



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

November 14, 2018

Executive Overview of *Servicing Guide* Updates

Our November *Servicing Guide* announcement provides updates that help borrowers avoid foreclosure and reduce the cost of servicing. These changes:

- **Simplify our short sale and Mortgage Release™ requirements.** We're helping borrowers avoid foreclosure by simplifying and aligning eligibility criteria for our short sale and Mortgage Release requirements. These changes reduce complexity, provide greater transparency into the evaluation process, eliminate promissory notes, and more. Servicers may leverage these changes to improve the borrower experience now but must implement these changes by Sep. 1, 2019.
- **Provide more flexibility for contacting delinquent borrowers.** We're working to reduce the cost of servicing by increasing the amount of time for servicers to make outbound call attempts and send breach letters to delinquent borrowers. Now, servicers may make outbound call attempts to delinquent borrowers every seven days, instead of every three days, between days 36 and 210 of the delinquency. Servicers may send breach letters by the 75th day instead of the 60th day. This change is designed to reduce the number of borrower complaints and escalations.
- **Extend property inspection timelines.** To reduce costs for servicers and borrowers, servicers may now order initial property inspections on the 60th day of delinquency instead of the 45th day, as long as the property inspection is completed by the 75th day and occurs monthly while the loan is delinquent.

See [Announcement SVC-2018-08](#) for details of these updates and several miscellaneous *Servicing Guide* revisions.

As we approach the Thanksgiving holiday, I'm appreciative of your partnership as we work together to simplify servicing. Thank you for your business.

Carlos Perez