

AMN/HSSN 27.5 Release Notes

November 10, 2021

During the weekend of November 20, 2021, Fannie Mae will implement Release 27.5, which includes the changes and enhancements described below for Asset Management Network (AMN)/HomeSaver Solutions™ Network (HSSN).

To implement this release, AMN/HSSN will not be available for processing from 7:00 a.m. until 4:00 p.m. Eastern Time November 20, 2021. This downtime also applies to SMDU™ Case Management functionality. While SMDU Auto Decisioning functionality will be available, users may experience some intermittent outages because SMDU relies on some HSSN case data. If you experience an exception, please wait a few minutes and resubmit the transaction.

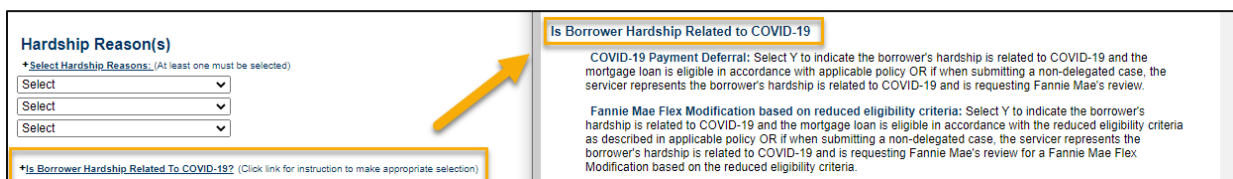
The changes in this release apply to all instances of AMN/HSSN.

- AMN/HSSN General Updates

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- To provide additional clarity with regard to selecting the Borrower Impacted by COVID-19 indicator (displayed as “Is Borrower Hardship Related To COVID-19?”), the instructional text will be updated as follows and as shown in the screenshot below:

Select Y to indicate the borrower’s hardship is related to COVID-19 and the mortgage loan is eligible in accordance with applicable policy OR if when submitting a non-delegated case, the servicer represents the borrower’s hardship is related to COVID-19 and is requesting Fannie Mae’s review.



The screenshot shows a form section titled "Hardship Reason(s)" with three dropdown menus, each with "Select" as the current value. Below these is a link: "*Is Borrower Hardship Related To COVID-19? (Click link for instruction to make appropriate selection)". An orange arrow points from this link to a separate box on the right. This box contains the updated instruction: "Is Borrower Hardship Related to COVID-19" followed by two paragraphs of text explaining the selection criteria for COVID-19 Payment Deferral and Fannie Mae Flex Modification based on reduced eligibility criteria.