![Fannie Mae logo]

Servicing Notice

Advance Notice of Retirement of HomeSaver Solutions™ Network Workout Functionality

We are providing advance notice to servicers that effective Dec. 1, 2025, Fannie Mae will retire the loan workout reporting and related functionality in HomeSaver Solutions™ Network (HSSN). As a part of our commitment to streamlining servicing, HSSN Loss Mitigation workout reporting functionality will transition to Fannie Mae's Servicing Management Default Underwriter™ (SMDU™) platform. All workout reporting activities will be managed by SMDU Case Management. Servicers currently utilizing HSSN are encouraged to fully transition this activity to SMDU Case Management as soon as possible but must do so no later than Nov. 30, 2025. To assist with this transition, servicers may access training modules for SMDU within the SMDU User Guide.

The following functionality will no longer be available or supported in HSSN as of Dec. 1, 2025:

- **Create/Submit Closed Loan Modification Case -** Creating and submitting delegated loan modification cases, including the reporting of Trial Period Plan payments, updating and closing delegated loan modification cases

- **Fannie Mae's Workout Profiler** - Creating and submitting non-delegated cases for the following workout options:
  - Loan Modification
  - Mortgage Release (Deed-In-Lieu)
  - Short Sale
  - Other/Charge Off
  - Second Lien Consideration

- **Close Approved Cases** - Updating and closing workout cases that have been transitioned to Approved status

- **Cancel Loan Modification Cases**

- **Enter Trial Period Data Request**

  - Reporting Trial Period Plan payments for a loan modification

  - Updating and closing loan modification cases

- **Query Manager and Closed Case Query Manager**

  - Uploading documents to a workout case

  - Querying workout case details [1]

- **Query Case Letters** - Viewing previously generated letters for a workout case

> **NOTE:** *Delinquency Reporting and Reclass Transactions/Reports within the Asset Management Network (AMN) will remain available.*

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[1] While this functionality is not currently available in SMDU, it will be added in an upcoming release, prior to the retirement of HSSN.