

**NYSERDA Green Jobs-Green New York  
Small Business/NFP Energy Efficiency Financing Program  
Multifamily Building Energy Efficiency Financing Program  
Instructions for Reporting Loans**

## **Introduction**

NYSERDA has contracted with Concord Servicing Corporation (Concord) to monitor and process payments due NYSERDA from participating lenders in each program pursuant to executed Participation Agreements. After NYSERDA has executed the Participation Agreement for a particular loan, and once the lender has closed on the loan and disbursed the loan proceeds, the lender will be required to transmit certain loan information to Concord. An Excel spreadsheet containing certain loan information will be transmitted to Concord via a secure FTP site, and copies of relevant sections of the lender's note agreement with the borrower will be sent to Concord via mail or overnight delivery. Concord will then review the information for conformance with NYSERDA's Participation Agreement. If accepted, Concord will notify NYSERDA for processing payment of NYSERDA's share of the loan; if there are discrepancies, they will contact the lender for clarification. After payment to the lender of NYSERDA's share of the loan, Concord will mail monthly statements to the lender to the address provided in the template providing payment instructions for monthly payments due NYSERDA in accordance with the Participation Agreement.

## **I. Obtain access to Concord FTP site**

Contact Concord to obtain a unique User ID and password for accessing the FTP site. Send an email to Maya Sherrod ([msherrod@concordservicing.com](mailto:msherrod@concordservicing.com)) and Carrie Jones ([cjones@concordservicing.com](mailto:cjones@concordservicing.com)) to obtain this information. You will then receive a reply email with this information.

## **II. Using the Template**

The template is a protected Excel document for uploading loans into Concord's servicing system. The format and layout of the file cannot be manipulated, though loan data can be entered on or below row 3.

The format is a standard data layout, with row numbers corresponding to a record, and column letters representing fields relating to that record.

Multiple loans can be added to the same spreadsheet and will be processed in a batch. Each row in the spreadsheet will be loaded as a separate loan, so all data for one loan should exist in only one row.

Field headers and sample data have been provided to guide you through the required fields and their formatting requirements.

	A	B	C
1	FirstName	MiddleName	LastName
2	John	Q	Sample
3			
4			
5			
6			
7			

Field Names →

Sample Data →

Enter only one loan per row

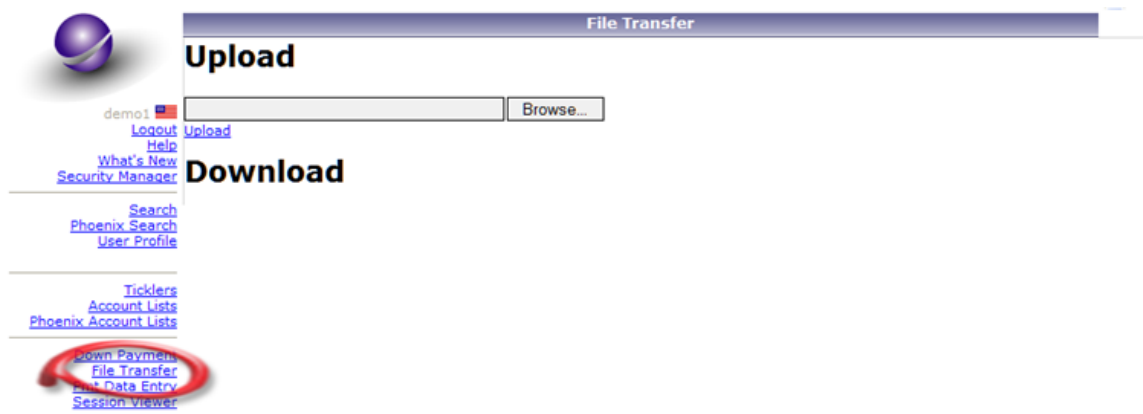
### III. Uploading the Template

For processing efficiencies for the programs, the lender should only send one file per week, and transmit the file by Wednesday 5:00pm EST each week; files received after this deadline may not be processed by Concord until the following week.

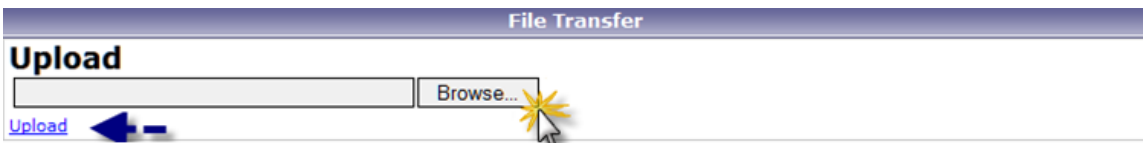
Log in to Concord Interlink by pointing your browser to:  
<https://www.concordsoftwareleasing.com/interlink/login.aspx>.

Log in with your assigned username and password.

Click on the “File Transfer” link:



Click the “Browse...” button to locate your file:



After locating the file, click the Upload link. You should receive a message confirming a successful upload.

## **IV. Email Concord**

Send an email to Maya Sherrod ([msherrod@concordservicing.com](mailto:msherrod@concordservicing.com)) and Carrie Jones ([cjones@concordservicing.com](mailto:cjones@concordservicing.com)) advising that a batch has been uploaded to the site.

## **V. Send Documents**

Send a copy of the executed loan agreement with the borrower via overnight delivery to:

Concord Servicing Corp.  
4725 N. Scottsdale Rd., Suite #300  
Scottsdale, AZ 85251

## **CONTACT INFORMATION FOR QUESTIONS:**

### NYSERDA

Small Business/NFP Financing Program – Marilyn Dare, 518-862-1090 x3348  
Multifamily Financing Program – Luke Falk, 518-862-1090 x3018

### Concord

Sr. Account Representative – Maya Sherrod, 480-998-7585,

[msherrod@concordservicing.com](mailto:msherrod@concordservicing.com)

Portfolio Manager – Carrie Jones, 480-214-2240, [cjones@concordservicing.com](mailto:cjones@concordservicing.com)