Communicate with the homeowner

Provide information to your homeowners about payment options. Ask questions to understand their situation. If the homeowner’s hardship is related to COVID-19, a COVID-19 payment deferral may be an option. If the hardship is related to a disaster, a disaster deferral may be an option. If neither of those situations apply, Fannie Mae also has the payment deferral option.

- **COVID-19 Forbearance Script for Servicer Use with Homeowners**
- **COVID-19 Post-Forbearance Options Script for Servicer Use with Homeowners** (requires Fannie Mae Connect™ credentials)

Evaluate homeowner and communication decision with homeowner

Use applicable Fannie Mae servicing solutions system, like Servicing Management Default Underwriter™ (SMDU™) or HomeSaver Solutions Network (HSSN), to evaluate homeowner and/or request Fannie Mae review. When eligible, confirm homeowner accepts the workout.

New to SMDU? Start with the **SMDU UI Registration Job Aid**. Visit the **SMDU Learning Center page** for SMDU tools and resources. If you’re using HSSN, visit the **HSSN Job Aids** for resources.

Report monthly contractual payments via Loan Activity Report (LAR)

Report all required monthly contractual payments prior to the Workout Effective Date at least one day prior to reporting a payment deferral, COVID-19 payment deferral, or disaster payment deferral.

- **Master Servicing Operations FAQ**
- **Lender Letter (LL-2020-05) Payment Deferral** (see page 7)
- **Lender Letter (LL-2020-07) COVID-19 Payment Deferral** (see pages 2 - 5, 7, 9, and 11)
- **Lender Letter (LL-2020-11) Disaster Payment Deferral** (see pages 7, 12, and 13) also detailed in the **Servicing Guide, Section D2-3.2-06**.

Report workout to Fannie Mae

Complete the payment deferral, COVID-19 payment deferral or disaster payment deferral option, as applicable, by reporting the case via Fannie Mae’s servicing solutionssystem.

New to SMDU? Start with the **SMDU UI Registration Job Aid**. Visit the **SMDU Learning Center page** for SMDU tools and resources.

If you’re using HSSN, visit the **HSSN Job Aids** for resources.

Continue required loan reporting

Follow reporting guidelines as stated in the Fannie Mae Servicing Guide.

- **Servicing Guide Section C-4.3-01 and Section F-1-22**
- **Master Servicing Operations FAQ**

Additional Resources

Wondering about the differences between COVID-19 payment deferral, disaster payment deferral, and Payment Deferral? Click here for our **payment deferral matrix**.

Get more COVID-19 information for servicers, including COVID-19 payment deferral and Payment Deferral information, Lender Letters, and more.

Questions? Contact your Fannie Mae representative.