



From the Desk of Carlos Perez
Chief Credit Officer for Single-Family

February 14, 2017

Executive Overview of *Servicing Guide* Updates

This month, our *Servicing Guide* update simplifies servicing by implementing changes that help borrowers and make it easier to do business with us. These changes:

- **Help reduce neighborhood blight caused by delinquent first lien mortgage loans.** We've updated the *Servicing Guide* to identify the conditions in which we'll approve a first lien charge-off and lien release for first lien mortgage loans. This change aligns with Freddie Mac, at the direction of the Federal Housing Finance Agency, and aims to improve neighborhood conditions and home prices.
- **Protect borrower data by removing the social security number in some system transactions.** We no longer require servicers to include borrower social security numbers in REOgram or non-delegated workout submissions. This change does not impact the file layout or how you submit files or bulk uploads and aligns with our policy to protect borrower data by eliminating unnecessary transactions.
- **Simplify the *Selling* and *Servicing Guides*.** We removed duplicative content from the *Servicing Guide* as part of our continuing efforts to streamline the *Selling* and *Servicing Guides*. Topics related to compliance with laws and responsible, questionable, and prohibited lender practices will be updated and included in the *Selling Guide* on Feb. 27.

See [Announcement SVC-2018-01](#) for details.

We hope that these changes make the start of 2018 better for your business. Thank you for continuing to work with us – we truly appreciate working with you!

A handwritten signature in black ink, appearing to read 'Carlos Perez'.

Carlos Perez