

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:

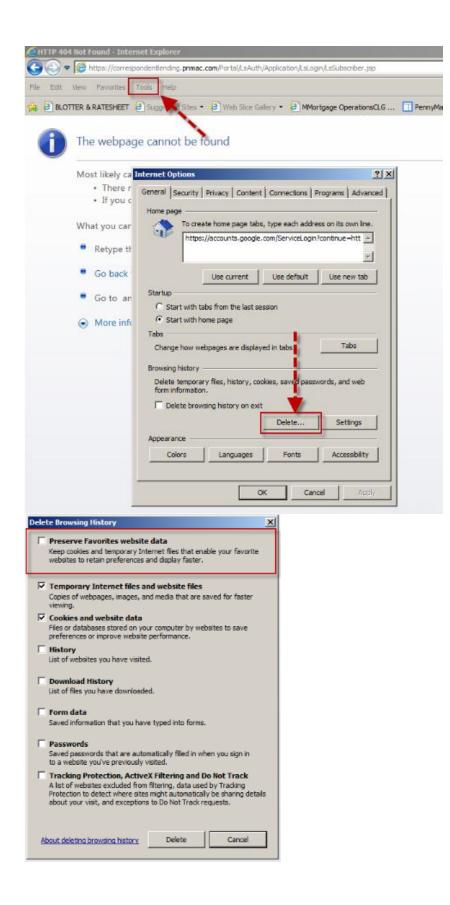
- 1. Access the Portal directly Navigate to gopennymac.com and click on the "Go to Correspondent Portal" button. No change to previous functionality.
- 2. Solution if link saved as Bookmark User should clear cookies and delete temporary internet files from their web browser. Steps on how to complete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

Internet Options
General Security Privacy Content Connections Programs Advanced
Website Data Settings
Temporary Internet Files History Caches and databases
Internet Explorer stores copies of webpages, images, and media for faster viewing later.
Check for newer versions of stored pages;
Every time I visit the webpage
C Automatically
C Never
Disk space to use (8-1024MB) 50 (Recommended: 50-250MB)
; Current location:
D:\Users\jtalley\AppData\Local\Microsoft\Windows\Temporary Internet Files\
Move folder View objects View files
OK Cancel

Please contact your Sales Representative with any questions.