



Master Servicing Portfolio Manager User Guide

June 2024





Contents

- Master Servicing Portfolio Manager Overview 3
 - Benefits 3
 - Browser Requirements 3
 - System Availability 3
 - System Access 3
 - Support 4
 - Technology Manager 4
 - Application to Request: 4
 - Roles to Request: 4
 - Role definitions: 4
 - Step-by-Step Instructions 4
 - Resources: 5
- Sign On / Log Out 6
 - Sign On 6
 - Log Out 6
- Master Servicing Portfolio Manager Main Screen Overview 7
- View Loan Information 9
- Create Resolution Plan(s)/Confirm Resolution Plan(s) 9
- Edit Exception Resolution Plan(s) 13
 - Option 1 13
 - Option 2 14
- Delete Exception Resolution Plan(s) 16
 - Option 1 16
 - Option 2 17
- Confirmation of Exception Resolution Plan 18
- Exception Root Cause Names and Resolution Plan Comments Examples 19
- Approved Exception Resolution Plan 20
- Download 22
- Bulk Uploads 23
- Data Downloads 26
 - Deleting Unwanted Data Download File(s) 30
- Servicer Communication 31



Master Servicing Portfolio Manager Overview

Master Servicing Portfolio Manager offers management oversight and self-service functionality related to performance, loan activities, and portfolio management that will help drive efficiency and straight through processing. The first iteration of this self-service management tool will provide Fannie Mae servicers the ability to access loan and cash exceptions at the end of the reporting period, which require servicer review and confirmation. Servicers can use the tool to enter resolution plans and resolution dates to address these exceptions. Master Servicing Portfolio Manager will provide information on seven exceptions during the initial application roll out as listed below.

Exceptions:

- Late Liquidations – Liquidations that are reported later than the first business day after the servicer processes the payment transaction in its system.
- Ending Hard Rejects – A loan that has an unresolved hard reject as of the end of Fannie Mae’s reporting period.
- Aged Hard Reject – A loan that hard rejects for five consecutive reporting periods. A loan that started Fannie Mae’s reporting period with a hard reject but did not end the period with a hard reject is included in the count.
- Aged Soft Reject - A loan that soft rejects for five consecutive reporting periods. A loan that started Fannie Mae’s reporting period with a soft reject but did not end the period with a soft reject is included in the count.
- Loan not Reported EOC - A loan not reported as of the end of the reporting cycle as defined on Fannie Mae’s Investor Reporting and Remitting Calendar.
- Cash Differences – An Actual/Actual servicer that is under or over Fannie Mae’s remittance thresholds.

Note: Fannie Mae’s Investor Reporting and Remitting Calendar is available on <https://www.fanniemae.com/>

Benefits

- Self-service access to information, facilitating servicer adherence to Fannie Mae’s investor reporting requirements.
- Visibility into consolidated servicer investor reporting metrics (at the end of the reporting period) to help drive improvements and process enhancements.
- Increased transparency between servicer and Fannie Mae related to Loan and Cash exception management.

Browser Requirements

For optimal performance, the preferred browser for Master Servicing Portfolio Manager is Google Chrome. The following is a list of acceptable browsers:

- Google Chrome™ (PREFERRED)
- Microsoft Edge®
- Firefox®

System Availability

Master Servicing Portfolio Manager is available Monday through Sunday, 24 hours a day except for every second Sunday between 2 a.m. and 6 a.m. ET. Should Master Servicing Portfolio Manager not be available during these hours, a notification will be posted.

System Access

To access Master Servicing Portfolio Manager, your company’s Technology Manager Administrator must request access for you. See [Technology Manger](#) section of this user guide.



Support

For help with Master Servicing Portfolio Manager, servicers should call 1-800-2FANNIE (1-800-232-6643) option 1 and option 6 or contact master_servicing@fanniemae.com.

Technology Manager

The following information provides Servicers' Corporate Administrators with the required application and roles which need to be requested through Fannie Mae's Technology Manager to access and work requests within the Master Servicing Portfolio Manager Application.

Application to Request:

- Master Servicing Portfolio Manager

Roles to Request:

- If you are a Master Servicer utilizing a Sub-servicer, you would select - MSPM – **External** READ_REQUEST
- If you determine root cause(s) and create resolution plan(s) and date(s), you will select - MSPM - **External** READ_REQUEST_WRITE
- If you Confirm root cause(s), resolution plan(s) and date(s) you would select - MSPM – **External** ATTEST

Role definitions:

- MSPM - **External** READ_REQUEST, Read access to Master Servicing Portfolio Manager cases.
- MSPM - **External** READ_REQUEST_WRITE, All **External** READ-REQUEST access, plus updating servicer exception(s) and submit workflow request cases.
- MSPM - **External** ATTEST, All **External** READ-REQUEST_WRITE access, plus approving workflow request cases.

Step-by-Step Instructions

- [Technology Manger Job Aids](#)
- [Setup Available Applications](#)
- [Create New User](#)
- [Grant a User Access to an Application](#)



Resources:

- [Technology Manager webpage](#)
- [Technology Support Center](#)

Home / Technology Manager


Applications & Technology

Technology Manager

Manage your access in one place

The Technology Manager platform allows customers to manage user access to all Fannie Mae technology applications.

[Launch App](#) [Reset Password](#)



Meet the new Technology Manager Virtual Assistant

The Virtual Assistant can answer questions and guide you through the new, streamlined steps to create multiple users in one session, quickly duplicate user access, and more.

[Learn More](#)

- [New User](#)
- [Registered Users](#)
- [Registered Admins](#)
- [Manage System IDs](#)
- [Help & Training](#)

Technology Manager Availability
Every day, 24 hours a day.
[All Technology Application Availability](#)

Home / Technology Support Center

Applications & Technology

Technology Support Center

The Technology Support Center is the primary point of contact for Fannie Mae customers seeking information on or assistance with Fannie Mae technology applications. Reach out to us via phone or web chat using the links below, or try using our online search to answer your question. We are eager to help you.

Please note that the Web Chat and Share My Desktop links are only available to registered technology application users.

- Call Us at 1-800-2FANNIE (1-800-232-6643)
- [Open a Web Chat](#)
- [Share My Desktop](#)

The Support Center's hours of operation are every day, 24 hours a day, except for the holidays listed below:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Day

On the evening prior to a holiday closure, the Technology Support Center will close at 8:00 p.m. ET and will reopen the day after the holiday at 8:00 a.m. ET.

Password Reset
If your account is locked or deactivated, or you forgot your user ID, contact your Technology Manager administrator. Otherwise, use the link below.

[Reset password](#)

Technology Application Availability
If you're having trouble with an application, it may be undergoing maintenance or enhancements.

[Check availability](#)

Technology Manager
Technology Manager is an application that allows customers to manage user access to Fannie Mae technology applications.

[Go to Technology Manager](#)



Sign On / Log Out

Sign On

To sign on to Master Servicing Portfolio Manager, follow the steps below:

1. Click [here](#) to access Master Servicing Portfolio Manager.
2. Enter **USERNAME** and **PASSWORD**.
3. Click **Sign On**.

Note: Username consists of 8 characters.

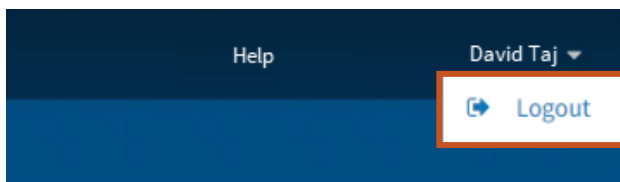
Note: See your Technology Administrator with any password issues.

Note: After signing on, the [Master Servicing Portfolio Manager landing page](#) appears.

Log Out

To log out of Master Servicing Portfolio Manager, follow the steps below:

1. Click **Arrow** in the upper corner of the screen.
2. Click **Logout**.





Master Servicing Portfolio Manager Main Screen Overview

On successful log in, Master Servicing Portfolio Manager the Main screen. will display.

Screen Location	Description
1	Reporting period dropdown menu.
2	Work pending tabs: <ul style="list-style-type: none"> • Response Pending – Servicer Action Required. • Confirmation Pending – Servicer created resolution plan, but it is awaiting servicer approval to submit to Fannie Mae. • Fannie Mae Review Pending – Servicer submitted resolution plan(s) waiting Fannie Mae review. • Fannie Mae Approval Pending – Fannie Mae reviewed resolution plan(s) awaiting Fannie Mae approval. • Fannie Mae Approved – Fannie Mae approved resolution plan(s).
3	Work Status <ul style="list-style-type: none"> ✔ - Ok icon – no further action required. ⚠ - Warning icon – action required.
4	Displays outstanding items for selected work pending tabs. <ul style="list-style-type: none"> • Case Id Number – The reporting period, the nine-digit servicer number, and exception for the servicer. A case can contain multiple loans. A case id can have multiple plans. • Plan – Is an individual root cause and resolution plan.
5	Download Options and Download buttons. <p>Note: There are three download options: case level, loan level, and cash level.</p>



If a Work **Pending** tab is clicked, then all exception information within that tab will display.

Response Pending (3) Confirmation Pending (0) Fannie Mae Review Pending (0) Fannie Mae Approval Pending (0) Fannie Mae Approved (0) Reporting Period 04/2021

0 Late Liquidations 0 Ending Hard Reject 1 Aged Hard Reject 1 Loan Not Reported EOC 0 Aged Soft Reject 0 Cash Difference

Exceptions | Response Pending Updated as of 06/14/2021 at 12:22pm EST Download Options Download

Show all Exceptions

Case ID Number	Servicer Number	Exception Type	Total Loan Count	Cash Amount	Reporting Period
4394	[Link]	Aged Hard Reject	1		04/2021
4399	[Link]	Loan Not Reported EOC	36		04/2021
4368	[Link]		6		04/2021

1 25

Note: If an **Exception Type** icon is clicked, then only that exception information displays.

0 Late Liquidations 0 Ending Hard Reject 1 Aged Hard Reject 1 Loan Not Reported EOC 0 Aged Soft Reject 0 Cash Difference

Exceptions | Response Pending Updated as of 06/14/2021 at 12:22pm EST Download Options Download

Show all Exceptions

Case ID Number	Servicer Number	Exception Type	Total Loan Count	Cash Amount	Reporting Period
4394	[Link]	Aged Hard Reject	1		04/2021

1 25



View Loan Information

To view loan information, follow the steps below.

1. Click desired **Case ID Number**.

Exceptions | Response Pending Updated as of 06/14/2021 at 12:27pm EDT [Download Options](#) [Download](#)

Show all Exceptions

Case ID Number	Servicer Number	Exception Type	Total Loan Count	Cash Amount	Reporting Period
4394	[REDACTED]	Aged Hard Reject	1		04/2021
4399	[REDACTED]	Loan Not Reported EOC	36		04/2021
4368	[REDACTED]	[REDACTED]	6		04/2021

1 | 25

Note: In this case there are thirty-six loans.

2. View Loan Information per selected case id number.

Create Resolution Plan(s)/Confirm Resolution Plan(s)

To create a resolution plan, follow the steps below.

1. Click **Create resolution plan**.

My Performance | Data Request | Performance Metrics | Servicer Communication

Response Pending / Case ID : 4399

Case ID: 4399
Updated as of

Servicer Number [REDACTED] | Exception Type Loan Not Reported EOC | Reporting Period 04/2021 | Total Loan Count 36

Response Pending | Loans To Manage (33)

Create resolution plan

Fannie Mae Loan Number	Reject Reason	Remittance Type	Transaction Processing Date	LPI Date (Reported)	Actual UPB Amount(Reported) (\$)	Principal Amount
[REDACTED]	File Upload Issue	Actual/Actual	5/3/2021	12/31/1969		
[REDACTED]	File Upload Issue	Actual/Actual	5/3/2021	12/31/1969		
[REDACTED]	File Upload Issue	Actual/Actual	5/3/2021	12/31/1969		
[REDACTED]	File Upload Issue	Actual/Actual	5/3/2021	12/31/1969		



2. Click box(es) for **loans(s) to include in resolution plan.**

Servicer Number [redacted] | Exception Type Loan Not Reported EOC | Reporting Period 04/2021 | Total Loan Count 36

Response Pending | Loans To Manage (33)

<input type="checkbox"/> Fannie Mae Loan Number	Reject Reason	Remittance Type	T P
<input checked="" type="checkbox"/>	Missing LAR	Actual/Actual	
<input checked="" type="checkbox"/>	Missing LAR	Actual/Actual	
<input checked="" type="checkbox"/>		Actual/Actual	
<input checked="" type="checkbox"/>		Actual/Actual	
<input checked="" type="checkbox"/>		Actual/Actual	
<input checked="" type="checkbox"/>		Actual/Actual	
<input checked="" type="checkbox"/>	Missing LAR	Actual/Actual	
<input checked="" type="checkbox"/>	Missing LAR	Actual/Actual	
<input checked="" type="checkbox"/>		Actual/Actual	
<input checked="" type="checkbox"/>		Actual/Actual	
<input checked="" type="checkbox"/>	Missing LAR	Actual/Actual	
<input checked="" type="checkbox"/>		Actual/Actual	
<input checked="" type="checkbox"/>		Actual/Actual	

Create Resolution Plan

33 Loans Selected

Cancel Next

Note: Select loans with matching **root cause**.

3. Click **Next**.

4. Select **appropriate root cause** from Root Cause dropdown list.

Note: The Root Cause dropdown list will vary per the exception type. Click [here](#) to view Exception Root Cause Names and Resolution examples.

5. Enter a **specific resolution plan** that will be implemented to correct the exception in the Resolution Plan field.

Response Pending | Loans To Manage (33)

<input checked="" type="checkbox"/> Fannie Mae Loan Number	Reject Reason	Remittance Type	T P
<input checked="" type="checkbox"/>	Missing LAR	Actual/Actual	
<input checked="" type="checkbox"/>	Missing LAR	Actual/Actual	
<input checked="" type="checkbox"/>	Missing LAR	Actual/Actual	
<input checked="" type="checkbox"/>	Missing LAR	Actual/Actual	
<input checked="" type="checkbox"/>	Missing LAR	Actual/Actual	
<input checked="" type="checkbox"/>		Actual/Actual	
<input checked="" type="checkbox"/>		Actual/Actual	
<input checked="" type="checkbox"/>		Actual/Actual	
<input checked="" type="checkbox"/>		Actual/Actual	
<input checked="" type="checkbox"/>	Missing LAR	Actual/Actual	
<input checked="" type="checkbox"/>	Missing LAR	Actual/Actual	

Create Resolution Plan

Select Loans - Enter Plan Details - Review Plan Details

Root Cause: File Upload Issue

Resolution Plan: Upload files in order that P&I activity is applied resulting in the file processing correctly.

Plan Completion Date: 02/15/2022

Back Cancel Next



- 6. Select the **date** when the plan will be completed in the Plan Completion Date field.
- 7. Click **Next**.

Note: See [Exception Root Cause Quality Resolution Examples](#) for sample resolution plans. Failure to create comprehensive remediation plans will result in a denial from Fannie Mae.

- 8. Click **Save**.

- 9. Click **Got it, thanks**.

Note: To edit a plan, see [Edit Exception Resolution Plans](#).

Note: To delete a plan, see [Delete Exception Resolution Plans](#).

- 10.

If...	Then...
there are more loans in the case id number to be managed	proceed to step 1 to create resolution plans for all loans in the case.
all the loans in the case id number have a resolution plan created	proceed to step 11.

Note: All loans **must have** a resolution plan before the case can be confirmed.



11. Select appropriate **plan(s)** to confirm.

click...	results...
header check box	confirms all plans.
line-item check box(s)	confirms only those plans checked.

Exceptions | Confirmation Pending Updated as of Mar 24, 2022, 10:34:59 AM

Show all Exceptions

[Confirm All Plans](#)

<input type="checkbox"/>	Case ID Number	Servicer Number	Exception Type	Total Plans	Total Loan Count	Cash Amount	Confirmed By	Approved By										
<input checked="" type="checkbox"/>	858900059	2027961.00	Ending Hard Reject	1	1													
<table border="1"> <thead> <tr> <th>Plan ID Number</th> <th>Loans Selected</th> <th>Root Cause</th> <th>Resolution Plan</th> <th>Resolution Date</th> </tr> </thead> <tbody> <tr> <td>398</td> <td>1</td> <td>File Upload Issue</td> <td>Quality plan</td> <td>Mar 30, 2022</td> </tr> </tbody> </table>									Plan ID Number	Loans Selected	Root Cause	Resolution Plan	Resolution Date	398	1	File Upload Issue	Quality plan	Mar 30, 2022
Plan ID Number	Loans Selected	Root Cause	Resolution Plan	Resolution Date														
398	1	File Upload Issue	Quality plan	Mar 30, 2022														
<input checked="" type="checkbox"/>	858900020	2027961.00	Ending Hard Reject	1	1													
<table border="1"> <thead> <tr> <th>Plan ID Number</th> <th>Loans Selected</th> <th>Root Cause</th> <th>Resolution Plan</th> <th>Resolution Date</th> </tr> </thead> <tbody> <tr> <td>397</td> <td>1</td> <td>File Upload Issue</td> <td>Quality plan</td> <td>Mar 30, 2022</td> </tr> </tbody> </table>									Plan ID Number	Loans Selected	Root Cause	Resolution Plan	Resolution Date	397	1	File Upload Issue	Quality plan	Mar 30, 2022
Plan ID Number	Loans Selected	Root Cause	Resolution Plan	Resolution Date														
397	1	File Upload Issue	Quality plan	Mar 30, 2022														

1 25

12. Click **Confirm All Plans**.

Note: This will confirm all plans that have been checked.

Note: These confirmed plans will move to the **Fannie Mae Approval Pending** tab.



Edit Exception Resolution Plan(s)

There are two options to get to the **Edit Exception Resolution Plans Screen**.

Note: Edits **can be made** to exception resolution plans until the plan has moved to the **Approved** status.

Option 1

To edit plans when in the case, follow the steps below.

1. Click **Edit Plan**.

Confirmation Pending / Case ID : 4399

Case ID: 4399
Updated as of

Servicer Number [REDACTED] | Exception Type Loan Not Reported EOC | Reporting Period 04/2021 | Total Loan Count 36

[Confirm all plans](#)

Saved Exception Resolution Plans(2)

Plan ID : 292	Root Cause BD1 Modification	Resolution Plan ensure mod data matches fannie mae	Resolution Date 2/15/22	Edit Plan Delete Plan
Plan ID : 284	Root Cause BD1 Modification	Resolution Plan mods will be match Fannie Mae Data	Resolution Date 2/15/22	Edit Plan Delete Plan

Loans Selected(33) [View](#)

2. Make appropriate changes to the **Root Cause**, **Resolution Plan**, and **Resolution Date** fields.

Confirmation Pending / Case ID 4399

Case ID: 4399
Updated as of

Servicer Number [REDACTED] | Exception Type Loan Not Reported EOC | Reporting Period 04/2021 | Total Loan Count 36

[Confirm all plans](#)

Plan ID : 292 [Save Changes](#) [Cancel Changes](#)

Root Cause BD1 Modification	Resolution Plan ensure mod data matches fannie mae	Resolution Date 02/15/2022
---------------------------------------	--	--------------------------------------

Loans Selected(33) [View](#)

Plan ID : 284 [Edit Plan](#) [Delete Plan](#)

Root Cause
BD1 Modification

Resolution Plan
mods will be match Fannie Mae Data

Resolution Date
2/15/22


Loans Selected(3) [View](#)

Note: Changes made will impact all loans within the plan id.

Note: Click [here](#) to view Exception Root Cause Names and Resolution examples.



3. Click **Save Changes**.
4. Click **Got it, thanks**.



Please use the following plan identifier to track the status of your plan: 292

Until all loans or cash have been added to a resolution plan, all saved exception resolution plans will remain on this page.

[Got it, thanks](#)

5. Click [My Performance](#) to get back to the main screen.

My Performance
Data Request
Performance Metrics


Option 2

To confirm cases using the **Confirmation Pending** or **Fannie Mae Approval Pending** tabs, follow the steps below.


1. Click **Confirmation Pending** or **Fannie Mae Approval Pending** tab.
2. Click appropriate **Case ID Number**.

Response Pending (2)
Confirmation Pending (1)
Fannie Mae Review Pending (0)
Fannie Mae Approval Pending (0)
Fannie Mae Approved (0)


Reporting Period 04/2021




0
Late Liquidations




0
Ending Hard Reject




0
Aged Hard Reject



1
Loan Not Reported EOC



0
Aged Soft Reject



0
Cash Difference

Exceptions | Confirmation Pending Updated as of Mar 24, 2021, 10:54:59 AM

Download Options Download

Show all Exceptions

Case ID Number	Servicer Number	Exception Type	Total Loan Count	Cash Amount	Reporting Period
4399		Loan Not Reported EOC	36		04/2021

1 25



3. Click **Edit Plan**.

Confirmation Pending / Case ID : 4399

Case ID: 4399
Updated as of

Servicer Number [redacted] | Exception Type Loan Not Reported EOC | Reporting Period 04/2021 | Total Loan Count 36

[Confirm all plans](#)

Saved Exception Resolution Plans(2)

Plan ID : 292	Root Cause BD1 Modification	Resolution Plan ensure mod data matches fannie mae	Resolution Date 2/15/22	Edit Plan Delete Plan
Plan ID : 284	Root Cause BD1 Modification	Resolution Plan mods will be match Fannie Mae Data	Resolution Date 2/15/22	Edit Plan Delete Plan

Loans Selected(33) [View](#)

4. Make appropriate changes to the **Root Cause**, **Resolution Plan**, and **Resolution Date** fields.

Confirmation Pending / Case ID 4399

Case ID: 4399
Updated as of

Servicer Number [redacted] | Exception Type Loan Not Reported EOC | Reporting Period 04/2021 | Total Loan Count 36

[Confirm all plans](#)

Plan ID : 292

[Save Changes](#) [Cancel Changes](#)

Root Cause BD1 Modification	Resolution Plan ensure mod data matches fannie mae	Resolution Date 02/15/2022
---------------------------------------	--	--------------------------------------

Loans Selected(33) [View](#)

Plan ID : 284

Root Cause
BD1 Modification

Resolution Plan
mods will be match Fannie Mae Data

Resolution Date
2/15/22

Loans Selected(3) [View](#)

Note: Changes made will impact all loans within the plan id.



Delete Exception Resolution Plan(s)

There are two options to get to the **Delete Exception Resolution Plans Screen**.

Note: Deletions *can be made* to exception resolution plans until the plan has moved to the **Approved** status.

Option 1

To delete a plan, follow the steps below.

1. Click **Delete Plan**.

Confirmation Pending / Case ID : 4399

Case ID: 4399
Updated as of

Servicer Number [redacted] | Exception Type Loan Not Reported EOC | Reporting Period 04/2021 | Total Loan Count 36

[Confirm all plans](#)

Saved Exception Resolution Plans(2)

Plan ID : 292

Root Cause: BD1 Modification

Resolution Plan: ensure mod data matches fannie mae

Loans Selected(33) [View](#)

[Edit Plan](#) [Delete Plan](#)

Resolution Date: 2/15/22

Plan ID : 284

Root Cause: BD1 Modification

Resolution Plan: mods will be match Fannie Mae Data

Loans Selected(3) [View](#)

[Edit Plan](#) [Delete Plan](#)

Resolution Date: 2/15/22

Note: Deleted loans need to have a new resolution plan created.

2. Either click [Create resolution plan](#) or [My Performance](#) tab to get back to the main screen.

My Performance | Data Request | Performance Metrics | Servicer Communication

Response Pending / Case ID : 4399

Case ID: 4399
Updated as of

Servicer Number [redacted] | Exception Type Loan Not Reported EOC | Reporting Period 04/2021 | Total Loan Count 36

Response Pending | **Loans To Manage (33)**

[Create resolution plan](#)

Updated as of Mar 24, 2022, 10:04:09 AM

Fannie Mae Loan Number	Reject Reason	Remittance Type	Transaction Processing Date	LPI Date (Reported)	Actual UPB Amount(Reported) (\$)	Principal Amount
[redacted]	Missing LAR	Actual/Actual	5/3/2021	12/31/1969		
[redacted]	Missing LAR	Actual/Actual	5/3/2021	12/31/1969		
[redacted]	Missing LAR	Actual/Actual	5/3/2021	12/31/1969		
[redacted]	Missing LAR	Actual/Actual	5/3/2021	12/31/1969		
[redacted]	Missing LAR	Actual/Actual	5/3/2021	12/31/1969		
[redacted]		Actual/Actual	5/3/2021	12/31/1969		

Note: This case will go back in the **Response Pending** tab located on the landing page.



3. Follow [Create Resolution Plan\(s\)](#) steps.

Option 2

To access the **Confirmation Pending** or **Fannie Mae Approval Pending** tabs, follow the steps below.

1. Click **Confirmation Pending** or **Fannie Mae Approval Pending** tab.
2. Click appropriate **Case ID Number**.

The screenshot shows a dashboard for 'Confirmation Pending' with the following metrics:

- Late Liquidations: 0
- Ending Hard Reject: 0
- Aged Hard Reject: 0
- Loan Not Reported EOC: 1
- Aged Soft Reject: 0
- Cash Difference: 0

Below the metrics is an 'Exceptions' table for 'Confirmation Pending' (Updated as of Mar 24, 2022, 10:14:29 AM):

Case ID Number	Servicer Number	Exception Type	Total Loan Count	Cash Amount	Reporting Period
4399	[Redacted]	Loan Not Reported EOC	36		04/2021
4368	[Redacted]	[Redacted]	6		04/2021

At the bottom left, there is a pagination control showing '1' of '25' items.


3. Click **Delete Plan**.

The screenshot shows the details for Case ID: 4399. At the top, there is a 'Confirm all plans' button. Below that, the 'Saved Exception Resolution Plans(2)' are listed:

- Plan ID : 292**
 - Root Cause: BD1 Modification
 - Resolution Plan: ensure mod data matches fannie mae
 - Loans Selected(33) [View](#)
 - Resolution Date: 2/15/22
 - Buttons: [Edit Plan](#), [Delete Plan](#)
- Plan ID : 284**
 - Root Cause: BD1 Modification
 - Resolution Plan: mods will be match Fannie Mae Data
 - Loans Selected(3) [View](#)
 - Resolution Date: 2/15/22
 - Buttons: [Edit Plan](#), [Delete Plan](#)



- Click **Got it, thanks**.



Please use the following plan identifier to track the status of your plan: 292

Until all loans or cash have been added to a resolution plan, all saved exception resolution plans will remain on this page.

[Got it, thanks](#)

- Click **My Performance** to get back to the main screen.

My Performance
Data Request
Performance Metr

- Follow [Create Resolution Plan\(s\)](#) steps.

Confirmation of Exception Resolution Plan


Exception resolution plans are confirmed either through the [Create an Exception Resolution Plan step 10](#) or by clicking the **Confirmation Pending** tab.

To confirm exception resolution plans through the **Confirmation Pending** tab, follow the steps below.


- Click **Confirmation Pending** tab.
- Click appropriate **Case ID Number(s)**.

Response Pending (1)
Confirmation Pending (2)
Fannie Mae Review Pending (0)
Fannie Mae Approval Pending (0)
Fannie Mae Approved (0)


Reporting Period 04/2021




0
Late Liquidations




0
Ending Hard Reject




0
Aged Hard Reject



1
Loan Not Reported EOC



0
Aged Soft Reject



0
Cash Difference

Exceptions | Confirmation Pending Updated as of Mar 24, 2022, 10:14:29 AM

[Download Options](#) [Download](#)

Show all Exceptions

Case ID Number	Servicer Number	Exception Type	Total Loan Count	Cash Amount	Reporting Period
4399	...	Loan Not Reported EOC	36		04/2021
4368	...		6		04/2021

1 | 25

©Fannie Mae. All Rights Reserved.



Exception Root Cause Names and Resolution Plan Comments Examples

A resolution plan is required to be entered for each exception case. An appropriate resolution plan addresses the exceptions root cause and eliminates repeat occurrences of the exception going forward.

Commentary must be provided at the loan level and must include the issue that created the reject (i.e., “root cause”), the action to be taken to resolve the issue, the party responsible for taking the corrective action, and the date by which the corrective action will be taken.

Allowable Root Causes Per Exception

Note: The headings are the exception types and those listed below are the allowable root causes for that exception.

Cash Difference	Late Liquidations	Ending Hard Reject	Aged Hard Reject	Loan Not Reported EOC	Aged Soft Reject
Payment Deferral Discrepancy	Modification Discrepancy	PPA	ARM Attribute Fannie Mae Responsible	Loan Transfer Issue	ARM Attribute Fannie Mae Responsible
Modification Discrepancy	Re-add	Modification Discrepancy	ARM Attribute Servicer Responsible	File Upload Issue	ARM Attribute Servicer Responsible
System Issue - Servicer	System Issue	Detailed Reporting	Bankruptcy or Bankruptcy Cramdown	Core Processing Issue	Bankruptcy or Bankruptcy Cramdown
Over remittance	Other	File Upload Issue	BiWeekly	BD1 Modification	BiWeekly
Under remittance		Other	Fixed Rate Attribute Fannie Mae Responsible	Other	Modification Discrepancy
Late Remittance			Fixed Rate Attribute Servicer Responsible		Fixed Rate Attribute Fannie Mae Responsible
Late Reporting of Liquidation/LAR			Payment Deferral		Fixed Rate Attribute Servicer Responsible
LAR reporting error			System Issue		Payment Deferral
Hard Rejects			Recast		System Issue
Soft Rejects			Curtailment		Curtailment
Post Purchase Adjustments			Modification Discrepancy		Recast
Other					

Resolution Plan Comments Examples

Note: The resolution plan comments below are just examples.

Exception Type	Root Cause	Resolution Plan Includes... (Action), (Attribute(s)), (Outcome)
Ending Hard Reject	PPA/delivery error	Submit PPA to correct LPI at Acquisition and Acquisition UPB which will cause the loan to amortize to the correct UPB.
Ending Hard Reject	Modification Discrepancy	Cancel and resubmit modification closed on 5/14/2021 due to incorrect values provided for capitalized amount which will correct the UPB.
Late Liquidation	Re-add	Adjust the payoff codes in our core system so that repurchases are coded as such and not payoffs.
Late Liquidation	Modification Discrepancy	Cancel and resubmit modification closed on 5/14/2021 due to incorrect values provided for capitalized amount which will correct the UPB.
Recurring Aged Hard Reject	Loan Setup Error	Submit a PPA to adjust the current payment so that the correct scheduled principal will be reported going forward.
Recurring Aged Hard Reject	Curtailment/Recast	Update current payment amount to match Fannie Mae’s system.
Recurring Aged Soft Reject	Modification Discrepancy	Cancel and submit modification due to incorrect values provided for pre-mod UPB which will correct the post mod figures.
Recurring Aged Soft Reject	Loan Setup Error	Adjust our core servicing fee on these loans to the correct 0.25% so that the pass-through interest will be reported correctly each month going forward.
Cash Difference	Timing Issue	Update our cash processing calendar so that EOM activity will be captured when the last calendar day of the month falls on a weekend.
Cash Difference	Late Remittance	Update end of month remittance process to include manual check on BD1 to ensure timely remittance.

Note: Click [here](#) to return to Create Resolution Plan(s)/Confirm Resolution Plan(s) step 4.

Note: Click [here](#) to return to Edit Exception Resolution Plan(s) step 2.



Approved Exception Resolution Plan

Fannie Mae will review and approve the Exception Resolution Plan, which will move the Plan to the Approved tab. The Exception Resolution Plan then becomes viewable but is no longer editable.

Note: If Fannie Mae does not approve the Exception Resolution Plan, Fannie Mae will inform the servicer and suggest corrective actions. When it's not approved you will see corrective actions which will be available in the Fannie Mae comment.

The latest comment appears on the front page with the resolution plan.

Reporting Period 04/2024

Upload Resolution Plans

Exceptions | Confirmation Pending Updated as of Jun 7, 2024, 9:46:23 AM Download Options Download

Reset Filters

Confirm Selected

<input type="checkbox"/>	Case ID Number	Servicer Number	Servicer Name	Exception Type	Total Plans	Total Loan Count	Cash Amount	Confirmed By	Approved By
<input type="checkbox"/>	22057			Temporarily Not Available	1	1			

Search Chx Search Cas Search Ser Search Ser Search Exc Search Cor Search Apj

Plan ID Number	Loans Selected	Root Cause	Resolution Plan	Resolution Date	Author
12853	1	Other	The funds received for the payoff were provided by outside counsel on 2/28/2024. The funds were applied with the requested Action Date of 2/22/2024. The Action Date of 2/22/2024 is correct.	03/05/2024	

Fannie Mae Comment	Author	Comment Date
Resolution date needs to be sooner		05/29/2024

1 25

Click **Case ID Number** to view all Fannie Mae comments for the case.

Reset Filters

Confirm Selected

<input type="checkbox"/>	Case ID Number	Servicer Number	Servicer Name	Exception Type	Total Plans	Total Loan Count	Cash Amount	Confirmed By	Approved By
<input checked="" type="checkbox"/>	22057			Temporarily Not Available	1	1			

Search Chx Search Cas Search Ser Search Ser Search Exc Search Cor Search Apj

Plan ID Number	Loans Selected	Root Cause	Resolution Plan	Resolution Date	Author
12853	1	Other	The funds received for the payoff were provided by outside counsel on 2/28/2024. The funds were applied with the requested Action Date of 2/22/2024.	03/05/2024	



Result: All comments shown.

⌂
Master Servicing Portfolio Manager
Help ▾

My Performance
Data Request
Servicer Communication

Confirmation Pending / Case ID : 22057

Case ID: 22057
Updated as of Jun 7, 2024, 10:14:10 AM

Servicer Number | Exception Type Late Liquidations | Reporting Period 04/2024 | Total Loan Count 1

Confirm Selected

By confirming plan(s), you have reviewed and agree with the root cause analysis and confirm the remediation will be completed accurately and timely.

Saved Exception Resolution Plans (1)

Plan ID : 12853 [Edit Plan](#) [Delete Plan](#)

Root Cause	Resolution Plan	Resolution Date	Author
Other	The funds received for the payoff were provided by outside counsel on 2/28/2024. The funds were applied with the requested Action Date of 2/22/2024. The Action Date of 2/2/2024 is correct.	3/5/24	

Loans Selected(1) [Loans Selected](#)

Case Comment (4)

Fannie Mae Comment	Comment Date	Author	
Resolution date needs to be sooner	5/29/24	 	Edit Comment Delete Comment
Insure all loans meet the resolution criteria	5/28/24	 	Edit Comment Delete Comment
Resolution plan needs more detail	5/23/24	 	Edit Comment Delete Comment
Resolution plan needs more detail	5/21/24	 	Edit Comment Delete Comment



Download

Master Servicing Portfolio Manager information can be downloaded using three different criteria: case level, loan level, and cash level.

To download Master Servicing Portfolio Manager information to a spreadsheet, follow the steps below:

1. Click **Download Options** icon ▾ .

The screenshot shows the Master Servicing Portfolio Manager interface. At the top, there are navigation tabs: My Performance, Data Request, Performance Metrics, and Servicer Communication. Below the tabs, there is a section for selecting a reporting period (04/2021) and tabs for different exception statuses: Response Pending (3), Attestation Pending (0), Approval Pending (0), and Approved (0). A summary row shows metrics for Late Liquidations, Ending Hard Reject, Aged Hard Reject, Loan Not Reported EOC, Aged Soft Reject, and Cash Difference. The main section is titled 'Exceptions | Response Pending' and includes a 'Download Options' button highlighted with a red box. Below this is a table of exceptions with columns for Case ID Number, Servicer Number, Exception Type, Total Loan Count, Cash Amount, and Reporting Period. The table contains three rows of data. A pagination control shows '1' of '25' items. The footer includes the copyright notice '©Fannie Mae. All Rights Reserved.'

2. Click the appropriate **Download Option**.

This is a close-up of the 'Download Options' dropdown menu. The menu is open, showing three options: 'Case Level', 'Loan Level', and 'Cash Level'. All three options are highlighted with a red box. The background shows the 'Download' button and the top of the exception table.

3. Click **Download**.

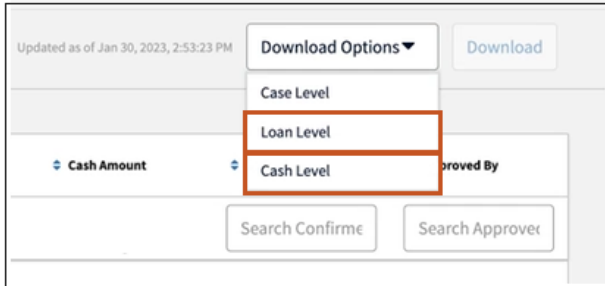


Bulk Uploads

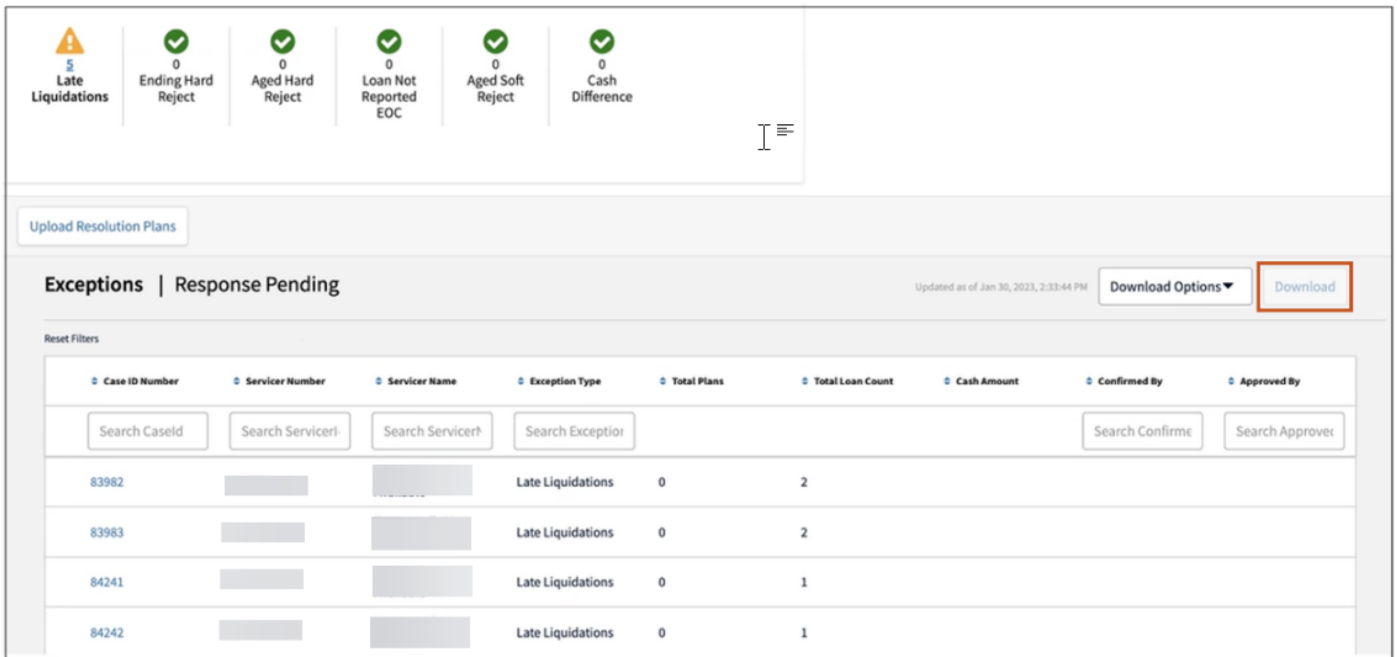
Master Servicing Portfolio Manager allows for bulk uploads at the *loan level and cash levels*.

To upload bulk files, follow the steps below:

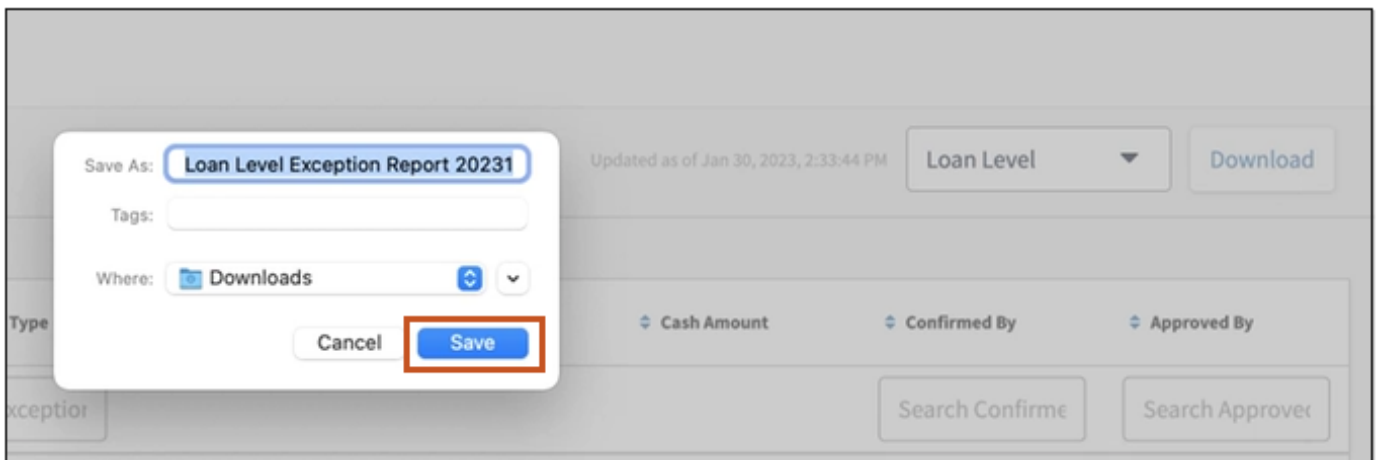
1. Select either **Loan Level** or **Cash Level** from the Download Options drop-down menu.



2. Click, **Download**.



3. Click, **Save**.





4. Click **Exc...csv** file.

Upload Resolution Plans

Exceptions | Response Pending Updated as of Jan 30, 2023, 2:33:44 PM **Loan Level**

Reset Filters

Case ID Number	Servicer Number	Servicer Name	Exception Type	Total Plans	Total Loan Count	Cash Amount	Confirmed By	Approved By
83982			Late Liquidations	0	2			
83983			Late Liquidations	0	2			
84241			Late Liquidations	0	1			
84242			Late Liquidations	0	1			
84245			Late Liquidations	0	1			

1 25

Loan Level Exce...csv

Note: The **Exc....csv** file may appear in various places on the screen depending on computer settings.

5. Scroll right to locate the following columns and enter the appropriate information.

- Root Cause
- Resolution Plan
- Resolution Date

	V	W	X	Y	7	AA	AB	AC
1	1st Fannie Mae Data	Interest Rate (Latest Fannie Mae Data) (%)	Pass Throi P&I Amou Gross Ser		Root Cause	Resolution Plan	Resolution Date	Resolution Author
2		3.125	2.875	931.93	0.25 Loan Transfer Issue	Loan was coded incorrectly. Will report on loans with these issues by last day of month if the reject has not been cleared.	1/9/2023	
3)	3	2.625	437.91	0.375 Loan Transfer Issue	Loan was coded incorrectly. Will report on loans with these issues by last day of month if the reject has not been cleared.	1/9/2023	
4		5	4.75	662.22	0.25 Loan Transfer Issue	Loan was coded incorrectly. Will report on loans with these issues by last day of month if the reject has not been cleared.	1/9/2023	
5		2.875	2.625	2530.14	0.25 Loan Transfer Issue	Loan was coded incorrectly. Will report on loans with these issues by last day of month if the reject has not been cleared.	1/9/2023	
6)	4.75	4.1	1183.42	0.25 ARM Attribute Servicer Responsible	These loans index lookback date was recorded incorrectly when purchased, lookback date to be corrected in our system.	1/1/2023	
7)	3.75	3.1	100.03	0.25 ARM Attribute Servicer Responsible	These loans index lookback date was recorded incorrectly when purchased, lookback date to be corrected in our system.	1/1/2023	
8)	2.875	2.225	237.46	0.25 ARM Attribute Servicer Responsible	These loans index lookback date was recorded incorrectly when purchased, lookback date to be corrected in our system.	1/1/2023	
9)	3.75	3.1	213.94	0.25 ARM Attribute Servicer Responsible	These loans index lookback date was recorded incorrectly when purchased, lookback date to be corrected in our system.	1/1/2023	
10)	4.875	4.225	1087.73	0.25 ARM Attribute Servicer Responsible	These loans index lookback date was recorded incorrectly when purchased, lookback date to be corrected in our system.	1/1/2023	
11		5.75	5	1842	0.25 ARM Attribute Servicer Responsible	These loans index lookback date was recorded incorrectly when purchased, lookback date to be corrected in our system.	1/1/2023	
12		2.5	2.25	1395.57	0.25 Payment Deferral	Make system correction to fix the adjusted Modification UPB	2/21/2023	

Note: For root cause and resolution plan information click [here](#).

Note: The Resolution Date cannot be prior to the month of the exception.

Note: If any modification is made to other fields, they will not be saved.

6. Save **Excel file** to your computer.

Note: Save as an **Excel** or **csv**. file.



7. Click **Upload Resolution Plans** to locate and upload Excel file.

Case ID Number	Servicer Number	Servicer Name	Exception Type	Total Plans	Total Loan Count	Cash Amount	Confirmed By	Approved By
83982	21366008	Temporarily Not Available	Late Liquidations	0	2			
83983	02	Temporarily Not Available	Late Liquidations	0	2			
84241	09	Temporarily Not Available	Late Liquidations	0	1			
84242	188760007	Temporarily Not Available	Late Liquidations	0	1			

8. Locate **appropriate file** and click **Open**.

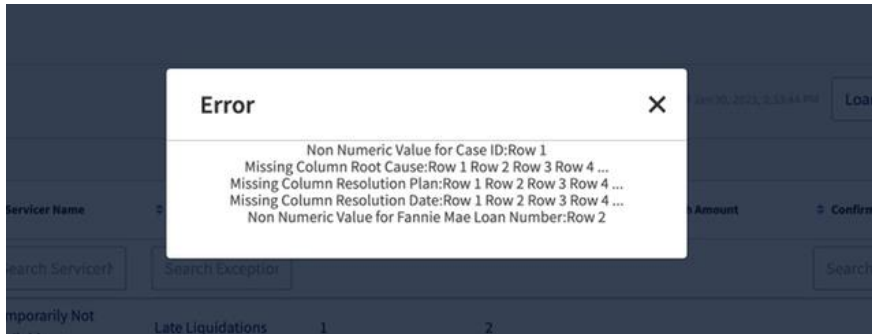
- If the file was uploaded successfully the following pop-up box will appear.

Success

Successfully Uploaded Resolution Plans



- If there was an error in the uploaded file, the following pop-up box will appear.



Note: The error message only shows up to 4 rows of errors. If the error message contains three dots at the end, this indicates that there are other rows with that error in the file.

Data Downloads

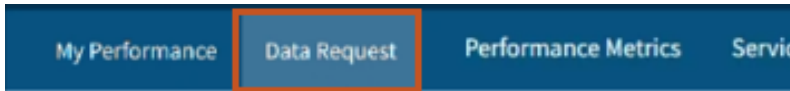
Master Servicing Portfolio Manager allows for data downloads. The following are data downloads requests which can be downloaded:

- **Daily Liquidation Report**
Provides an up-to-date list of all liquidations for a current activity period. You can simply download your own report to validate your liquidation positions.
- **Enhanced**
Allows you to retrieve 27 of the most critical data elements for every loan in your portfolio, enabling you to compare your data to Fannie Mae's.
- **Enhanced S/S Whole Loans**
Provides a monthly snapshot of your MRS Scheduled/Scheduled Whole Loan portfolio.
- **Enhanced MBS**
Provides a monthly snapshot of your Scheduled/Scheduled MBS Loan portfolio.
- **Portfolio Summary**
Provides summary trial balance information based on your servicer number(s) and remittance type. This report includes the total loan, total unpaid principal balance, and total fixed installment for all loans in a portfolio.
- **ARM**
Provides 58 data elements for every ARM loan in your portfolio. The report can assist you in identifying discrepancies between data that exist on your system and Fannie Mae's.
- **Fixed**
Provides 24 data elements for every fixed-rate mortgage loan in your portfolio.
- **PFP New Issues**
Provides a list of all loans newly pooled from portfolio (PFP) during the specified reporting period.
- **PFP Book**
Provides a list of all pooled from portfolio (PFP) loans, including PFP loans reclassified as Actual/Actual during the specified reporting period.



To conduct the data download process, follow the steps below:

1. Click **Data Request** tab.



2. Select appropriate **Download Options** from My Data Download drop-down menu.

Master Servicing Portfolio Manager | Help | David Taj

My Performance | **Data Request** | Performance Metrics | Servicer Communication | All

My Data Download

Download Options ▾ Download

PFP New Issuance

ARM

PFP Book

FIXED

Search Requests

Refresh Data Delete Selected

<input type="checkbox"/>	Name	Type	Period	File Size	Date Created	Report Status
	Search Name	All ▾	All ▾			All ▾

1 | 25

© Fannie Mae. All Rights Reserved.



3. Select appropriate **Servicer Number(s)** from the Search Request drop-down menu.

The screenshot shows the 'My Data Download' interface. At the top, there is a 'FIXED' dropdown, a '27 items selected' dropdown, a 'Reporting Period' dropdown, and a 'Download' button. Below this, there is a search bar and a table with columns for 'Name', 'Type', and 'Period'. The 'Reporting Period' dropdown is open, showing a list of servicer numbers: 202212, 202211, 202210, and 202209. The '27 items selected' dropdown is highlighted with a red box.

Note: The header will change to **number of items selected** from **Search Request**.

4. Select the appropriate **Reporting Period** from the Reporting Period drop-down menu.

The screenshot shows the 'My Data Download' interface. At the top, there is a 'FIXED' dropdown, a '26 items selected' dropdown, a 'Reporting Period' dropdown, and a 'Download' button. Below this, there is a search bar and a table with columns for 'Name', 'Type', and 'Period'. The 'Reporting Period' dropdown is open, showing a list of reporting periods: 202212, 202211, 202210, and 202209. The '26 items selected' dropdown is highlighted with a red box.

5. Click **Download**.
6. Confirm information in **pop-up box**, if information is correct, click **Continue**.

The screenshot shows the 'My Data Download' interface with a 'Confirm Download' pop-up box. The pop-up box displays the following information: File Name: FIXED_202212.csv, Download Type: FIXED, Period: 202212, and Servicer Numbers: 202212, 202211, 202210, 202209. The 'Continue' button is highlighted with a red box.

Note: To change file name, click the pencil icon and type the name change, **without spaces**, in the field presented. Click Continue.



7. Click **Download** on the appropriate data download set.

My Data Download
Download Options ▾ Download

1 Data Requests Refresh Data Delete Selected

<input type="checkbox"/>	Name	Type	Period	File Size	Date Created	Report Status	
<input type="checkbox"/>	<input type="text" value="Search Name"/>	All ▾	All ▾			All ▾	
<input type="checkbox"/>	FIXED_202212.csv	FIXED	Dec 2022	1.43 KB	2/2/23, 1:53 PM	Completed	Download

1 25 ▾

My Data Download
Download Options ▾ Download

1 Data Requests Refresh Data Delete Selected

<input type="checkbox"/>	Name	Type	Period	File Size	Date Created	Report Status	
<input type="checkbox"/>	<input type="text" value="Search Name"/>	All ▾	All ▾			All ▾	
<input type="checkbox"/>	FIXED_202212.csv	FIXED	Dec 2022	1.43 KB	2/2/23, 1:53 PM	Completed	Download

1 25 ▾

©Fannie Mae. All Rights Reserved.

FIXED_202212.csv ^ Show all

8. Click .csv file.

Note: The .csv file may appear in various places on the screen depending on computer settings.

9. Open .csv file.

Note: Use standard sort/filter functionality as appropriate to view data.



Deleting Unwanted Data Download File(s)

To delete unwanted files that were generated in error or are no longer useful follow the steps below:

1. Click **radial button** to the right of the file to be deleted.
2. Click **Delete Selected**.

My Data Download
Download Options Download

2 Data Requests Refresh Data Delete Selected

<input type="checkbox"/>	Name	Type	Period	File Size	Date Created	Report Status	
<input checked="" type="checkbox"/>	FIXED_202212.csv	FIXED	Dec 2022		2/2/23, 1:56 PM	Error	Download
<input type="checkbox"/>	FIXED_202212.csv	ARM	Dec 2022	1.43 KB	2/2/23, 1:53 PM	Completed	Download
<input type="checkbox"/>	ARM_202212.csv	ARM	Dec 2022	1.44 KB	2/1/23, 1:34 PM	Completed	Download
<input type="checkbox"/>	PPF Book_202214.csv	ARM	Dec 2022	1.32 KB	1/31/23, 1:53 PM	Completed	Download

1 25

Screen after deletion

My Data Download
Download Options Download

2 Data Requests Refresh Data Delete Selected

<input type="checkbox"/>	Name	Type	Period	File Size	Date Created	Report Status	
<input type="checkbox"/>	FIXED_202212.csv	ARM	Dec 2022	1.43 KB	2/2/23, 1:53 PM	Completed	Download
<input type="checkbox"/>	ARM_202212.csv	ARM	Dec 2022	1.43 KB	2/1/23, 1:53 PM	Completed	Download
<input type="checkbox"/>	PPF Book_202212.csv	ARM	Dec 2022	1.44 KB	1/31/23, 1:34 PM	Completed	Download

4 32 1 25



Servicer Communication

The Servicer Communication tab will allow self-service for liquidation confirmations and future Fannie Mae ad hoc confirmations.

1. Click **Servicer Communication** tab.



2. Click the box next to the appropriate **Case ID Number**.

Confirmation Pending (3) Fannie Mae Review Pending (1) Fannie Mae Review Complete (1) Reporting Period 01/2024

3 Liquidation Communication 0 Ad Hoc Communication

Communications | Confirmation Pending

Reset Filters

Confirm Selected

<input type="checkbox"/>	Case ID Number	Servicer Number	Acting Servicer Name	Exception Type	Confirmed By	Confirmation Date	Reviewed By
<input checked="" type="checkbox"/>	22811		Calvin Servicing LLC	Liquidation Communication			
<input type="checkbox"/>	22812		Calvin Servicing LLC				
<input type="checkbox"/>	8888801		Calvin Servicing LLC				

1 25

3. Click **Confirm Selected**.

Confirmation Pending (3) Fannie Mae Review Pending (1) Fannie Mae Review Complete (1) Reporting Period 01/2024

3 Liquidation Communication 0 Ad Hoc Communication

Communications | Confirmation Pending

Reset Filters

Confirm Selected

<input type="checkbox"/>	Case ID Number	Servicer Number	Acting Servicer Name	Exception Type	Confirmed By	Confirmation Date	Reviewed By
<input checked="" type="checkbox"/>	22811		Calvin Servicing LLC	Liquidation Communication			
<input type="checkbox"/>	22812		Calvin Servicing LLC				
<input type="checkbox"/>	8888801		Calvin Servicing LLC				

1 25



4.

If ...	Then...
<p>the liquidation report matches your system, and it is <i>prior</i> to 3:00 pm ET on BD2.</p>	<p>click Confirm, which will end the servicer's process.</p> <div data-bbox="526 260 1172 600" style="border: 2px solid black; padding: 10px; text-align: center;"> <p>Confirmation Required</p> <p>By clicking the confirmation button you are confirming:</p> <ol style="list-style-type: none"> 1. All loans on the Liquidation Report match your system of record. 2. All liquidations on your system of record have been reported to Fannie Mae and are reflected on the report. 3. All liquidations are valid for the current reporting cycle. 4. All remittances that were due for liquidations have been remitted. <div style="display: flex; justify-content: center; gap: 20px; margin-top: 10px;"> <div style="border: 2px solid red; padding: 5px;">Confirm</div> <div>Cancel</div> </div> </div> <p style="text-align: center; margin-top: 20px;">Note: Loan will move to Fannie Mae Review Pending status.</p> <div data-bbox="526 720 1485 1100" style="border: 1px solid gray; padding: 5px;"> <p>The screenshot shows a dashboard with tabs for 'My Performance', 'Data Request', 'Performance Metrics', and 'Servicer Communication'. Under 'Servicer Communication', there are three sections: 'Confirmation Pending (3)', 'Fannie Mae Review Pending (1)', and 'Fannie Mae Review Complete (1)'. The 'Fannie Mae Review Pending' section is active, showing a 'Liquidation Communication' with a warning icon and an 'Ad Hoc Communication' with a success icon. Below this is a table titled 'Communications Fannie Mae Review Pending' with a 'Review Complete' button. The table has columns for Case ID Number, Servicer Number, Acting Servicer Name, Exception Type, Confirmed By, Confirmation Date, and Reviewed By. One row is visible with Case ID 37634, Servicer Calvin Servicing LLC, Exception Type Liquidation Communication, Confirmed By MSPM USR, and Confirmation Date 2024-04-12 11:27:49.</p> </div>
<p>the liquidation report matches your system, and it is <i>after</i> the activity cycle is closed.</p>	<p>click Close, which will end the servicer's process.</p> <div data-bbox="526 1171 1166 1497" style="border: 2px solid black; padding: 10px; text-align: center;"> <p>System Unresponsive</p> <p>The activity cycle is closed. The availability to confirm this activity has passed</p> <div style="margin-top: 20px;">Close</div> <p style="font-size: small; color: gray;">Error Code 10436</p> </div>