



# HSSN Retirement

## Transition to SMDU

05/14/2025



Fannie Mae®

# Retirement of HomeSaver Solutions Network (HSSN) Workout Functionality




- Effective date of December 1, 2025
- Announced via Servicer Notice dated May 14, 2025

- HomeSaver Solutions™ Network (HSSN) functionality is being transitioned to Servicing Management Default Underwriter™ (SMDU™)
- Servicers using HSSN for some or all of their loan workout reporting and related activity should start to transition this activity fully to SMDU.
  - SMDU User Interface (UI)
  - SMDU via B2B Integration
- All other functionality on Asset Management Network (Delinquency Reporting and Reclass Transactions/Reports) will remain available after December 1, 2025.



# What is moving to SMDU?

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 **Fannie Mae**Asset Management Network [Log Out](#)

**Main Menu**Go:

AMN is available.

**Home Savers Solutions Network**  
[Create/Submit Closed Loan Modification Case](#)  
[Fannie Mae's Workout Profiler<sup>TM</sup>](#)  
[Close Approved Cases](#)  
[Cancel Modification Cases](#)  
[Enter Trial Period Data Request](#)  
[Reclass Transactions/Reports](#)

**Delinquency Reporting**  
[Query/Modify/Delete Delinquent Loans](#)  
[Add New Delinquent Loan](#)  
[Upload Delinquent Loans](#)  
[View Delinquency Exception Details Report](#)  
[View Delinquency Exception Summary Report](#)

Currently available in SMDU

Remaining in AMN

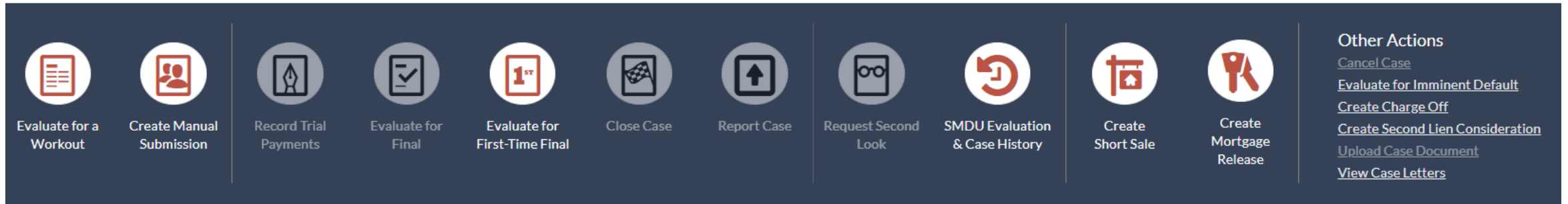
**Home Savers Solutions Reporting**  
[Query Manager](#)  
[Closed Case Query Manager](#)  
[Query Case Letters](#)

Available in SMDU before Q4 2025

Currently available in SMDU

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# Get Familiar with SMDU Capabilities



Use SMDU to perform all of your loss mitigation-related activities:

- Evaluating a loan for retention workout and/or borrower eligibility for a Short Sale and Mortgage Release™.
- Reporting Retention cases and Trial Period Plan Payments.
- Closing and/or canceling a retention case.
- Creating a workout case to send to Fannie Mae for review and approval: Payment Deferral, Modification, Short Sale, Mortgage Release, Charge Off and/or Second Lien Consideration.
- Upload Case Documents & View/Download Case Letters
- View & Query Case History



# HSSN Functionality Available in SMDU

HSSN Link	HSSN Link Description	Action(s) in SMDU
Create/Submit Closed Loan Modification Case	Submit Delegated retention case for loan evaluated by SMDU (Create a case, record trial payment(s), and/or close case)	Record Trial Payments Close Case
Create/Submit Closed Loan Modification Case	Submit Delegated retention case for loan not evaluated by SMDU (Create a case, record trial payment(s), and/or close case)	Create Manual Submission Record Trial Payments Close Case
Fannie Mae's Workout Profiler™	Submit Non-Delegated retention case requesting review by Fannie Mae for loan not evaluated by SMDU	Create Manual Submission
Fannie Mae's Workout Profiler	Submit Non-Delegated retention case requesting review by Fannie Mae for loan evaluated by SMDU	Request Second Look
Fannie Mae's Workout Profiler	Submit Non-Delegated workout: "2nd Lien Consideration" requesting review by Fannie Mae	Create Second Lien Consideration
Fannie Mae's Workout Profiler	Submit Non-Delegated Workout "Charge Off" requesting review by Fannie Mae	Create Charge Off



Record Trial Payments



Close Case



Create Manual Submission



Record Trial Payments



Close Case



Create Manual Submission



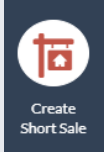


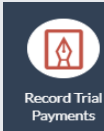
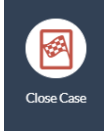

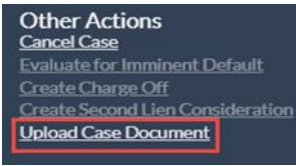
Request Second Look

Other Actions  
[Cancel Case](#)  
[Evaluate for Imminent Default](#)  
[Create Charge Off](#)  
[Create Second Lien Consideration](#)  
[Upload Case Document](#)

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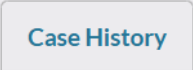
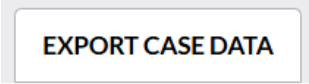
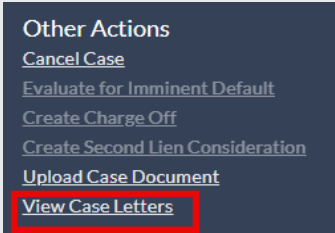


# HSSN Functionality Available in SMDU

HSSN Link	HSSN Link Description	Action(s) in SMDU
Fannie Mae's Workout Profiler	Submit Non-Delegated Preforeclosure Sale Case	Create Short Sale 
Fannie Mae's Workout Profiler	Submit Non-Delegated Mortgage Release™ Case	Create Mortgage Release Close Case  
Enter Trial Period Data Request	Update; Extend an Active Case in HSSN	Record Trial Payments 
Close Approved Cases	Close an Active Case in HSSN	Close Case 
Cancel Modification Case	Cancel an Active Case in HSSN	Cancel Case 
Document Upload	Upload documentation to support case review by Fannie Mae	Document Upload 



# HSSN Functionality Available in SMDU

HSSN Link	HSSN Link Description	Action(s) in SMDU
Query Manager	Query for all active and inactive cases for a Fannie Mae Loan Number.	Case History tab is available under SMDU Evaluation & Case History icon  
Query Manager	Query for all active and inactive cases based on search criteria like Fannie Mae Loan Number(s), case status, workout type or date range.	Export Case Data <i>(Will be available with SMDU's June 2025 Release)</i> 
Case Letters	View approval, cancellation letters for all workout types	View Case Letters 

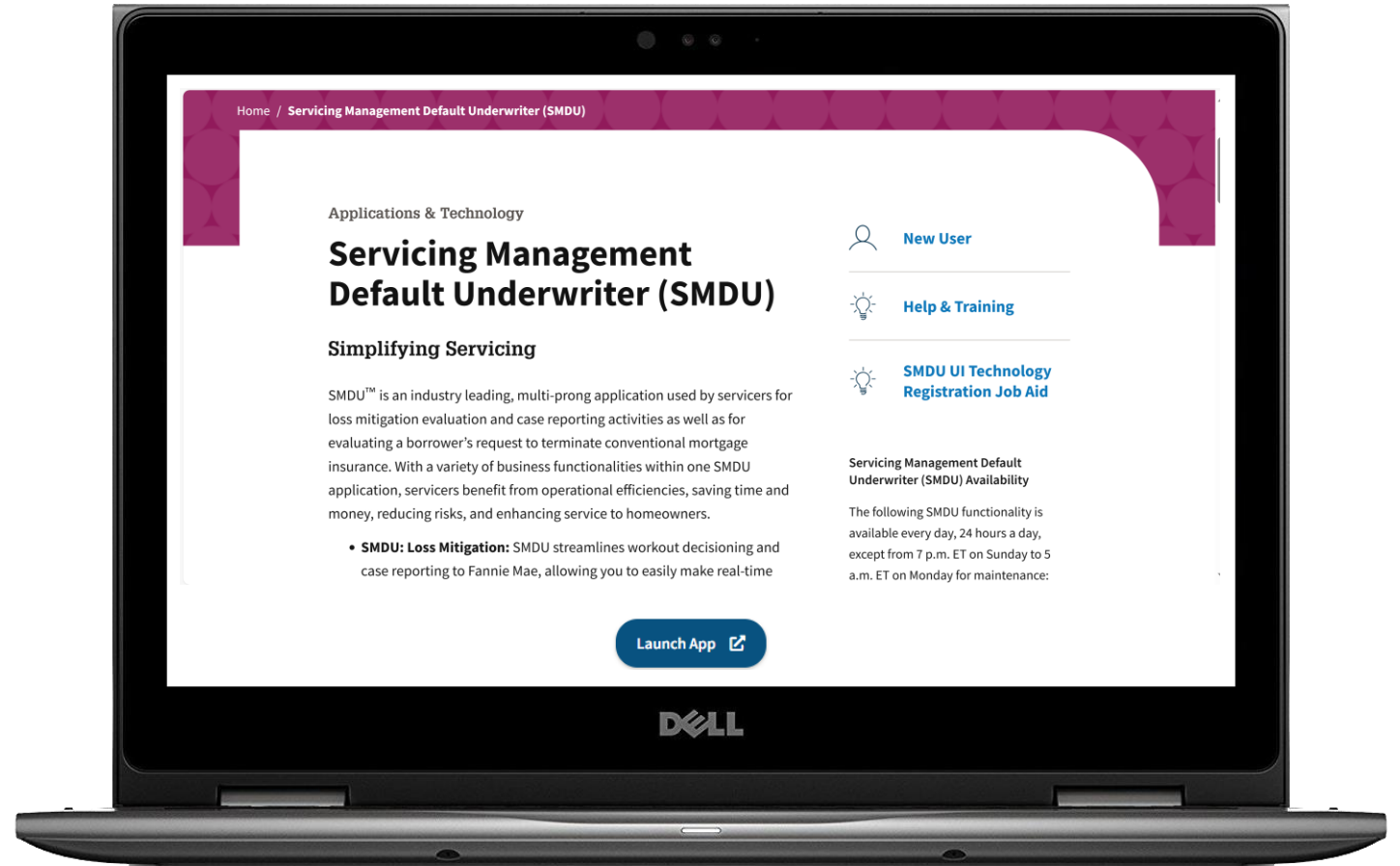


# SMDU Resources

- Registration Job Aid
- Training Modules
- User Guide
- SMDU Release Notes

## Questions?

- Contact your Fannie Mae Servicing Point of Contact or call 1-800-232-6643, option 1, option 3.



[SMDU Portal on FM.com](#)

