

Loan Quality Connect Release Notes

August 25, 2022

Overview of Enhancements

During the **weekend of August 27**, Fannie Mae will implement Loan Quality Connect™ version 5.2. The system enhancements in this update are in response to users sharing their comments and suggestions. Your feedback is important, so please check in with us regularly by responding to the pop-up surveys in Loan Quality Connect.

Just Released

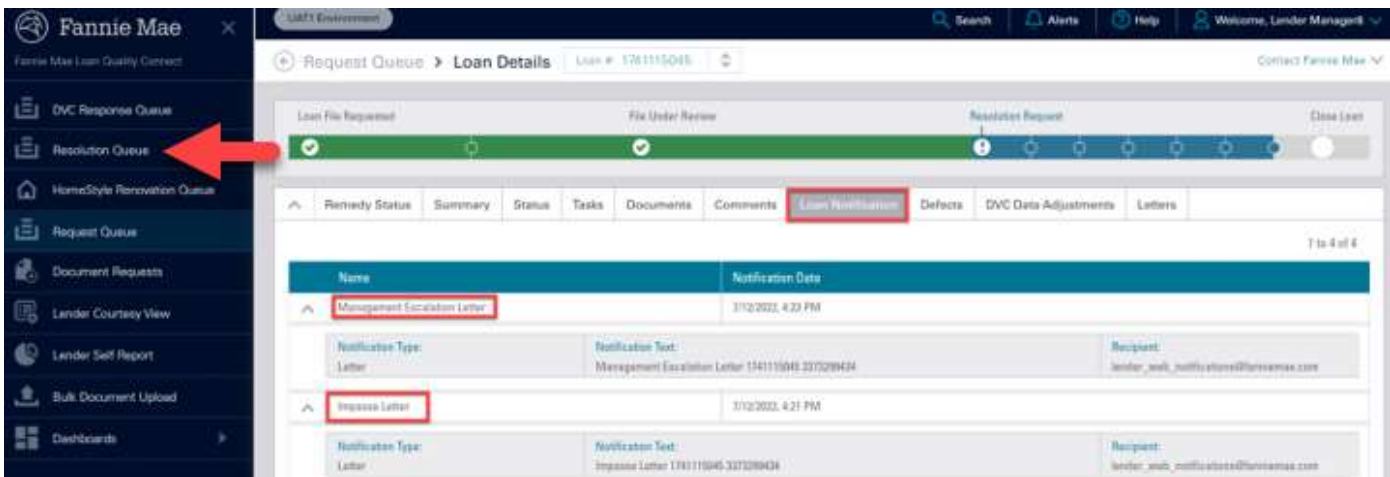
Notifications for ‘Impasse’ and ‘Management Escalation’ letters

In Loan Quality Connect, many steps in the file review process communicate changes to the lender via email notifications. In the Resolution Queue, notifications currently exist for issuance of initial repurchase demands, extensions, breach of timelines, rescissions, and First or Second appeal reaffirmations.

Based on customer feedback, we are adding two additional notifications to that remediation process in Loan Quality Connect. Impasse and Management Escalation notifications are being added to the system. If a loan in either one of these statuses has a response, you will receive an email notification like the other push notifications that exist. None of the system enhancements change or alter the existing repurchase process.

Lender’s staff who have been approved with the ‘Responsible Party Repurchase Request’ email notification *contact type* will now receive 2 additional notifications via email when ‘Impasse’ or ‘Management Escalation’ letters are issued on Resolution Queue reviews. Each notice signifies that a new task exists for Lender’s Remediation Specialist or Manager to review the new letter (Reaffirmation or Rescission) in Loan Quality Connect and complete the next task from available options on the Remedy Status tab. Evidence of each notification sent is visible on the ‘Loan Notification’ tab shown below. Like other notifications, notices will occur as the new letter is sent in real time.

Identifying whom receives ‘Impasse’ and ‘Management Escalation’ notifications



The screenshot shows the Fannie Mae Loan Quality Connect interface. The left navigation menu includes options like 'DVC Response Queue', 'Resolution Queue', 'HomeStyle Renovation Queue', 'Request Queue', 'Document Requests', 'Lender Courtesy View', 'Lender Self Report', 'Bulk Document Upload', and 'Dashboards'. The 'Resolution Queue' is highlighted with a red arrow. The main content area shows the 'Loan Details' for loan # 1783115045. The 'Loan Notification' tab is selected and highlighted with a red box. The table below shows two notifications:

Name	Notification Date
Management Escalation Letter	3/12/2022, 4:23 PM
Impasse Letter	3/12/2022, 4:21 PM

Each notification entry includes details for 'Notification Type', 'Notification Text', and 'Recipient'.



For more information

About this Impasse or Management Escalation process see the Selling Guide, A2-3.2-03, Remedies Framework or [click here](#). The [Setup or Update Email Notification Contacts Job Aid](#) shows each email notification type and how to change whom receives notifications. For more information about these release notes or the upcoming Loan Quality Connect update, lenders may contact their FannieMae representative.