



Fannie Mae Pre-Foreclosure Property Inspection and Preservation Program via Property 360 Job Aid

Updated June 2023



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Pre-Foreclosure Property Inspection and Preservation Program via Property 360 Overview

This job aid will provide step-by-step instructions on how to onboard into the Pre-Foreclosure Property Inspection and Preservation Program, as well as how to submit and update a loan to the program. Additionally, you will find instructions on how to obtain access to Property 360™ and troubleshooting and addressing common error codes.

Program Details

- Servicers should submit loans into the program at 90 days delinquent.
 - If there is an exception (i.e., the property is vacant) loans can be submitted as early as 45 days delinquent.
 - Days delinquent starts at the first missed payment date.
- Fannie Mae will wait to order the inspection closer to 120 days delinquent. This is only if it is determined that an inspection is necessary.
 - Fannie Mae has access to additional data that can determine if the property is occupied and may not require an inspection. The risk for whether to complete an inspection resides with Fannie Mae, provided the servicer has submitted the proper information via Property 360™ in order to come to that conclusion.
- Program related expenses will not be borrower recoverable.
 - The only time the servicer will need to reference program related expenses is on loans with MI Carriers not participating in the Mortgage Insurance Claims Portal (MICP) or where the liquidation date is on or before the MI's applicable MICP participation effective date.
 - Program expenses are to be included in the servicer-filed mortgage insurance claim for these carriers. Servicers may access this information via Equator Connection. Fannie Mae already has Program expenses to include in the Fannie Mae-filed mortgage insurance claim for the MI Carriers who do participate in the MICP.

Non-Qualifying Loan Types

- Lender-Risk
- HECM
- Government
- USDA
- Rural Development loans

*If you are in doubt, ask your Fannie Mae Business Account Management Solutions Lead.



Property 360™

Logging into Property 360™

1. Access [Property 360™](#)
2. Enter **USERNAME** and **PASSWORD** provided by Fannie Mae
3. Select **Sign On**

Fannie Mae

Sign On

USERNAME
TestUser1
* REQUIRED

PASSWORD

* REQUIRED

Sign On

[Need help with unlocking your user ID or resetting your password?](#)

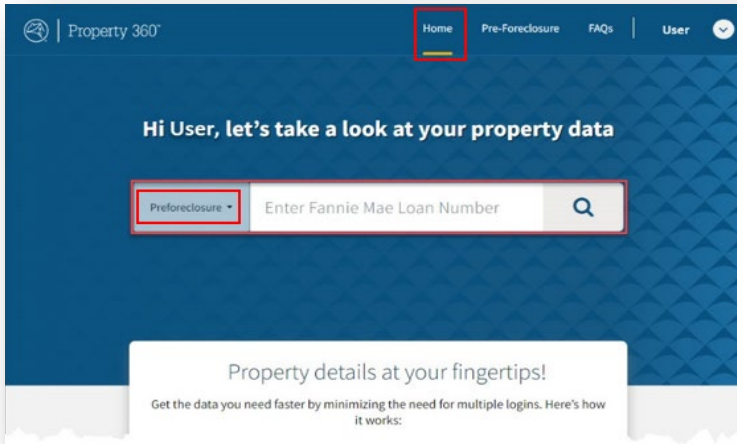


Submitting a Pre-foreclosure Loan

There are two ways to submit a pre-foreclosure loan:

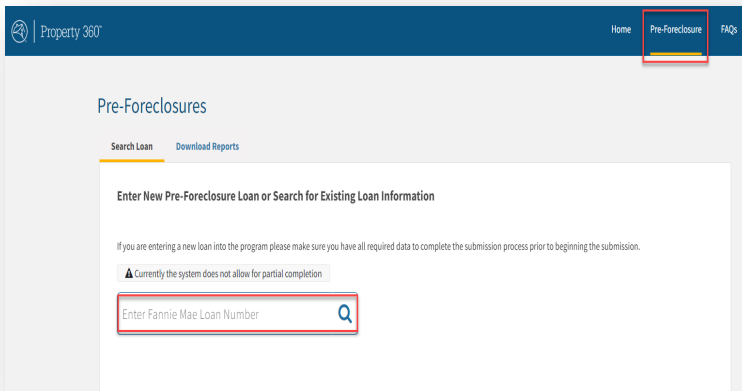
From the **Home** Tab:

- Select **Preforeclosure** in the drop-down menu on the **Home** tab
- Enter the **Fannie Mae Loan Number** and select the **magnifying glass** or **Enter**



From the **Pre-Foreclosure** tab:

- Enter the **Fannie Mae Loan Number** and select **magnifying glass** or **Enter**



Submission screen appears to begin process



Program Information

- Review pre-populated information and update as needed
- Select **Continue**

Submit Pre-Foreclosure * Required field

Step 1 - Program Information

* FNMA Loan Number
Please enter FNMA loan number for the delinquent property (10 digits).
9999999993

* Servicer ID
8675309

* Last Paid Installment Date
What is the Last Paid Installment Date?
2/1/2023

* Loan Status
Has the property liquidated?
 Yes OR No

Continue

NOTE: Investor Reporting data is only captured at the time of submission to aid with data entry. Any changes made in Investor Reporting also need to be updated in the Pre-Foreclosure Program via Property 360™.

◆ **Pro Tip:** ✓ the menu to left allows for movement between sections

Property Information

- Review pre-populated information and update as needed
 - County field may default to “ALL”, update with correct county
- Select **Continue**

Submit Pre-Foreclosure * Required field

Step 2 - Property Information

* Property Structure Type
What is the Property Structure Type?
Single Family Detached

* Property Unit Count
Does this property have multiple units?
 Yes OR No

* Address 1: 300 Best St
* Address 2: [Empty]

* City: Cellina * State: Massachusetts * Zip Code: 01887

* County: ALL

Back **Continue**



Loan Information

- Review pre-populated information and update as needed
- Select **Continue**

The screenshot shows the 'Submit Pre-Foreclosure' form in the Property 360 system. The left sidebar lists various information categories, with 'Loan Information' highlighted in a red box. The main content area is titled 'Step 3 - Loan Information' and includes the following fields:

- * Servicer Loan Number: 123456789
- Loan Origination Amount: \$490,000.00
- Loan Origination Date: 12/15/2021
- * Lien Position: 1
- * Unpaid Principal Balance: \$479,132.26
- Prior Servicer Name: Was this loan previously serviced by another company?
 Yes
 No

At the bottom of the form, there are 'Back' and 'Continue' buttons, with 'Continue' highlighted in a red box.

Foreclosure Information

- Review pre-populated information and update as needed
- If foreclosure has been referred, update first legal date, and the attorney's name and contact information
- Select **Continue**

The screenshot shows the 'Submit Pre-Foreclosure' form in the Property 360 system. The left sidebar lists various information categories, with 'Foreclosure Information' highlighted in a red box. The main content area is titled 'Step 4 - Foreclosure Information' and includes the following fields:

- * First Legal Date: Has the foreclosure attorney initiated the foreclosure process?
 Yes
 No
- * When was the foreclosure referred (e.g. Notice of Default)?
mm / dd / [calendar icon]
 Required input (invalid data)
- * FCL Sale Scheduled Date: Is the foreclosure sale scheduled?
 Yes
 No
- * Actual FCL Sale Date: Has the foreclosure sale occurred?
 Yes
 No
- FCL Attorney Company Name: [text input field]
- FCL Attorney Contact Phone: [text input field]



Litigation, Bankruptcy or Loss Mitigation Status

- Active litigation status refers to any litigation outside of foreclosure.
- If litigation, bankruptcy, or loss mitigation is active on the loan, the servicer will need to identify what type of interaction should be allowed on the loan. This information will help Fannie Mae determine the risk associated with this property.
- Fannie Mae will take this information into consideration, in addition to other data available to determine interactions with the property. The choices are:
 - **Do insp and preserv** - Contact inspections are allowed. If the property status changes to vacant, Fannie Mae’s vendor can preserve the property.
 - **Do exterior inspection and no preserv** - Contact inspections are allowed. If the property status changes to vacant, Fannie Mae’s vendor cannot preserve the property.
 - **Do curbside inspection and no preserv** - No contact (or curbside/drive-by) inspections are allowed. If the property status changes to vacant, Fannie Mae’s vendor cannot preserve the property.
 - **No inspection and no preserv** - No inspections are allowed. If the property status changes to vacant, then Fannie Mae’s vendor cannot preserve the property.

* **Litigation Status**

Is there Active Litigation on this loan?

Yes ← OR

No ←

What level of inspections is allowed on this loan?

Active litigation, do insp and preserv
 Active litigation, do exterior insp and no preserv
 Active litigation, do curbside insp and no preserv
 Active litigation, no insp and no preserv

Is there Active Loss Mitigation on this loan?

Yes ← OR

No ←

* **Bankruptcy Status**

Is there Active Bankruptcy on this loan?

Yes ← OR

No ←

Back

Borrower Information

- Review pre-populated information and update as needed
- Please refer to the Servicing Guide for the current definition of [Quality Right Party Contact \(QRPC\)](#)
- The occupancy status defaults to Unknown. If the Occupancy status is known, update the status.
- Select **Continue**

Property 360[®] Home Pre-Foreclosure FAQs

Program Information ✓

Property Information ✓

Loan Information ✓

Foreclosure Information ✓

Borrower Information ✓

Hazard Claim Information ✓

HOA Information ✓

Miscellaneous Information ✓

Submit Pre-Foreclosure

Step 5 - Borrower Information * Required field

* **Quality Right Party Contact**

Has Contact been made with the borrower in last 30 days?

Yes ← OR

No ←

* **Occupancy Status**

What is the last known occupancy status of the subject property?

Occupied ←

Vacant ← OR

Unknown ←



Hazard Claim Information

- Review pre-populated information and update as needed
- Insurance information is especially important for vacant properties
- Select **Continue**

Property 360[®] Home Pre-Foreclosure FAQs

Submit Pre-Foreclosure

Step 6 - Hazard Claim Information * Required field

Hazard Insurance Carrier Name
What is the Hazard Insurance carrier name?

Hazard Insurance Policy Number
What is the Hazard Insurance policy number?

Hazard Claim Amount
What is the total amount (cumulative) in Escrow for Hazard Insurance Claim?

Hazard Claim Settlement Date
What is the last Hazard claim settlement/denial date?

Back **Continue**

HOA Information

- Review pre-populated information and update as needed
- Select **Continue**

Property 360[®] Home Pre-Foreclosure FAQs

Submit Pre-Foreclosure

Step 7 - HOA Information * Required field

*** HOA Name**
Is this property located within a HOA Jurisdiction?
 Yes **OR** No

*** What is the Homeowners Association (HOA) company name?**

HOA Phone
What is the Home Owners Association (HOA) company phone number?



Miscellaneous Information

- Select option for **Vacancy Posting Contact Preference**
 - If there are signs of vacancy, the property will be posted notifying any potential occupants. If no response is received, the vendor will move forward with securing and preserving the property. The Fannie Mae Vendor is required to have a 24/7 call line.
 - **Servicer** – Servicer is required to enter a phone number and email address for 24/7 contact by a potential occupant. Only the Servicer’s contact information is posted.
 - This is **not** the recommended option
 - **Fannie Mae’s Vendor** – Only the Vendor’s contact information is posted
 - **Both** – Servicer is required to enter a phone number and email address for 24/7 contact by a potential occupant. Both the Vendor and Servicer’s contact information is posted.
 - **This is the recommended option**
- Select option for **Stop All Work**
 - Only select Yes if in the rare event a separate reason from prior selections has occurred and the servicer needs to notify Fannie Mae that all preservation and inspections should not occur or should be stopped
- Select **Continue**

Submit Pre-Foreclosure

Step 8 - Miscellaneous Information * Required field

Vacancy Posting Contact Preference
Who's contact information do you prefer to be listed on the Vacancy Posting in the event of a response from an occupant?

Servicer
 Fannie Mae's Vendor (recommended)
 Both

*** Stop All Work**
Do you need to stop inspections or preservation on this loan?

Yes
 No

Back **Continue**

Loan Summary Data Review

- Review all information before submitting
- Fields with **!** and ***** - Indicate this information must be completed
- Select **Submit**

Loan Summary Data Review

Please review your information before submitting * Required field ! Key program data field

Program Information Edit Section

* FNMA Loan Number : [Redacted] * Servicer ID : [Redacted]

* Last Paid Installment ! : 02/01/2023 * Loan Status ! : Current Loan Date

Property Information Edit Section

* Property Structure Type : Other * Property Unit Count : 1

Review



Property 360[®] Home Pre-Foreclosure FAQs

HOA Information Edit Section

HOA Name	: N/A	HOA Phone	: N/A
HOA Email	: N/A	HOA Dues	: \$0.00

Miscellaneous Information Edit Section

Vacancy Posting Contact Preference	: Fannie Mae's Vendor (recommended)	Servicer Email	: N/A
Servicer Phone Number	: N/A	Stop All Work	: No

Please complete all required fields to submit the Pre-Foreclosure form

[Cancel](#) [Submit](#)

Confirmation

A Confirmation message displays to verify you are ready to submit

- Select **Submit** or **Go Back** to review/edit

! Are you sure you want to submit? ×

Please make sure that the information that you provided is accurate.

[Go Back](#) [Submit](#)

Loan Details

- Indicates loan submitted

Property 360[®] Home Pre-Foreclosure FAQs

Loan Details

Fannie Mae Loan # [REDACTED] Servicer Loan Number [REDACTED] Property Address [REDACTED] Fannie Mae

Program Inspection Preservation Expense [Download PDF](#)

Pre-Foreclosure Preservation Program Loan Information Edit Section

Required field Key program data field

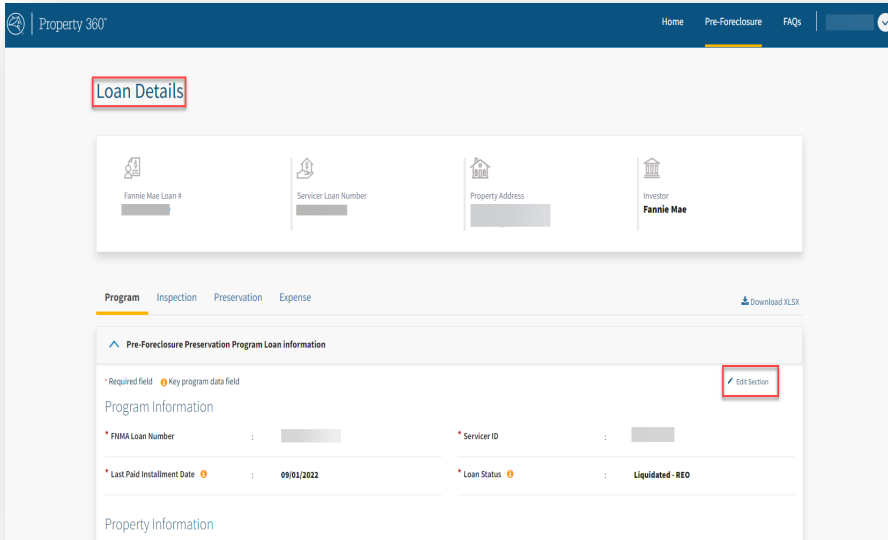
Program Information			
* FIMA Loan Number	: [REDACTED]	* Servicer ID	: [REDACTED]
* Last Paid Installment Date	: 09/01/2022	* Loan Status	: Liquidated - RED
Property Information			
* Property Structure Type	: Condo	* Property Unit Count	: 1
* Address 1	: [REDACTED]	* Address 2	: N/A
* City	: [REDACTED]	* State	: [REDACTED]
* Zip Code	: [REDACTED]	* County	: [REDACTED]
Loan Information			
* Servicer Loan Number	: [REDACTED]	Loan Origination Amount	: \$147,250.00
Loan Origination Date	: 06/01/2022	* Lien Position	: First Lien
* Unpaid Principal Balance	: \$147,250.00	Prior Servicer Name	: [REDACTED]



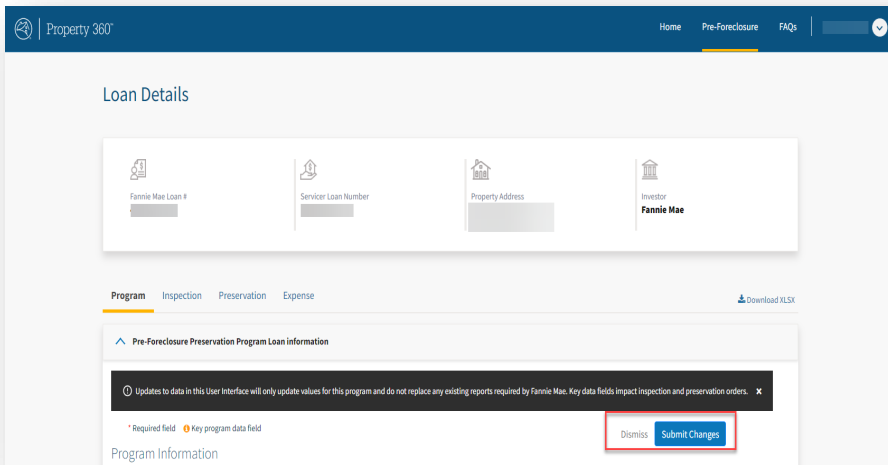
Updating a Loan

Property information may be updated once a loan is submitted in the program.

- Search for Fannie Mae loan number
- Loan Details page appears
- Select **Edit Section** to make necessary changes



- Select **Submit Changes** to update with the changes or **Dismiss** to cancel any changes





Loan Inspection Information

- After a loan is added to the program, if inspections are completed, they are found in **Inspection Information** section
- Link is also available to view inspection details
 - This is an open link that can be stored in servicer's system or emailed to a responsible party to the loan such as an attorney or MI carrier. The full inspection with all questions, responses, and photos are within this link and can be downloaded to a PDF.

The screenshot shows the 'Loan Details' page in Property 360. The 'Inspection' tab is selected and highlighted with a red box. Below the tabs, the 'Inspection Information' section is expanded, showing a table with one row of inspection data. The 'Inspection Status' is 'COMPLETED' and an 'INSPECTION LINK' is provided.

ORDER DATE	COMPLETION DATE	INSPECTION TYPE	INSPECTION STATUS	INSPECTION LINK
02/07/2023	02/10/2023	Exterior Occupancy	COMPLETED	[Link]

Loan Preservation Information

- After a loan is the program, the **Preservation Information** is updated once an occupancy status is determined
- Preservation status displays current status
- Additional information is available on vacant properties

The screenshot shows the 'Loan Details' page in Property 360. The 'Preservation' tab is selected and highlighted with a red box. Below the tabs, the 'Preservation Information' section is expanded, showing a table with one row of preservation data. The 'Preservation Status' is 'Inactive' and 'Occupancy Status' is 'Unknown'.

ORDER DATE	COMPLETION DATE	PRESERVATION SERVICE	VENDOR NAME	AMOUNT



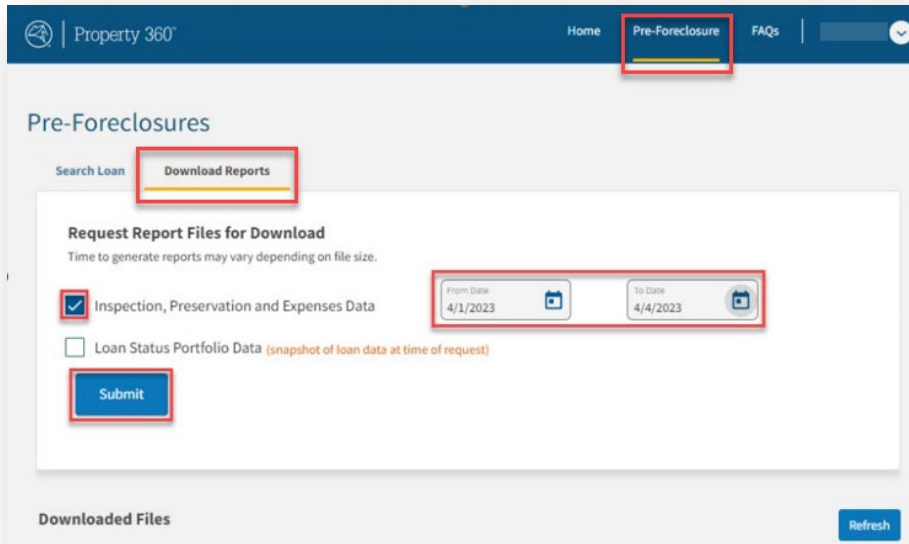
Downloading Reports

Two types of reports can be downloaded as a zip file to help reconcile loans in our program against your records:

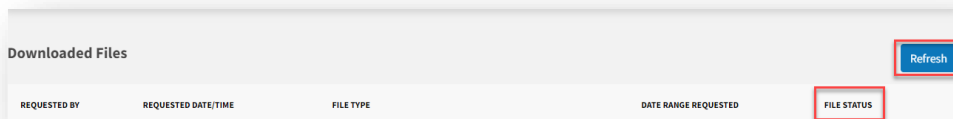
- **Inspection, Preservation and Expense Data**
 - Data related to all loans for timeframe selected for each report
- **Loan Status Portfolio Data**
 - Snapshot of all loans previously submitted to Fannie Mae
 - Includes updates from servicer and Fannie Mae
 - **Program reconciliation should be performed on a monthly basis to ensure Fannie Mae has the most up to date information available.**
 - Example: If the loan reinstated and the servicer updated with the proper LPI Date and loan status, then the loan status should reflect 'Current'. However, if the servicer inadvertently did not update with this information, then the loan status in this report would still reflect 'Delinquent'. Refer to **Updating a Loan** section on how to make edits to loan information.

To access reporting:


- Select the **Pre-Foreclosure** tab
- Select **Download Reports**
- Select report type
 - Enter date range for **Inspection, Preservation and Expense Data** for information on properties in the program during that timeframe
 - Both reports can be selected to download at the same time
- Select **Submit**

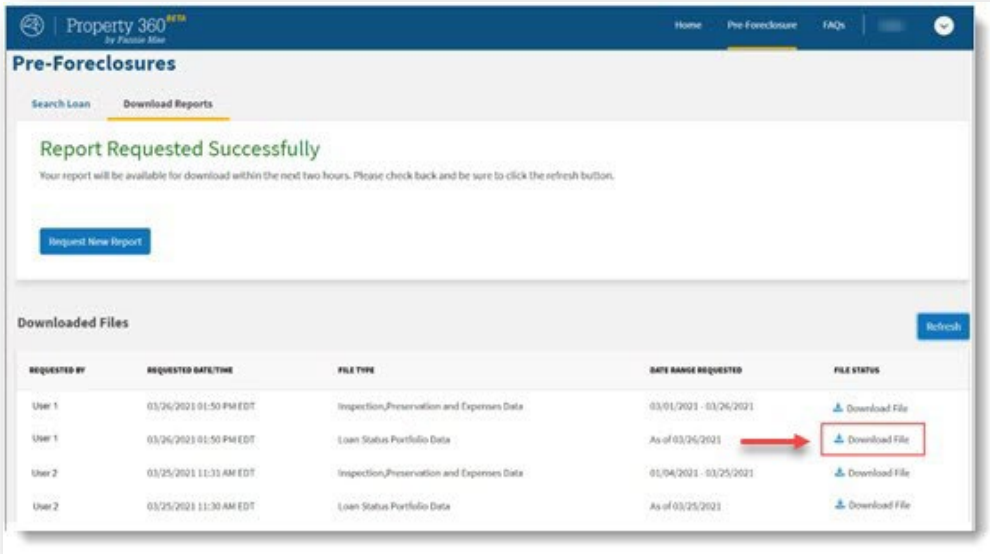


- **File Status** will display as **In Progress**
- Reports can take up to several hours to download
- Select **Refresh** or exit and check back until downloaded file(s) appear





- Select the desired reports with  **Download Files** icon to download zip file and open in Excel
 - Expense data will always be blank as the expenses are not to be placed on the borrower statement for reimbursement
- Downloaded reports will automatically drop off after 7 days
- Any user with the proper servicer credentials to access these reports can view other user's previously downloaded reports during the 7 day period



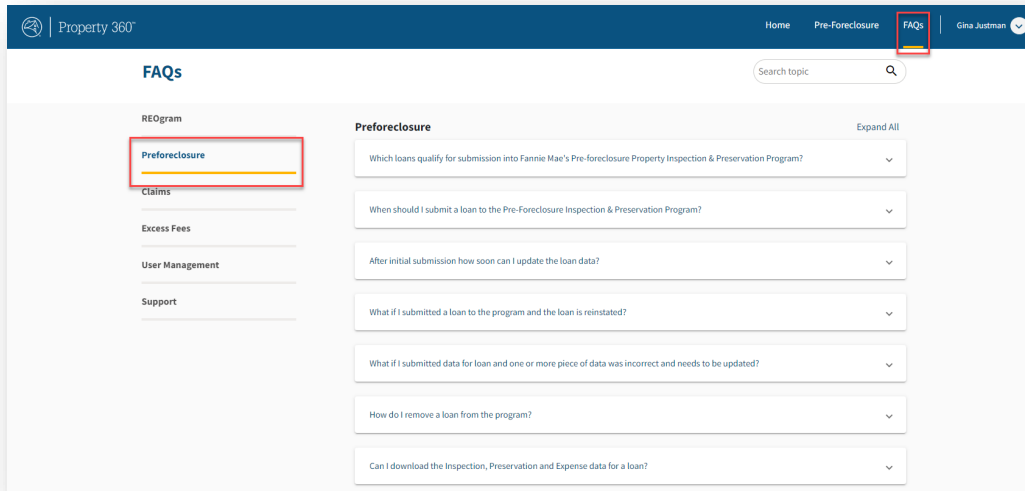
Inspection and Preservation Report Codes

- Inspection Status Code
 - 8 = Completed
- Inspection Type Completed
 - 1 = Curbside
 - 2 = Exterior Occupancy
- Inspection Occupancy Status / Occupancy Status
 - 0 = Unknown
 - 1 = Occupied
 - 2 = Vacant



Frequently Asked Questions

- Select **FAQs** from home page
- Assorted topics are available to choose from



Additional Support

- For loan level property inspection and preservation support, email: prefcl_preservation@fanniemae.com
- For technical support, call the Fannie Mae Help Desk: 800-2FANNIE (800-232-6643), Option 1, then Option 1



Error Messages

The table below lists potential error messages and their definitions.

Error Message	Error Reason
We have encountered some technical Issues. Please try again later.	<p>If Servicer is already in the Pre-Foreclosure Property Inspection and Preservation Program, then Fannie Mae has internal technical issues. Nothing to be done by the servicer; try again later.</p> <p>If Servicer has not already joined the Pre-Foreclosure Property Inspection and Preservation Program, contact: pfcinsppresprog_info@fanniemae.com for more information.</p>
User does not have permission to access the application. Please request for the required roles.	The servicer must request the proper permissions to utilize this application: PREFCL_LOAN_PRSVN_REQUEST_USER and PREFCL_LOAN_SUBMISSION_USER for both Property 360 and REO Integration for Pre-foreclosure functionality.
User session expired. Please login again.	The system will automatically log users out after 30 minutes of inactivity requiring the user to login again.
This Loan ID does not exist.	The Fannie Mae loan ID is either not a Fannie Mae loan number or does not belong to user's portfolio. Check the loan number for accuracy and try again if applicable.
Loan is not accessible to the servicer.	The Fannie Mae loan number does not belong to user's portfolio. Check the loan number for accuracy and try again if applicable.
Servicer ID provided on the loan is invalid.	Loans are tied to a specific Servicer ID. A user cannot view a loan that is not associated with their ID.
Loan is an REO and is invalid for Pre-foreclosure Program.	REO loans are not eligible for the Pre-foreclosure program and therefore cannot be submitted. When an existing loan in the program forecloses and enters Fannie Mae's REO inventory, the servicer must update the loan status to Liquidated-REO in this scenario.
Loan is either liquidated or not a valid FNM Loan#.	Loans that are liquidated, and loans without a valid Fannie Mae loan number are not eligible for the Pre-foreclosure program.
Request rejected as Loan status cannot be Current for a given LPI Date.	The LPI (Last Paid Installment) Date does not match the loan status of Current. Double-check the LPI Date to ensure it is updated and try again. The loan should be less than 75 days past the LPI Date (45 days delinquent) to be considered "Current" for this program.