



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

August 15, 2018

Executive Overview of *Servicing Guide* Updates

Our August *Servicing Guide* update announces a new process and simplifies existing ones. These changes:

- **Streamline the Mortgage Insurance (MI) claims process.** This month, servicers can utilize MI Factor, our new MI process that makes it easier to settle MI claims submitted by our servicing partners and eliminates the need for supplemental filings. The streamlined process will allow MI claims to be submitted more simply and efficiently.
- **Clarify disaster-related policies.** We've updated the *Servicing Guide* and the [Property Preservation Matrix and Reference Guide](#) with clarifications related to property inspections and preservation after a disaster occurs. This update also relieves servicers of some of the costs associated with disaster inspections and makes it easier to manage urgent property repairs.
- **Increase insured loss repair inspection reimbursement limits.** To reduce operational costs for servicers and to help borrowers during a disaster, we've increased the limit of insured loss repair disbursements from \$30 to \$60 per inspection.

See [Announcement SVC-2018-05](#) for details of these updates and several miscellaneous *Servicing Guide* revisions.

As the summer comes to an end, I hope these changes make it easier to do business with us. As always, thank you for your partnership – we truly appreciate your business!

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

Carlos Perez