

## Community Support Statement Guide

Complete the CSS online via the [Federal Housing Finance Agency's \(FHFA\) CSS website](#) using your:

- FHFA ID, and
- FHFA CSP ID or Regulator ID (FRB, FDIC, NCUA, OCC)

### How to complete the Community Support Statement (CSS)

The CSS form contains information pertaining to the institution's most recent CRA rating and efforts to assist first-time homebuyers.

#### Part I – CRA Standard

Member CRA Ratings can be found on the [FFIEC](#) website.

Only members subject to CRA must complete Part I of the CSS. Credit Unions and Insurance Companies are not required to complete the CRA portion of the Community Support Statement

Please attach the documentation of most recent CRA rating, i.e., public disclosure.

#### Part II – First-Time Homebuyers Standard

All applicable members must complete Part II of the CSS, except those with an "Outstanding" CRA rating.

For members that do not make or track mortgage loans to first-time homebuyers, skip Section A but complete Section B.

Section A - Demonstrating lending to first-time homebuyers.

- If applicable, indicate total number and dollar amounts of mortgage loans made to first-time homebuyers in the previous or current calendar year.

Section B - Demonstrating other financial support or participation.

- The purchase of mortgage back securities would also qualify as community support activity.
- If questions #14 or #15 are checked, please submit supporting documentation and additional explanations.

Please be prepared to complete the CSS in its entirety because you will not be able to save your information and return to complete the CSS later. Click Submit button on the top right corner to complete the submission. It is very important to keep a copy of the completed and submitted CSS.

If you have any questions other than those listed in the FAQ section below, please contact us at [communitysupportprogram@fhlbsf.com](mailto:communitysupportprogram@fhlbsf.com).

We recommend submitting the CSS no later than **Friday, September 29, 2023**, to avoid delays in acceptance from the FHFA.

A sample of the Community Support Statement online form is shown below.

Community Support Program / Community Support Statement v.22

Instructions CSP Assistance... Submit

**Part I: Community Reinvestment Act (CRA) Standard**

\* CRA Performance Evaluation Rating [dropdown] \* Year of Most Recent CRA Rating [dropdown]

Institution Type [dropdown] Institution Regulator [dropdown]

Institution Regulator Identifier [text]

**Part II: First-time Homebuyer Standard**

**Section A. Complete the following two questions**

1. Number of mortgage loans made to first-time homebuyers [text] 2. Dollar amount of mortgage loans made to first-time homebuyers [text]

**Section B. Check as many as applicable**

1. Offer in-house first-time homebuyer program (e.g., underwriting, marketing plans, outreach programs)  9. Participate in or support special counseling or homeownership education targeted to first-time homebuyers

2. Offer other in-house lending products that serve first-time or low- and moderate-income homebuyers  10. Hold investments or make loans that support first-time homebuyer programs

3. Offer flexible underwriting standards for first-time homebuyers  11. Hold mortgage-backed securities that may include a pool of loans to low- and moderate-income homebuyers

4. Participate in nationwide first-time homebuyer programs (e.g., Fannie Mae, Freddie Mac)  12. Use affiliated lenders, credit union service organizations, or other correspondent, brokerage or referral arrangements with specific unaffiliated lenders, that provide mortgage loans to first-time or low- and moderate-income homebuyers

5. Participate in federal government programs that serve first-time homebuyers (e.g., FHA, VA, USDA RD)  13. Participate in the Affordable Housing Program or other targeted community investment/development programs offered by the Federal Home Loan Bank

6. Participate in state or local government programs targeted to first-time homebuyers (e.g., mortgage revenue bond financing)  14. Other (attach description of other activities supporting first-time homebuyers; see instructions for Part II)

7. Provide financial support or technical assistance to community organizations that assist first-time homebuyers  15. None of the above (attach explanation of any mitigating factors; see instructions for Part II)

8. Participate in loan consortia that make loans to first-time homebuyers

Other or None of Above Explanation [text]

Supporting Documents: [Attach Documents...] [Remove Documents...]

## Frequently Asked Questions

### Who can complete the Community Support Statement (CSS)?

The CSS must be completed and submitted by an appropriate senior officer of the member, which includes but not limited to CFO, CEO, Chief Investment Officer, Chief Lending Officer, CRA Officer, Community Development Director, etc.

### Do I need to complete both Part I and Part II of CSS?

For Part I, only members subject to CRA must complete Part I. Credit Unions and Insurance Companies are not required to complete the CRA portion. For Part II, all applicable members must complete except those with an “Outstanding” CRA rating.

### Do I need to complete both Section A and Section B of Part II?

It is optional. All applicable members must complete either Section A or Section B of Part II.

### We are not engaged in direct mortgage lending. How do we complete Part II?

If a member does not make or track mortgage loans to first-time homebuyers, please skip the

questions in Section A (number of mortgage loans and dollar amount of mortgage loans made) but continue to Section B and check as many items as applicable.

For members that do not engage in direct mortgage lending, the purchase of mortgage-backed securities would also qualify as a community support activity, such as #11 in section B.

### **What is the timeframe for the First-Time homebuyers data or activities reporting?**

Please provide the data or activities for the previous or current calendar year.

### **How can I update the institution information or address listed in FHFA portal?**

Members do not have the ability to make any edits. Please contact FHLBank of San Francisco at [communitysupportprogram@fhlbsf.com](mailto:communitysupportprogram@fhlbsf.com) who will then request that then FHFA update the information accordingly.

### **What if the CSS is not submitted by the deadline or member does not meet Community Support Program standards (when a member is placed on restriction by FHFA)?**

A member institution placed on restriction is restricted from accessing long-term FHLBank advances and the participation in the Affordable Housing Program (AHP) and in other Community Investment Cash Advance (CICA) programs until the restriction is removed.

A member institution is placed on restriction if:

- it does not submit a CSS;
- it has not demonstrated compliance with the first-time homebuyer standard;
- its most recent CRA rating was “Substantial Noncompliance;”
- its most recent CRA rating was “Needs to Improve,” and its second-most recent CRA rating was “Needs to Improve”; or
- its most recent CRA rating was “Needs to Improve,” its second-most recent CRA rating was “Substantial Noncompliance,” and its third-most recent CRA rating was “Needs to Improve” or “Substantial Noncompliance.”

### **What does “long-term advances” mean?**

Long-term advances means advances with a term to maturity greater than one year.

### **What does it mean if a member institution is placed on probation?**

A member institution is placed on probation if its more recent CRA rating was “Needs to Improve” and either the member has not received any other CRA rating or its second-most recent CRA rating was “Outstanding” or “Satisfactory”.

A member placed on probation may continue to obtain long-term FHLBank advances and access to AHP and CICA programs during the probationary period. The probationary period runs until the member’s next CRA rating.

### **Can I resubmit CSS with new information to remove probation or restriction?**

Yes, a member can submit a revised CSS with new information (i.e., CRA rating, first-time homebuyer’s data or activities) at any time by logging in to the [FHFA Portal](#). The re-submitted CSS will be re-assessed by FHFA. If the CSS demonstrates the member’s compliance with the community support standards, FHFA will remove the probation or restriction.