



**Servicing Marketplace
Servicing Transfer Instructions
for
Arvest Bank**

Last update: March 2023



Table of Contents

Overview	3
Assignments	4
Delivery/Settlement Errors & the Reconciliation Process	4
Escrow Balances.....	5
Escrows.....	5
Final Documents.....	5
Good-Bye Letter	5
Approved Document Custodians.....	5
Other General Borrower Good-Bye Information.....	7
Insurance Coverages & Requirements.....	7
IRS 1098 Reporting Requirements.....	7
Late & Incorrect File Delivery to the Servicer	8
Loan Sale Notification Letters	8
MERS	9
Net Funding.....	9
Notice Address for Servicer.....	9
Outstanding Documents/Critical Documents.....	10
SRP Reimbursement to the Servicer	10
Seller’s Financial Information.....	11
Servicing File Delivery	11
Servicer Call Trees.....	12
Appendix: SMP Delivery Instructions and Documents.....	13
SMP Document Checklist	13
Servicer’s Packaging Instructions.....	16
SMP Final Document Checklist	17
SMP Final Document Coversheet or Checklist.....	18
Seller Payment/Refund Transmittal	20
Seller Payment/Refund Transmittal	22
Borrower Mailing/Billing Address Certification.....	23



Overview

Servicing Marketplace® (SMP) provides sellers the ability to commit and simultaneously sell mortgage loans (“loans”) to Fannie Mae and the mortgage servicing rights (MSR) to a servicing buyer.

Servicing Marketplace’s Quick Launch option enables sellers to quickly and easily onboard and start making servicing-released transactions. New lenders are automatically paired with three servicers, leverage the [standard Purchase and Sale Agreement in the Selling Guide](#) (the “Purchase and Sale Agreement”) to eliminate contract negotiations, and use the Easy Transfer feature for transferring loan documents. The Easy Transfer feature, which leverages the third-party, web-based file transfer application, Box, enables sellers to securely transfer loan documents to participating servicing buyers in one centralized place.

The terms of the Purchase and Sale Agreement shall govern all sales of servicing rights between both parties when using SMP unless a separate Purchase and Sale Agreement is negotiated between the seller and servicer. All terms that are used in these Servicing Marketplace Transfer Instructions, which are not defined herein, shall have meaning set forth either in the Purchase and Sale Agreement or the Guides, as applicable.

Once a mortgage loan is delivered to Fannie Mae for which servicing rights have been sold through SMP, all edits are cleared, and the applicable mortgage note has been received and certified by the applicable document custodian, Fannie Mae will settle that mortgage loan. The calculation of all funds required to purchase the mortgage loan and the SRP will be conducted and such funds disbursed in accordance with the terms and conditions of the Guides.

The settlement of the mortgage loan (the purchase date) triggers the delivery timeline to the servicer. The seller must deliver all sales process delivery documentation to the servicer as reflected on the SMP Document Checklist not more than 3 business days after the purchase date. Sellers must use the Easy Transfer option to transmit documents to servicing buyers who leverage this feature. Please see the section below entitled “Late & Incorrect File Delivery to the Servicer and the Impacts” for additional information.

When selling MSRs through SMP, it is the seller’s responsibility to adhere to these instructions, including servicer-specific requirements.

The seller and the servicer each acknowledge and agree that electronic signatures and electronic records are permitted hereunder to the same extent they are permitted in the Guides. Other than the mortgage note, copies of documents that have been signed or recorded electronically are to be considered “originals” for all purposes of the Guides.

The following sections, set forth below in alphabetical order, cover specific topics related to SMP. There are several documents that are highlighted throughout, which are located at the end of this document. They include:

- SMP Document Checklist
- Servicer Packaging Procedures
- Final Document Checklist
- Seller Payment/Refund Transmittal
- Borrower Mailing/Billing Address Certification



Assignments

If applicable, the servicer must receive the original recorded assignment of the mortgage. The delivery file must include a copy of the assignment sent for recording. The original recorded assignment together with the **SMP Final Document Checklist** must be forwarded to the Servicer’s Final Recorded Documents Division detailed in the section titled, “Final Documents”. See the table below for servicer specific assignment language:

	Arvest Bank
Servicer name for the assignment (do not use abbreviations other than as permitted by the Servicer)	Arvest Bank
State of Incorporation	Arkansas
County of Incorporation	Washington
Servicing Address	801 John Barrow Road, Suite 1 Little Rock, Arkansas 72205
Optional address to be included in assignment endorsement	Same as above
Questions relating to assignment endorsements can be addressed by:	Collateral Documents Department mail to: MtgCollateralDocs@arvest.com

Failure to provide evidence of an assignment sent for recording in the servicer’s name is cause for the servicer and Fannie Mae to assess late fees against the seller.

Delivery/Settlement Errors & the Reconciliation Process

Payments & Curtailments from the Borrower

When the seller receives a payment, curtailment or any settlement relating to the mortgage loan after the Purchase Date, the seller must forward the amount due to the servicer within 24 hours after receipt from the borrower, per the servicer’s instructions. To do this, the seller must:

- Endorse the check to the servicer and forward
- OR send a wire to the servicer, if the amount due is on deposit with the seller
- AND submit the completed **Seller Payment/Refund Transmittal** to the servicer

Payments and curtailments received prior to the Purchase Date must be applied to the loan balance prior to the Purchase Date.



Escrow Balances

If the seller has entered an incorrect escrow balance in their Loan Delivery submission, then the seller must notify the servicer immediately. For overages, the seller must provide the servicer with documentation to support a request for refund and wire instructions for the refund. For shortages, the seller must wire the amount due to the servicer and submit the completed **Seller Payment/Refund** Transmittal to the servicer.

Post Delivery Funding Adjustments

Any escrow disbursements pending/payable within 30 days of servicing transfer and/or the Fannie Mae Purchase Date are the responsibility of the seller. The escrow balance provided in the Loan Delivery submission should account for these seller disbursements.

Post-Purchase Adjustments (PPA)

If a discrepancy in the delivered loan data is suspected, refer to the [Seller/Servicer-Initiated Post-Purchase Adjustments page](#) for instructions on how to complete a PPA.

The seller is responsible for notifying the servicer of any changes to the loan data or borrower record as a result of a post-purchase adjustment.

Escrows

If any portion of a loan is escrowed, it is considered as an escrowed loan for the purpose of Fannie Mae purchase. The applicable escrowed amounts should be entered into Loan Delivery.

Final Documents

All original final documents specified in this section for an individual loan and identified on the SMP Final Document Checklist (the “**Final Documents**”) must be delivered to the servicer as soon as finalized and not more than [6 months] after the Fannie Mae Purchase Date. Any and all Final Documents must be attached to a completed **SMP Final Document Checklist**.

The servicer reserves the right to charge a penalty fee as specified in the Purchase and Sale Agreement in cases when the Final Documents are not delivered in a timely manner. Please refer to the Servicing Marketplace Mortgage Loan Servicing Purchase and Sale Agreement in [Selling Guide E-2-06, Servicing Marketplace - Mortgage Loan Servicing Purchase and Sale Agreement](#) that describes potential penalties for late delivery of Final Documents.

Good-Bye Letter

A Good-bye letter must be issued on each loan. It also must comply with applicable federal and state laws and regulations, including but not limited to, Real Estate Settlement Procedures Act and its implementing Regulation X.

Approved Document Custodians

Approved Document Custodians: Bank of New York Mellon

Transfers to an approved custodian are not allowed.



The table below provides the servicer-specific information to be included in the Good-bye letter.

	Arvest Bank
Servicer's Payment Address for Standard Mail With Statement	PO BOX 661005 Dallas, TX 75266-1005
Servicer's Payment Address for Standard Mail Without Statement	PO BOX 661005 Dallas, TX 75266-1005
Servicer's Payment Address for Properties Located in: ME, NH, MA, RI, CT, NY, NJ, VT, NH DE, MD, DC, PA, VA, WV, OH, IN, IL, MI, WI, KY, TN, NC, SC, GA, AL, FL (Eastern Lockbox)	N/A
Servicer's Payment Address for Properties Located in:	N/A
WA, OR, CA, ID, NV, UT, AZ, MT,	N/A
Servicer's Payment Address for Express Overnight Mail with Statement	801 John Barrow Road, Suite 1 Little Rock, AR 72205
Servicer's Payment Address for Express Overnight Mail With Out Statement	801 John Barrow Road, Suite 1 Little Rock, AR 72205
Customer Servicer Phone Number	1-800-366-2132
Customer Servicer Hours of Operation	Monday-Friday 7:00 am - 8:00 p.m. CST Saturday 8:00 am - 2:00 p.m. CST
General Correspondence (written inquiries, general information, complaints and miscellaneous servicing related issues)	Arvest Bank Attn: Customer Care 801 John Barrow, Suite 1 Little Rock, AR 72205 mymortgage@arvest.com
Automatic Payment Drafting Information	ACH Forms are located in the welcome letter packet sent to borrowers or https://mymortgage.arvest.com



Other General Borrower Good-Bye Information

Below is additional information that can be included in the Good-bye letter, which will be helpful to the borrower during the servicing transfer period.

	Arvest Bank
Servicer's Web Site Address	https://mymortgage.arvest.com
Will the borrower receive monthly billing statements or a coupon booklet?	Monthly billing statements
Will the first payment mailing address differ from subsequent payments?	No
If yes above, when will the borrower received new mailing address information?	N/A
If the borrower has an escrow collection issue (removal of escrows, MI, or erroneous bill), whom should they contact?	Customer Care 1-800-366-2132

Insurance Coverages & Requirements

Flood Insurance

Final evidence of flood insurance must meet the requirements set forth in [B-3-01: Flood Insurance Requirements Applicable to All Property Types](#) the Fannie Mae *Servicing Guide*. If the property is in a flood zone, but flood insurance has been waived, the mortgage loan file must include documentation, which explains the basis of the waiver (FEMA Letter of Map Amendment or FEMA Letter of Map Revision).

Hazard Insurance

Evidence of hazard insurance must be forwarded in the form of a current policy or hazard insurance Binder along with a paid receipt. For purchase transactions, the seller must provide evidence that the policy has been paid in full for the first year. For refinance transactions or transferring an existing policy, the seller must provide a balance sufficient to pay the policy in full at time of renewal. The insurance policy must comply with the requirements for evidence of insurance set forth in [B-2-01: Property Insurance Requirements Applicable to All Property Types](#) of the Fannie Mae *Servicing Guide*.

Optional Insurance

Optional insurance coverage such as mortgage life insurance is not transferable to the servicer. If the borrower opted for optional insurance coverage offered by the seller at time of origination, the seller must make arrangements to bill the borrower directly for optional insurance coverage at or prior to time of Servicing transfer.

Mortgage Insurance

Private mortgage insurance is required in most instances where the LTV exceeds 80 percent unless otherwise required in the Fannie Mae *Servicing Guide* and/or Fannie Mae product description. The seller must collect and pay the applicable premiums for private mortgage insurance on or before closing and provide evidence of such payment to the servicer.

IRS 1098 Reporting Requirements

The seller and the servicer must comply with all IRS 1098 reporting requirements. The seller and the servicer should consult their tax advisors as necessary for guidance.



Late & Incorrect File Delivery to the Servicer

The seller must comply with all documentation delivery requirements outlined in the Purchase and Sale Agreement. Failure to do so may result in:

- Suspension or termination of seller’s access to SMP.
- Untimely set-up of the file. The servicer could potentially claim non-ownership of the servicing of the loan for lack of a proper and accurate transfer. The transfer of servicing of the loan takes place on the date Fannie Mae purchases the loan.
- **The seller may incur fees assessed by the servicer as per the Purchase and Sale Agreement for late delivery and/or incorrect loan file and wire reconciliation.**
- **The seller may also incur fees and other penalties as per the Guides for each late delivery and/or incorrect loan file and wire reconciliation.**

Loan Sale Notification Letters

The seller must provide written notification of the transfer of the servicing rights to any collection authority entitled to receive escrow/impound payments associated with the mortgage loan. Such notification must instruct the collection authority to deliver all future notices, tax bills, insurance statements and related correspondence to the new servicer and must provide the applicable contact information and address shown below:

	Arvest Bank
Contact Information for Taxing Authorities	Arvest Bank 801 John Barrow Road, Suite 1 Little Rock, AR 72205 Attn: Tax Department MtgSvgTax@arvest.com 1-800-366-2132
Contact Information for Hazard Insurers	Arvest Bank ISAOA/ATIMA P.O. Box 961243 Fort Worth, TX 76161-0243 MtgSvgInsuranceGroup@arvest.com
Contact Information for Flood Insurers	Arvest Bank ISAOA/ATIMA P.O. Box 961243 Fort Worth, TX 76161-0243 MtgSvgInsuranceGroup@arvest.com 1-800-366-2132
Contact Information for Private Mortgagor Insurers	Arvest Bank 801 John Barrow Road, Suite 1 Little Rock, AR 72205 Attn: PMI Department MtgPMI@arvest.com 1-800-366-2132



MERS

MERS® registered mortgages, and mortgages originated with MERS as the original mortgagee of record (MOM), are accepted by the following servicers. Below is the MERS information for each:

Servicer	Arvest Bank
Member Org ID	1000510
Primary Contact	MERS Department
Phone Number/Email	MtgMERS@arvest.com

Net Funding

Pursuant to SMP, Fannie Mae will facilitate the sale of the servicing rights for a mortgage loan which is purchased by Fannie Mae by calculating the net funding SRP which shall take into account price adjustments and fees agreed to by the seller and the servicer in the SRP rate sheet and the amount of escrow funds applicable to the mortgage loan as provided by the seller in Loan Delivery.

Adjustments arising from settlement errors after the Purchase Date are not processed in SMP. Please see the section titled “Post-Purchase Adjustments” for information on how to make these corrections.

Notice Address for Servicer

The address for all notices under the Purchase and Sale Agreement for the applicable servicer is as set forth below:

Arvest Bank
Arvest Bank 801 John Barrow Road, Suite 1 Little Rock, AR 72205 Attn: Rodney Bechdoldt, Executive Director of Mortgage Loan Servicing



Outstanding Documents/Critical Documents

When the servicing file is missing pertinent documents or information, the servicer will notify the seller of file deficiencies. **It is the seller’s responsibility to forward all outstanding documentation within 24 hours of receipt of a request from the servicer or within the time identified by the servicer.** Missing critical documents which are described on the SMP Document Checklist interferes with the servicer’s ability to service the mortgage loan. Outstanding critical documents will delay the set-up of the servicing file and issuance of coupon booklets or billing statements to the borrower.

When forwarding any outstanding and/or critical documents, attach the documents to the **SMP Document Checklist**.

	Arvest Bank
Forward Outstanding Documents to:	Arvest Bank 801 John Barrow Road, Suite 1 Little Rock, AR 72205 Attn: Collateral Document Department
For questions regarding outstanding documents, contact:	Collateral Document Department MtgCollateralDocs@arvest.com
Forward Critical Documents to the following address:	Arvest Bank 801 John Barrow Road, Suite 1 Little Rock, AR 72205 Attn: Collateral Document Department
For questions regarding Critical Documents, contact:	Collateral Document Department MtgCollateralDocs@arvest.com

SRP Reimbursement to the Servicer

Payoffs

The mortgage loans for which servicing rights have been sold through SMP which are paid in full within 120 days of the Fannie Mae Purchase Date are subject to SRP recovery by the servicer pursuant to the terms and conditions of the Purchase and Sale Agreement.

Pursuant to the terms and conditions of the Purchase and Sale Agreement, the servicer may charge the seller and the seller shall pay to the servicer a repurchase fee for each loan that the seller is required to repurchase.

	Arvest Bank
Contact to Obtain Repurchase Figures:	Servicing Security Asset and Retention Department tcox@arvest.com , mfaulkner@arvest.com , MtgLoanAcquisitions@arvest.com
Post-Purchase Contact for File and Fund Release Questions:	Servicing Security Asset and Retention Department tcox@arvest.com , mfaulkner@arvest.com , MtgLoanAcquisitions@arvest.com



Seller's Financial Information

Seller shall provide to servicer its required financial information pursuant to the terms and conditions of the Purchase and Sale Agreement. Use the table below for the address and contact information to send such required financial information:

	Arvest Bank
Seller's financial information:	Arvest Bank Attn: Mortgage Account Managers 801 John Barrow Road, Suite 1 Little Rock, AR 72205 acmcacquisitions@arvest.com

Servicing File Delivery

Arvest Bank uses SMP Easy Transfer for the transmittal of servicing files of loans purchased through Quick Launch. For more information about the servicing file checklist and packaging, refer to the Appendix.

Contact your Corporate Administrator for Fannie Mae Technology Manager to receive access to Easy Transfer.

Technology Manager profile: Servicing Marketplace Easy Transfer

	Arvest Bank
Contact name	Mortgage Loan Acquisitions Department MtgLoanAcquisitions@arvest.com



Servicer Call Trees

ARVEST BANK CALL TREE FOR BORROWER USE	
Customer Service	1-800-366-2132
Escrow payment issues/Escrow Analysis	1-800-366-2132
Billing Questions (Late payments, Incorrect billing address, Erroneous charges)	1-800-366-2132
Removal of Mortgage Insurance	1-800-366-2132
Removal of Escrows/Monthly impounds for Taxes and Insurance	1-800-366-2132
Foreclosure	1-800-366-2132
Mortgage Life Insurance	1-800-366-2132
Automatic Payment Drafting	1-800-366-2132
Payoff Department	1-800-366-2132

ARVEST CENTRAL MORTGAGE COMPANY CALL TREE FOR SELLER USE		
Department	Contact Name	Phone Number
New Loan Set Up	Mortgage Loan Acquisitions	Email: MtgLoanAcquisitions@arvest.com
Escrow Set Up (Taxes, Hazard, Mortgage Insurance, Flood Insurance)	Flow Audit Department	Email: MtgSvgLoanBoarding@arvest.com
Document Control (Outstanding and missing documentation)	Collateral Documents Department	Email: MtgCollateralDocs@arvest.com
Accounting	Mortgage Loan Acquisitions	Email: MtgLoanAcquisitions@arvest.com
Final Documents	Collateral Documents Department	Email: MtgCollateralDocs@arvest.com
Negative Principal Reductions	Mortgage Loan Acquisitions	Email: MtgLoanAcquisitions@arvest.com
Incorrect Unpaid Principal balance	Mortgage Loan Acquisitions	Email: MtgLoanAcquisitions@arvest.com
Repurchase Questions and Figures	Servicing Security and Asset Retention Department	Email: tcox@arvest.com , mfaulkner@arvest.com , MtgLoanAcquisitions@arvest.com
Post-Purchase Contact for File and Fund Release Questions	Servicing Security and Asset Retention Department	Email: tcox@arvest.com , mfaulkner@arvest.com , MtgLoanAcquisitions@arvest.com



Appendix: SMP Delivery Instructions and Documents

SMP Document Checklist

This checklist identifies all the documents, where applicable, that must be submitted in SMP servicing delivery file. **Sellers should use this checklist as the stacking order for the file.** The servicing delivery file contains a combination of mortgage loan origination, mortgage loan closing and miscellaneous Fannie Mae documents. The servicing delivery file must contain original origination and closing documents as applicable, copies of all documents sent for recording, copies of any documents held by Fannie Mae’s Document Custodial Services (such as the Note, Riders & Power of Attorney) along with miscellaneous selling system delivery documents.

NOTE: Final recorded documents must follow under separate cover and must not be included in the original loan file.

NOTE: A FINAL OR TRAILING DOCUMENT COVER SHEET is always required when sending Trailing Documents that were not included in the initial Loan Document Package.

Borrower Name:		Property Address:	
Seller name:		Fannie Mae Seller Number:	
Contact Name:		Phone Number:	Fax No./Email Address:
Fannie Mae Contract Number or Commitment Number:	Fannie Mae Loan Number:	Seller Loan Number:	Purchase Date:
Lot:	Block:	Subdivision:	Borrower Closing Date:
	Provide all Documents Required by Selling Guide A2-5.1- 02 (the list of Individual Mortgage Loan Files) and Exhibit E-2-02 (Required Custodial Documents)		
Critical	Document Name - (Documents That Are Not Originals Must be Certified True Copies)		X= Attached N/A – Not Applicable
Yes	Completed Fannie Mae SMP Document Checklist		
Yes	Fannie Mae SMP System Funding Detail Report – screen shot.		
Yes	Flood Certification Evidencing Life of Loan Coverage & Flood Zone		
Yes	Tax Information Sheet (Contains Tax ID#S, Tax Authorities’ Names & Addresses, Date Last Paid, Next Due Date). If New Jersey Property, Include Tax Certificate		
Yes	Final Closing Disclosure		
Yes	Escrow Disclosure Statement /Escrow Instructions/Signed Escrow Waiver Notification		
Yes	IRS W-9 Evidencing All Borrower Social Security Numbers		



Yes	Copy of Note, Riders, Addenda, and Note Modification Agreements including but not limited to: Balloon Rider, Interest Only Addendum, Condominium Rider, Planned Unit Development Rider, 1-4 Family Rider, Mortgage Insurance Rider, Bi-Weekly Payment Rider, etc., as applicable	
Yes	Copy of Mortgage or Deed of Trust, Applicable Riders and Legal Description	
Yes	Manufactured Housing Real Property Certificate Documents or assigned COT with proper UCCs	
Yes	Copy of the Assignment to Fannie Mae (or MERS, if applicable) and copies of all intervening Assignments, if applicable	
Yes	Copy of PMI Certificate, FHA mortgage insurance certificate, VA loan guaranty certificate, RD loan note	
	guarantee certificate or HUD Indian Loan Guarantee Certificate (HUD Form 53039), in each case to the extent applicable, along with any applicable Endorsements	
Yes	Form 1008 Uniform Underwriting and Transmittal Summary	
Yes	Final Loan Application(s) Signed By All Borrowers (Fannie Mae 1003)	
Yes	Appraisal and Photos, Property Inspection Reports or Property Inspection Waiver	
Yes	Truth In Lending Notice	
Yes	Repair Rider or Addendum (if a set-aside for repairs was required)	
Yes	Borrower Mailing/Billing Address Certification (If Mailing/Billing Address Is Different From Property Address)	
Yes	Legal Description (Copy)	
Yes	Ground Rents/Lease Agreement	
Yes	Signed Homeowners Authorization Letter (NJ, NY & IL Only)	
Yes	Homeowner Option Letter (WI & MD Only)	
Yes	Hazard Insurance Policy, Flood Insurance Policy and/or Other Insurance Policies (Including Certificate of Insurance)	
Yes	Payment Verification Letter	



Yes	Borrower Payment History (if seasoned, Interest Credit or delivering scheduled UPB loan) reflecting P&I Payment Due Dates, Amounts & Escrow Deposits And Amounts Applied, any Delinquency Repayment Plans (if applicable)	
Yes	Copy of Title Policy	
Yes	Borrower's Good-bye Letter	
Yes	All Applicable Loan Sale Notification Letters (Hazard Insurance, Flood Insurance, Flood Zone determination letter, PMI, Tax certification sheet, Etc.)	
Yes	Credit Report And Evidence of Borrower Credit Score	
Yes	Signed Final Truth In Lending or applicable Closing Disclosure	
Yes	Power of Attorney	
Yes	Executed USA Patriot Act Notice to Applicants	
Yes	Final Patriot Act form	
Yes	Name Affidavit	
Yes	Any DU Reports and Final DU Underwriting Findings Along with DU Transaction Number	
Yes	Final Underwriting Approval If Non-DU Loan	
Yes	All Conditions of Loan Approval (Whether DU or Manually Underwritten)	
Yes	Tax Authorization Form (NY, NJ) (Required for an loan originated in the states of New York or New Jersey)	
Yes	Original Consolidated Note(s) and Consolidation, Extension and Modification Agreement (NY), to the extent applicable	
Yes	Wisconsin Tax Opinion Letter (Required for any loan originated in the state of Wisconsin)	
No	Signed Notice of right to cancel - Right of Rescission	
	Notification (if loan purpose is a refinance)	
No	Loan Disclosure Statements Signed By Borrower At Time of Application	
No	All Remaining Credit Documents: VOE, Pay stubs, W-2 Statements, Tax Returns, VOD, Bank Statements, Divorce Decree, Lease Agreements, Etc.	



Servicer's Packaging Instructions

The packaging procedures inform the sellers how to package the files at time of delivery to the servicer for single loan deliveries. It is important to remember to clearly identify the loans as Fannie Mae SMP loans in **bold** print on the outer file jacket. All boxes must be sent to the servicer via overnight mail, express delivery (first delivery time).

Packaging Procedures When Delivering Single Loan Files

The outer file jacket of the servicing file must clearly note the file as a Fannie Mae SMP loan (see section on Servicing File Delivery). This will flag the servicer's receiving office on where to forward the loan for set up and prioritization.

The servicing files must have the following:

- A completed **SMP Document Checklist** and the documents enclosed must follow the order of the **SMP Document Checklist. (DETERMINE IF THE ORDER OF THE SMP DOCUMENT CHECKLIST SHOULD BE ADJUSTED.)**
- A label noting the borrower's name and address.
- Include a seller contact name and number for the servicer on the **SMP Document Checklist**.

Packaging Procedures When Delivering Multiple/Bulk Loans

The servicing files must be packaged as follows:

- In standard, 2 cubic foot boxes with lids.
- Boxes must not be packaged tightly. There should be at least two inches remaining in each box.
- Each box must contain an inventory list of the servicing files.
- The box number must be written on the bottom left-hand corner on the contents side of the box.
- Each box number must be written on the bottom left-hand of the contents list.



SMP Final Document Checklist

This checklist is used in conjunction with forwarding final documents to the servicer. Below is the contact information for each of the servicers:

	Arvest Bank
Forward Final Documents to:	Arvest Bank 801 John Barrow Road, Suite 1 Little Rock, AR 72205
Contact name and information for Final Documents:	Collateral Document Department MtgCollateralDocs@arvest.com



SMP Final Document Coversheet or Checklist

Date Forwarded to Servicer:	Fannie Mae Seller Number:
Borrower's Name:	Fannie Mae Contract Number:
Property Address:	Fannie Mae Loan Number:
Seller's Name:	Servicer Loan Number, if known
Contact Name:	Contact Phone Number:
Contact Fax No./Email Address:	Seller Loan Number:



ALL DOCUMENTS ATTACHED HERETO MUST BE ORIGINAL FINAL DOCUMENTS:

Document Name	X = Attached
Title Policy	
Endorsement to Title Policy	
Form 1003 or Form 1003(s)	
Mortgage Note and note addenda	
Recorded mortgage or deed of trust, any applicable rider, and any other documents changing the mortgage loan terms or otherwise affecting Fannie Mae's legal or contractual rights	
Recorded assignments of the mortgages to Fannie Mae (or corresponding documents for co-op share loans, if applicable)	
Intervening Recorded Assignments	
Other: Seller to complete document name	
Other: Seller to complete document name	

SERVICER RECEIPT SIGNOFF

PRINTED NAME	SIGNATURE	DATE
--------------	-----------	------



Seller Payment/Refund Transmittal

The **Seller Payment/Refund Transmittal** is used in conjunction with forwarding or requesting miscellaneous amount due on a mortgage loan that was previously transferred or delivered to the servicer. Use this schedule to forward payments or request refunds from the servicer after the initial Funding Date. It **must** be submitted to the applicable servicer using the contact information below:

	Arvest Bank
Escrow Issues Contact Name Phone # FAX # Email Address	Flow Audit Department MtgSvgLoanBoarding@arvest.com
All Other Payment/ Refund Issues Contact Name Phone # FAX # Email Address	Mortgage Loan Acquisitions MtgLoanAcquisitions@arvest.com
Wire Information: Bank Name City & State ABA Beneficiary Ben Acct #	Arvest Bank Rogers, AR 082900872 Arvest Bank – Mortgage Division 50019588
Forwarding of Borrower Payments	Arvest Bank 801 John Barrow Road, Suite 1 Little Rock, AR 72205





Seller Payment/Refund Transmittal

SELLER INFORMATION

Seller Name	
Seller Number	
Contact Name	
Contact Phone Number	

MORTGAGE LOAN INFORMATION

Seller Loan Number	
Fannie Mae Loan Number	
Contract Number	
Borrower Name	
Property Address	
Servicer Loan Number, if available	

TRANSMITTAL TYPE

Circle One Transmittal Type	Payment, Refund, or Borrower Check Forwarding*
\$ Amount	\$
Brief Description of the Request	
Seller Wire Information, if applicable	

PAYMENT INFORMATION

Payment Type	Payment Amount	Date Payment To Be Applied		
PITI	\$	Month	Day	Year
ESCROW: (Circle one) Escrow Payment, Shortage, Reserves, or Cushion Type of escrow (Circle one): Taxes, MI, Hazard, Flood or Other	\$	Month	Day	Year
OTHER: (Describe)	\$	Month	Day	Year

*When forwarding borrower checks (only), reference the Forwarding of Borrower Payments addresses section on the prior page.



Borrower Mailing/Billing Address Certification

The Mailing/Billing Address Certification is used when the borrower's mailing/billing address is different from the property address. The seller is asked to provide the information to the servicer to ensure the servicer forwards billing/coupon booklets to the proper address.

BORROWER MAILING/BILLING ADDRESS CERTIFICATION

Seller Loan Number	
Fannie Mae Loan Number	
Fannie Mae Contract Number	
Borrower Name	
Occupancy Type	
Subject Property Address	
Borrower's Name to Appear on Billing Statement/Coupon Booklet	
Billing Address	