



From the Desk of Malloy Evans
Chief Credit Officer for Single-Family

Dec. 11, 2019

Executive Overview of *Servicing Guide* Updates

Today's *Servicing Guide* updates revise and clarify our servicing guidelines. In this update we:

- **Introduce a payment shortage tolerance.** We're introducing a \$50 payment shortage tolerance to help reduce the number of complaints to servicers when a monthly mortgage loan payment is deficient by a small amount.

See [Announcement SVC-2019-08](#) for details on this and other miscellaneous updates.

Best wishes to you and your loved ones for a joyous holiday season and a bright new year!

A handwritten signature in black ink that reads "Malloy Evans".

Malloy Evans