



Announcement 16-28

Date: July 24, 2016

Topic: Technical Issue - Access to PennyMac Correspondent Portal

Over the weekend, a technology update was released to the PennyMac Correspondent Portal. No client facing changes were implemented; however, users may experience issues accessing the Portal if the Portal URL was bookmarked or temporary internet files were saved on their web browser, resulting in a "Webpage cannot be displayed" error message.

If this issue occurs, there are 2 solutions:

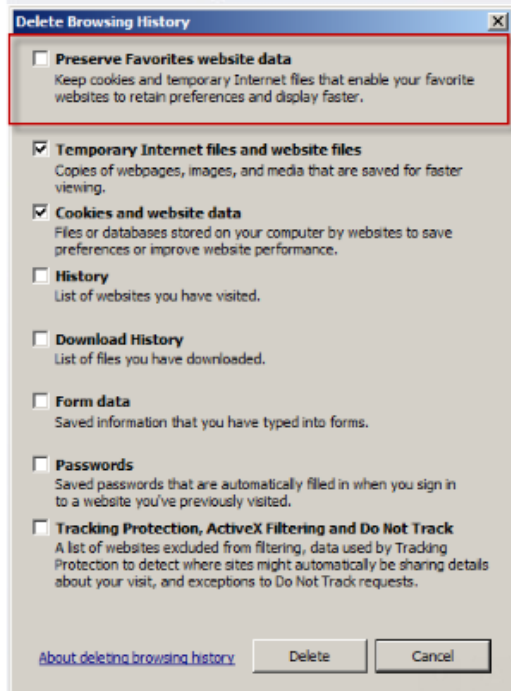
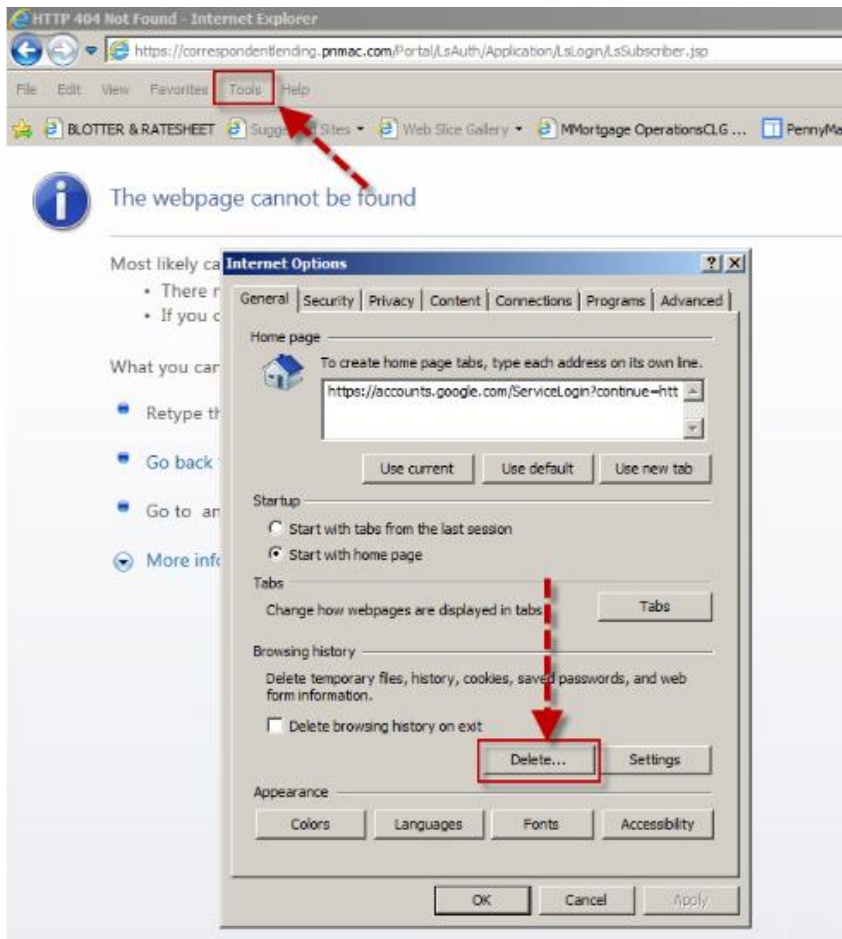
1. Access the Portal directly - Navigate to gopennymac.com and click on the "Go to Correspondent Portal" button. No change to previous functionality.
2. Solution if link saved as Bookmark - User should clear cookies and delete temporary internet files from their web browser. Steps on how to complete are below.

If a bookmark or favorite is used to access the Portal, users must follow one of two options to access.

Option 1:

From INTERNET EXPLORER web browser:

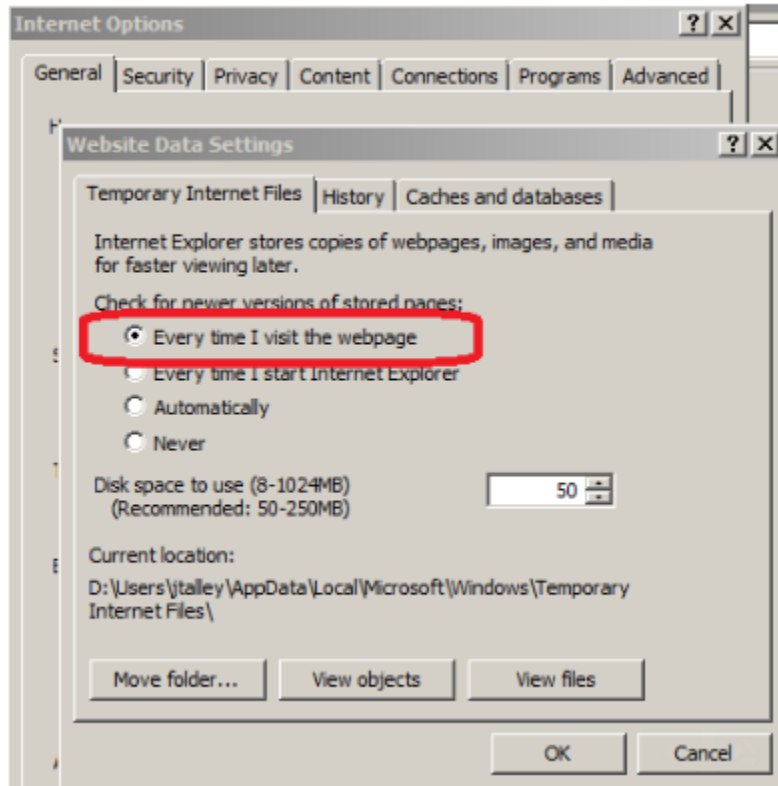
1. Go to Tools
2. Select "Internet Options"
3. Select "Delete"
4. Un-check "Preserve Favorites website data (if already selected)"
5. Click "Delete"



Option 2:

From INTERNET EXPLORER web browser:

1. Go to Tools
2. Select "Internet Options"
3. Select "Settings"
4. Select the Radio Dial "Every time I visit the webpage"
5. Select "OK"



Please contact your Sales Representative with any questions.