



Recurring Rejects Job Aid

*Loan Activity Record's (LARs) are required to be submitted to Fannie Mae (FNMA) monthly.
Exceptions are viewed as Rejects*

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What are Recurring Rejects?

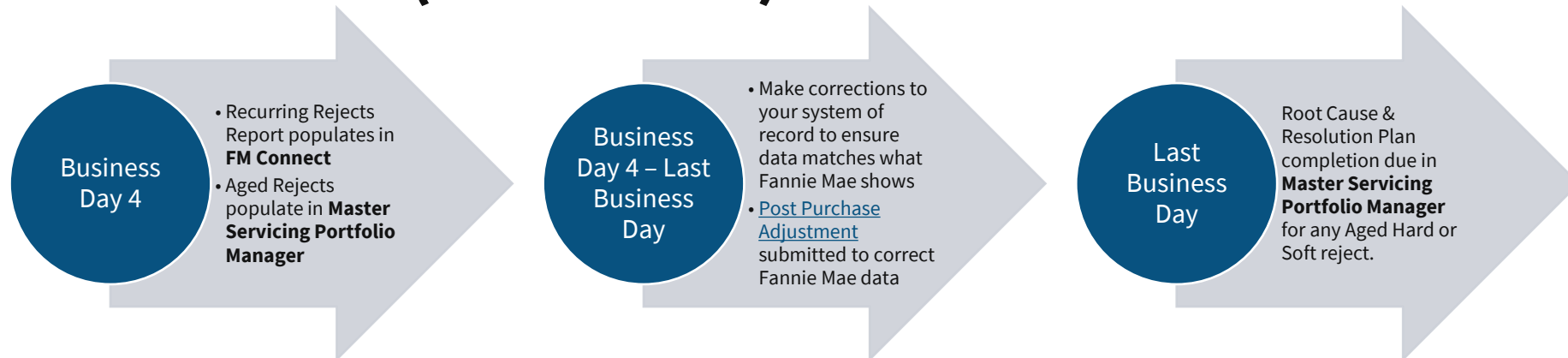
Rejected transactions on a Servicer's Loan Activity Report (LAR) are loan exceptions, which occur when loan data reported results in differences between the servicer's records and Fannie Mae's calculated values.

- Loans with *hard* or *soft rejects* in successive months, even if manually cleared in a single reporting cycle, will be identified as recurring rejects by Fannie Mae
- Unless the Servicer solves for the root cause of the reject and corrects the underlying data, the reject will continue month over month

The **Recurring Hard and Soft Rejects report** on **Fannie Mae Connect** can help to identify data discrepancies between Fannie Mae and servicer systems of record.

If left unresolved, these recurring rejects can result in **reconciliation differences** with Fannie Mae and can negatively impact your STAR scorecard (Investor Reporting metrics).

Identify and Correct (Due Dates)



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Common issues and possible solutions

Is there a modification or payment deferral processed in your system and not in FNMA's system?

- Submit case via [Servicer Management Default Underwriter \(SMDU\)](#)

Is there a modification or payment deferral processed in FNMA's system and not in your system?

- Research to see if a case needs to be created in servicer system or cancel case submitted to Fannie Mae.

Is there an interest calculation difference between your system and FNMA's system?

- Review the loan's Note Rate and/or Servicing Fee to ensure accuracy.
- Update your system to reflect the correct Note Rate/Servicing Fee amount.
- Submit a [Post Purchase Adjustment](#) via LSDU to have Fannie Mae's system updated

Is there an issue with the automated LAR file your vendor is currently sending to Fannie Mae?

- Work with your vendor to resolve recurring rejects and to solve for any root causes.
- Master Servicing Portfolio Manager will allow you to advise FNMA who your vendor is, what the specific issue is that you are experiencing and to communicate how you intend to work with them on resolution

Is your borrower regularly making curtailments on a loan?

- Ensure the payment is being applied according to the [Fannie Mae Servicing Guide](#).

If you have any questions, please email master_servicing@fanniemae.com



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Fannie Mae Resources

Fannie Mae Connect

Recurring Hard & Soft Rejects

The screenshot shows the 'Recurring Hard and Soft Rejects' report page in Fannie Mae Connect. At the top, it says 'Report Center' and 'Fee Lookup Tool'. The main heading is 'Recurring Hard and Soft Rejects'. Below this, there is a 'Help us improve your report experience' link. A paragraph explains that servicers can use this report to help reduce data and reporting issues, validate that loan-level attributes are aligned with Fannie Mae data, and make corrections to their data or submit requests to Fannie Mae to update data. It also shows 'Report Category Loan Servicing' and 'Last Data Refresh 06/03/2023'. There are two buttons: 'Download Raw Data' and 'Full Report Description'. Below that, there is a 'Download Raw Data' section with a 'clear all filters' link. It shows 'Seller / Servicer Number 223470009'. There are three dropdown menus: 'Select Report Date(s)' with 'Available Report Date(s)' selected, 'File Format' with 'Select file format' selected, and 'Select Section' with 'Select Section' selected. At the bottom, it says 'Fannie Mae Proprietary and Confidential - Subject to Non-Disclosure Obligations' and has a 'Download' button.

Master Servicing Portfolio Manager

Aged Hard & Soft Rejects

The screenshot shows the 'Aged Hard & Soft Rejects' dashboard in Master Servicing Portfolio Manager. The top navigation bar includes 'My Performance', 'Data Request', and 'Admin'. Below this, there are four tabs: 'Response Pending (0)', 'Confirmation Pending (0)', 'Fannie Mae Approval Pending (0)', and 'Fannie Mae Approved (0)'. The main area displays six categories, each with a green checkmark and a '0' count: 'Late Liquidations', 'Ending Hard Reject', 'Aged Hard Reject', 'Loan Not Reported EOC', 'Aged Soft Reject', and 'Cash Difference'. There is an 'Upload Resolution Plans' button. Below that, there is an 'Exceptions | Response Pending' section with a 'Reset Filters' link. It features four search filters: 'Case ID Number', 'Servicer Number', 'Servicer Name', and 'Exception Type', each with a search input field. At the bottom, there is a pagination control showing '1' and '25'.

Master Servicing Training

Hard & Soft Rejects

The screenshot shows a video player for 'Hard and Soft Rejects'. The title is 'Hard and Soft Rejects' and the subtitle is 'Understanding the Root Cause to Prevent Reoccurrence (Actual/Actual)'. The video player has a 'Fannie Mae' logo in the bottom right corner and a 'NEXT' button in the bottom right corner.

Training Video:
https://askpoli.fanniemae.com/training/IR/HardSoftRejects/story_html5.html

