" and then "Next" after reviewing the information.

Save
Undo

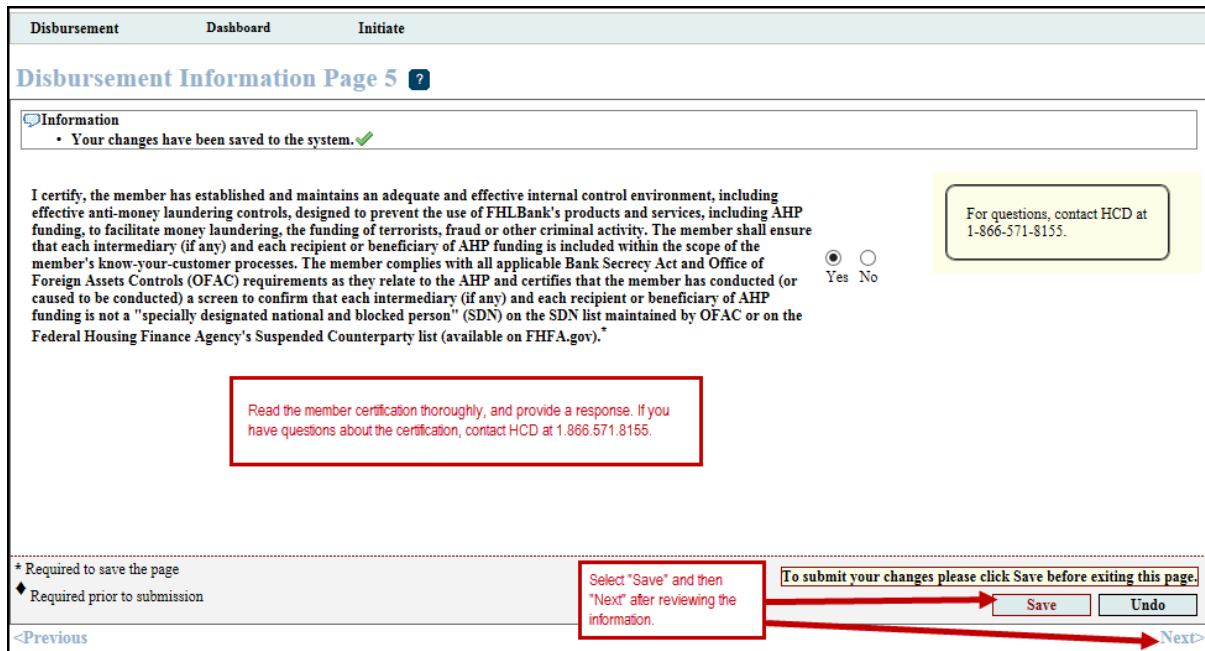
<Previous

Next>

DISBURSEMENT INFORMATION PAGE 5

Read the member certification and provide a response.

Select "Save" and "Next."



Disbursement Dashboard Initiate

Disbursement Information Page 5 ?

Information
• Your changes have been saved to the system. ✓

I certify, the member has established and maintains an adequate and effective internal control environment, including effective anti-money laundering controls, designed to prevent the use of FHLBank's products and services, including AHP funding, to facilitate money laundering, the funding of terrorists, fraud or other criminal activity. The member shall ensure that each intermediary (if any) and each recipient or beneficiary of AHP funding is included within the scope of the member's know-your-customer processes. The member complies with all applicable Bank Secrecy Act and Office of Foreign Assets Controls (OFAC) requirements as they relate to the AHP and certifies that the member has conducted (or caused to be conducted) a screen to confirm that each intermediary (if any) and each recipient or beneficiary of AHP funding is not a "specially designated national and blocked person" (SDN) on the SDN list maintained by OFAC or on the Federal Housing Finance Agency's Suspended Counterparty list (available on FHFA.gov).*

Yes ☐ No ☐

For questions, contact HCD at 1-866-571-8155.

Read the member certification thoroughly, and provide a response. If you have questions about the certification, contact HCD at 1.866.571.8155.

* Required to save the page
♦ Required prior to submission

Select "Save" and then "Next" after reviewing the information.

To submit your changes please click Save before exiting this page.

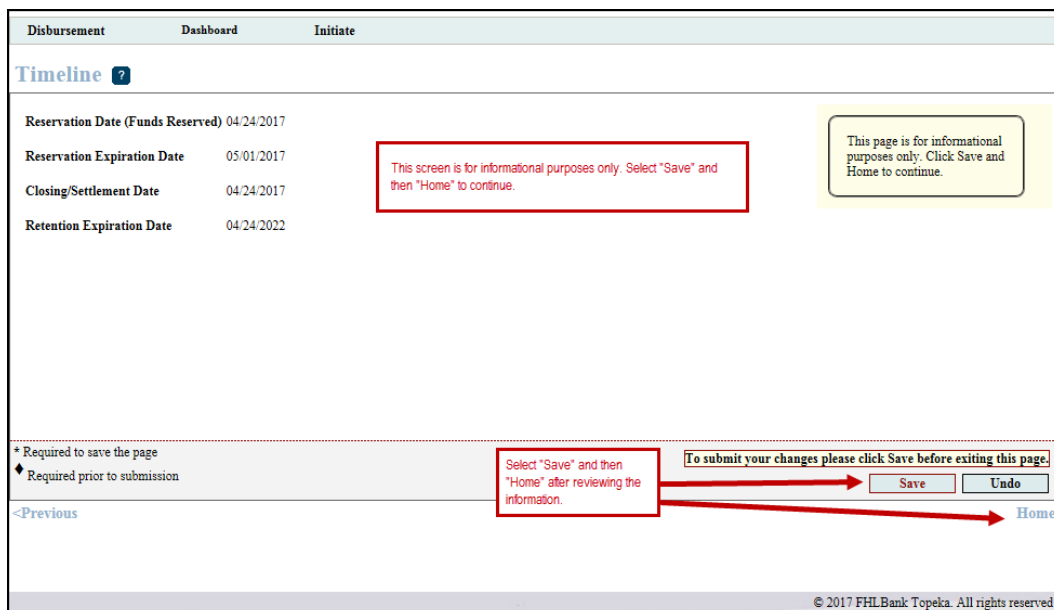
Save Undo

<Previous Next>

TIMELINE

At Disbursement Request this screen is for information purposes only.

Select "Save" and "Home."



Disbursement Dashboard Initiate

Timeline ?

Reservation Date (Funds Reserved) 04/24/2017

Reservation Expiration Date 05/01/2017

Closing/Settlement Date 04/24/2017

Retention Expiration Date 04/24/2022

This screen is for informational purposes only. Select "Save" and then "Home" to continue.

This page is for informational purposes only. Click Save and Home to continue.

* Required to save the page
♦ Required prior to submission

Select "Save" and then "Home" after reviewing the information.

To submit your changes please click Save before exiting this page.

Save Undo

<Previous Home

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DISBURSEMENT HOME AND DISBURSEMENT REQUEST SUBMISSION

If the status of all Screen Descriptions is , the reservation request is ready to submit.


Review the certification at the bottom of the screen. By selecting “Submit,” you are agreeing to the certification.

I hereby certify that I am an authorized officer, employee, or agent of the member on whose behalf this disbursement request is being submitted, that all the information included herein is true, complete and accurate, and that appropriate steps were taken to ensure its accuracy. I further certify that I have informed the participating household of the program's eligibility requirements and that I understand all of the requirements that must be met in order for my institution to be reimbursed for reserved HSP funds provided by the member at closing.

Submit




By selecting "Submit," you are agreeing to the certification.

Verify the disbursement request was successfully submitted by reviewing the “Disbursement Status.” If the submission was successful, the status will be “Disbursement Request Submitted.”

Disbursement	Dashboard	Initiate
Disbursement Request Home 		
Reservation Approved Amount	\$ 5,000.00	
Disbursement Request Amount	\$ 5,000.00	
Disbursement Status	Disbursement Request Submitted	

Verifies submission of disbursement request was successful.

FYI:

- If the “Disbursement Status” is not “Disbursement Request Submitted,” verify the status of all Screen Descriptions is . Revisit and complete any screens with a status of  or , and select “Submit.”
- Member Contacts designated on the “Additional Member Contacts” screen will be notified via email of the disbursement request’s successful submission.

Information Security

WHERE IS THE DATA STORED?

- The data is stored on Amazon Web Service servers in the cloud.
- Amazon Web Service Cloud Security website: <https://aws.amazon.com/security/>
- Information on Assurance certifications: <https://aws.amazon.com/compliance/pci-data-privacy-protection-hipaa-soc-fedramp-faqs/>

USEFUL LINKS:

- Business Continuity Plan: <https://www.fhlbtopeka.com/corporate-governance/business-continuity-plan>
- Fraud Awareness: <https://www.fhlbtopeka.com/corporate-governance-fraud-awareness>
- FHLBank Information Assurance: <https://www.fhlbtopeka.com/corporate-governance-information-assurance>
- Internal Control System: <https://www.fhlbtopeka.com/corporate-governance-internal-control-system>

RESETTING YOUR PASSWORD:

To reset your password, follow the prompts given after selecting “Forgot your password?” on the Sign In page of HSP Online.

FOR TECHNICAL ASSISTANCE:

Contact Housing and Community Development at 1.866.571.8155 or TurnKey@fhlbtopeka.com with questions or difficulty logging in. When contacting Housing and Community Development, provide your contact information (name, member name, phone number, and email) and a description of the issue.

FYI:

To protect sensitive information, after logging out of HSP Online, close all browser windows.