

Servicer Expense Reimbursement Job Aid-Update

December 9, 2020

Frequently Asked Questions

General Submission Q&As

Q10. When should I expect to see reimbursement funds for expenses capitalized in a modification? What should I do if I haven't received them?

Reimbursements for capitalized expenses within a closed modification are processed once a month. If you have not received funds for the modification expenses in over a month, please submit an IRT inquiry for status of your payment.

List of Servicer Expense Reimbursement Job Aid Revisions for 2020

The Servicer Expense Reimbursement Job Aid provides operational instructions based on servicing policies. Specific updates to the Job Aid are listed in the table below.

Revision Date	Page Number	Revision
4/01/2020	15	Added pro-rated taxes section for Property Tax - Deed Recording line item in LoanSphere Invoicing.
4/15/2020	Multiple	Added information about Foreclosure Dismissal Fee, Line Item Search Tool, fatal exceptions, added a note about late claim filing deadline to Hazard Loss and Disaster Repair sections and updated FAQs.
7/15/2020	23	Updated FAQs with How do I get reimbursement for expenses related to a payment deferral?
10/1/2020	Multiple	Updated Recording Costs for Charge Off – Lien Release, Recording Fees for Paid Off Loans. Updated sections Where to Submit an Expense Reimbursement Claim, Pending Submitter Review (PSR) Status, Condominium Owner’s Association (COA) / Homeowner’s Association (HOA) Dues and Other Expenses, Cooperative Corporation (Co-Op) Expenses, Ground Rent
12/9/2020	21	Updated FAQs with “When should I expect to see reimbursement funds for expenses capitalized in a modification?”