



Servicing Guide Announcement (SVC-2021-04)

Jul. 14, 2021

The *Servicing Guide* has been updated to include changes to the following:

- [Mortgage assistance fund program providers](#)*: updates requirements to apply more broadly to handling funds provided on behalf of a borrower from a state or local government mortgage assistance fund program.
- [Mortgage insurance claims portal](#)*: introduces a new process for filing conventional MI claims with participating mortgage insurers.
- [REOgram™ notifications](#)*: simplifies the use of a manual data entry application, Asset Management Network (AMN), into a real-time automated application, Property 360™, for REOgram notifications.
- [Notarization standards](#): includes a reference to recently added *Selling Guide* policies for notarization standards and remote ink-signed notarization.

View the list of [impacted topics](#).

*Policy change not applicable to reverse mortgage loans.

Mortgage assistance fund program providers

We have updated the *Servicing Guide* related to interacting with Housing Finance Agencies (HFAs) and Hardest Hit Fund (HHF) programs to

- remove prescriptive policy specific to HHF programs, and
- broaden the applicability of the policy to apply to the handling of funds provided on behalf of a borrower from a state or local government mortgage assistance fund program, such as those administered by an HFA or other designee.

Effective: This policy change is effective immediately.

Mortgage insurance claims portal

To simplify the MI claims process for both us and servicers, and to improve claim recoveries for conventional mortgage loans for which we bear the risk of loss, we have updated the *Servicing Guide* to:

- introduce the new Fannie Mae MI Claims Portal (MICP);
- outline the process through which we will file MI claims via the MICP for applicable mortgage loans; and
- clarify the servicer's new responsibilities related to initiating the MI claim submission, perfecting the claim, and ensuring timely claim settlement using MICP.

We have also created a new [MI Claims Portal Participants Exhibit](#), which lists the mortgage insurers that are participating in MICP and each insurer's applicable MICP participation effective date (based on the mortgage loan liquidation date). We will update this Exhibit and provide advance notice to servicers as additional mortgage insurers begin participating in MICP.

Effective: Servicers must implement these policy changes for MI claims filed on and after Oct. 1, 2021 with mortgage insurers in the [MI Claims Portal Participants Exhibit](#) and as updated with new mortgage insurers based on the applicable effective date and mortgage loan liquidation date.



REOgram™ notifications

To simplify the REOgram notification process, servicers must now use Property 360 to review and confirm the REOgram notification within one business day upon receipt of the daily REOgram notification for any property acquired through foreclosure sale or acceptance of a Mortgage Release. Servicers must review and resolve any exceptions from the daily notification in Property 360 no later than three business days, if applicable. Prior to this change, servicers used our data entry application – AMN. Although there is no current impact, there is a future update that will impact reverse mortgage loans.

Effective: Servicers are encouraged to implement this policy change immediately, but must do so by Sep. 1, 2021.

Notarization standards

The *Selling and Servicing Guides* did not previously contain requirements for notarization standards though we published temporary guidance as a result of the COVID-19 pandemic in [Lender Letter LL-2020-03, Impact of COVID-19 on Originations](#). However, we have always required sellers/servicers to comply with all laws, under which notarization would normally fall. With the increase in audio-visual aided notarizations, both for remote online and remote inline notarization (RIN), we have taken the opportunity to establish broad notarization requirements, including the following:

- Notarization must be in accordance with and in compliance with laws and regulations of the state.
- When not required by law (but required by our policies), notarization must be recognized as valid by the law of the state where the property is located or where the notary is registered and acting under notarial authority of that jurisdiction.
- Notarizations are acceptable when conducted outside of the U.S. if it complies with the laws of the jurisdiction in which it is performed or contains an apostille certification.

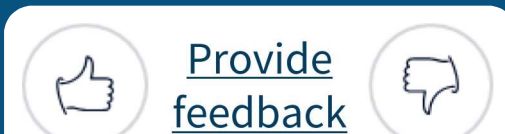
Additionally, we have added requirements that are specific to RIN as a subset of these general standards.

Effective: . *Selling Guide* A2-4.1-03, Electronic Records, Signatures, and Transactions was updated Jun. 2, 2021 along with the addition of a new topic A2-4.1-04, Notarization Standards. Sellers/servicers must follow these requirements for all mortgage loans that use RIN on or after Aug. 1, 2021.

See the *Servicing Guide* for details about these updates.

Servicers who have questions about this Announcement should contact their Fannie Mae Account Team, Portfolio Manager, or Fannie Mae's Single-Family Servicer Support Center at 1-800-2FANNIE (1-800-232-6643). Have Guide questions? Get answers to all your policy questions, straight from the source. [Ask Poli](#).

Let your voice be heard! We want your feedback on our policy communications to help us improve the clarity of new and updated policy and understand any implications to borrowers. Click below to take a short survey regarding this Lender Letter.





Impacted Topics

Section of the Announcement	Updated <i>Servicing Guide</i> Topics and Related Documents (Dated Jul. 14, 2021)
Mortgage assistance fund program providers	<ul style="list-style-type: none"> ▪ C-1.2-01, Processing Additional Principal Payments ▪ D2-3.1-05, Interacting with Mortgage Assistance Fund Program Providers ▪ E-3.2-01, Conducting Prereferral Review ▪ E-3.2-07, Impact of Engagement with a Mortgage Assistance Fund Program Provider ▪ E-3.2-08, Processing Reinstatements During Foreclosure ▪ E-3.4-01, Suspending Foreclosure Proceedings for Workout Negotiations ▪ F-1-21, Reporting a Delinquent Mortgage Loan via Fannie Mae’s Servicing Solutions System ▪ F-4-02, Acronyms and Abbreviations
Mortgage insurance claims portal	<ul style="list-style-type: none"> ▪ E-4.5-01: Filing MI Claims for Conventional Mortgage Loans or for Other Mortgage Loans for which Fannie Mae Bears the Risk of Loss ▪ F-1-06: Filing an MI Claim for a Liquidated Mortgage Loan or Acquired Property ▪ F-3-13: Glossary of Fannie Mae Terms: M ▪ F-4-02: Acronyms and Abbreviations ▪ MI Claims Portal Participants Exhibit
REOgram notifications	<ul style="list-style-type: none"> ▪ A1-4.2-01: Compensatory Fees Other Than Delays in the Liquidation Process ▪ B-5-01: Insured Loss Events ▪ E-2.3-06: Responding to Bankruptcies Identified After Foreclosure Sale ▪ E-3.2-12: Performing Property Preservation During Foreclosure Proceedings ▪ E-4.1-01: Notifying Fannie Mae of an Acquired Property ▪ E-4.1-02: Eliminations and Rescissions of Foreclosure Sales ▪ F-1-06: Filing an MI Claim for a Liquidated Mortgage Loan or Acquired Property ▪ F-1-22: Reporting a Workout Option via Fannie Mae’s Servicing Solutions System ▪ F-3-16: Glossary of Fannie Mae Terms: P ▪ F-3-18: Glossary of Fannie Mae Terms: R ▪ F-4-01: References to Fannie Mae’s Website ▪ F-4-03: List of Contacts
Notarization standards	<ul style="list-style-type: none"> ▪ A2-5-01, Ownership and Retention of Individual Mortgage Loan Files and Records