



## Loan Servicing Data Utility (LSDU) – User Interface (UI) FAQs

**Loan Servicing Data Utility (LSDU) provides Servicers accurate, near real-time, loan-level data, allowing for continuous reconciliation of Fannie Mae loans and cash positions and offering operational efficiencies.**

Listed below are frequently asked questions about LSDU.

### General

#### Q1. What is LSDU?

LSDU is a user interface (UI) with self-service tools that provide servicers with a near real-time view into Fannie Mae investor reporting exceptions and loan data.

#### Q2. What servicer pain points will LSDU address?

Currently, servicers experience the lengthy process of identifying root cause and investor reporting errors (hard & soft rejects, missing LARs). In addition, there is a lack of transparency into Fannie Mae investor reporting loan data and Fannie Mae process/transaction status. Prior to LSDU, there was no Fannie Mae platform with an integrated view into the Fannie Mae investor reporting loan and cash positions.

#### Q3. What are the benefits of using LSDU?

LSDU provides self-service access to 90+ key investor reporting loan data elements. With near real-time data on investor reporting exceptions, it reduces time to research and resolve hard rejects, soft rejects and missing loan activity reports (LARs). It also offers transparency into Fannie Mae data enabling servicers to reconcile their loan and cash positions with Fannie Mae throughout the month – rather than only at the end of the monthly reporting cycle.

#### Q4. Who will benefit from LSDU, and what functions does the tool offer?

- **Investor accounting/reporting analysts:** LSDU contains fundamental investor reporting data and tools to work on cash reconciliation, reject resolution, loan research, loan activity and transaction history for reclassification, delinquency modification, post purchase adjustments, and other key events.
- **Loss mitigation users:** LSDU contains post-closure/post-bridged delinquency modification terms data and reclassification information.
- **Special loan users:** LSDU contains loan position/transactional data for multiple special products including Servicemembers Credit Relief Act (SCRA), balloon mortgages, Long-Term Standby Commitment (LTSC), step rate, etc.
- **Accounting/cash Recon users:** LSDU contains Daily Actual/Actual, Shortage/Surplus and Cash Adjustment balances.



- **Loan liquidation users:** LSDU contains loan position/transactional data for liquidated loans (payoff, repurchase, foreclosure, etc.).
- **Mortgage insurance (MI) users:** LSDU contains MI data including company name, coverage percentage, certificate number, cancellation date, and cancellation reason.

#### Q5. When will LSDU UI be available?

LSDU UI will be introduced in a phased rollout beginning in September 2018 through early 2019. The roll out will be staged to three groups of servicers, with the first introduction starting September 2018.

LSDU will launch in the Fannie Mae business portal in October 2018, for immediate external usage. We strongly encourage users to participate in the [eLearning](#) sessions prior to usage of LSDU for an efficient adoption.

If you have questions about the LSDU phased rollout or have feedback on LSDU features and/or functionalities, please email us at [future\\_of\\_servicing@fanniemae.com](mailto:future_of_servicing@fanniemae.com) or contact your Fannie Mae representative.

#### Q6. Why is LSDU being introduced to servicers through a phased approach?

To fully recognize the benefits of the new LSDU's near real-time data, servicers should change their business process workflows from monthly to intra-day/daily. In addition, LSDU may require a technology transition to best utilize near real-time data feedback from LSDU. As part of the LSDU roll out, we will be providing [eLearning](#) opportunities on how to take full advantage of benefits that LSDU has to offer.

## Usage

#### Q7. How can I get access to LSDU?

Servicer corporate administrators will request access through [Fannie Mae's Technology Manager](#) for all servicer users. Once users have been provisioned they will be notified via email. Use this [job aid](#) to access LSDU.

#### Q8. What new features will LSDU offer?

LSDU will provide the ability to:

- Search for, view and download payment (LAR96) exceptions, payment and rate change (LAR83) statuses and Invalid Transactions, which are generated due to higher level LAR validation failures. Examples of Invalid Transactions include LARs submitted for inactive loans and MI Discontinuance exceptions.
- Search for a single loan using either the Fannie Mae loan number or the servicer loan number across the servicer or subservicer's entire portfolio.
- Submit payment (LAR96) corrections for a single loan. Bulk/file upload reporting will only be accepted via Servicers Reconciliation Facility (SURF) or through the servicer's primary servicing platform.
- View and download Actual/Actual cash position across the servicer or subservicer's entire portfolio both in aggregate and a 9-digit servicer number level.
- Search for, view and download Actual/Actual cash adjustments by a single 9-digit servicer number.
- View Scheduled/Scheduled expected interest calculation for soft rejects.



**Q9. Will subservicers have access to data for their respective Master Servicer?**

Yes, subservicers will have access to all data they are authorized to view. Their ability to utilize LSDU will mirror their access to SURF via the [Data Access Authorization](#) form.

## Support

**Q10. Are there LSDU training opportunities offered?**

Yes. Training will be offered through a variety of resources including [eLearning](#) tools, live 'Talk to the Experts' [webinars](#), and the [LSDU User Guide](#). Training resources will be emailed directly to servicers, and also available on our [Fannie Mae LSDU webpage](#).

We strongly encourage users to participate in all [eLearning](#) sessions, prior to using LSDU, to ensure servicer readiness.

**Q11. What should servicers do if they have questions?**

Please contact Master Servicing at 1-800-2-FANNIE and choose Option 1, Option 6, or email [future\\_of\\_servicing@fanniemae.com](mailto:future_of_servicing@fanniemae.com) with any questions.