

Payment Deferral, COVID-19 Payment Deferral, and Disaster Payment Deferral

Use this resource to learn more about and use the payment deferral, COVID-19 payment deferral and disaster payment deferral options.

1

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)

2

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.

3

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](#)
- [Lender Letter \(LL-2021-07\) COVID-19 Payment Deferral](#)
- [Lender Letter \(LL-2020-11\) Disaster Payment Deferral](#) also detailed in the [Servicing Guide, Section D2-3.2-06](#).

4

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.

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If you're using HSSN, visit the [HSSN Job Aids](#) for resources.

5

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? View the [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.