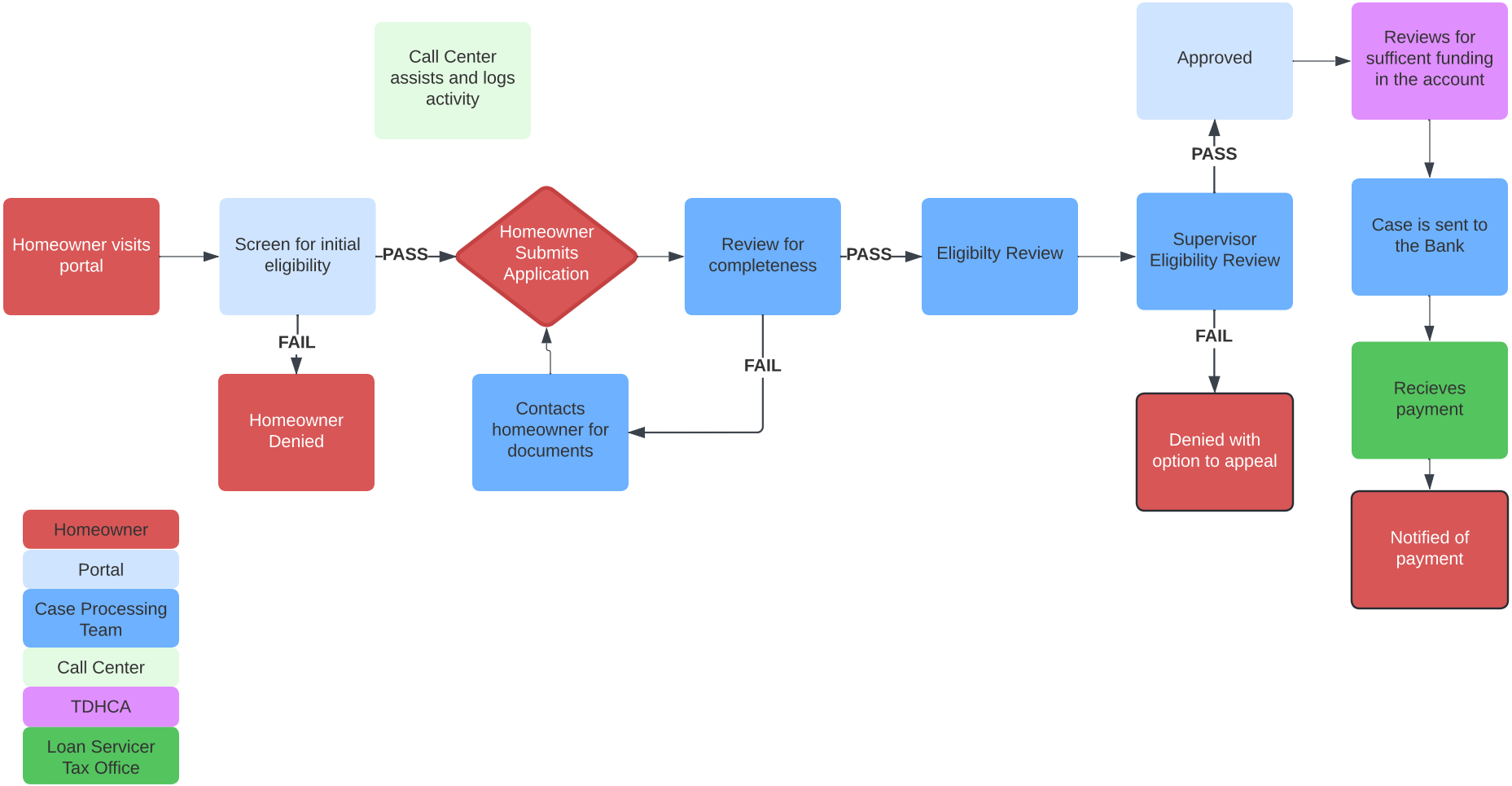
Call Center assists and logs activity
Approved
Reviews for sufficent funding in the account
PASS
Homeowner visits portal
Screen for initial eligibility
PASS
Homeowner Submits Application
Review for completeness
PASS
Eligibilty Review
Supervisor Eligibility Review
Case is sent to the Bank
FAIL
FAIL
FAIL
Homeowner Denied
Contacts homeowner for documents
Denied with option to appeal
Recieves payment
Notified of payment
Homeowner
Portal
Case Processing Team
Call Center
TDHCA
Loan Servicer Tax Office