



Loan Quality Connect and Subservicers

Responsible party guidance

Overview

Loan Quality Connect™ provides responsible party information for loans that have been selected for quality control reviews including actions items such as requests for loan files, missing or defective documentation, and repurchase requests. Subservicers can act on behalf of a responsible party (master servicer) in Loan Quality Connect provided that the responsible party has granted them the appropriate authorization. This allows the subservicer access to loan portfolios designated by the responsible party and to respond to requests from Fannie Mae on behalf of the responsible party in Loan Quality Connect.

NOTE: *The responsible party is the entity that Loan Quality Connect has identified as being responsible for either selling or servicing representations and warranties based on the purpose of the loan selection.*



Important: Providing a subservicer access will allow the subservicer to concur or rebut repurchase requests depending on granted permissions. Responsible parties that allow a subservicer to submit loan file documentation on their behalf must ensure that the subservicer follows document submission procedures.

Becoming a Responsible Party in Loan Quality Connect

Before a subservicer can begin to act on behalf of a responsible party in Loan Quality Connect, the responsible party and subservicer must ensure the following requirements are met:

- The responsible party and subservicer must be Fannie Mae approved servicers; and
- The master servicer must be the responsible party for the designated loan portfolios.

Once these requirements are met, the responsible party and the subservicer must complete and sign Form 101, the [Data Access Authorization Agreement](#). This form allows the responsible party (master servicer) to add or delete a subservicing relationship for specific loan portfolios. Both parties must send the completed form to Fannie Mae's [Technology Support Team](#), who will add or delete the subservicing relationship in Loan Quality Connect.

Questions?

If you need assistance setting up users in Loan Quality Connect, refer to the Loan Quality Connect Job Aids, Updating Email Notification Contacts, on the Loan Quality Connect [web page](#) or contact your Fannie Mae Account Team or the Technology/Customer Contact Center at 1-800-2Fannie.