Loan Quality Connect
Quick Start Guide

Welcome to Loan Quality Connect™, an interactive loan quality management system that brings simplified technology, seamless collaboration, and increased certainty to drive loan quality and manage the post-purchase review process.

To ensure you are set up properly within Loan Quality Connect, please follow the steps below.

System Access

Visit Loan Quality Connect and click the Launch App blue button. Enter your User ID and password. Note:

- If you have access to other Fannie Mae applications, such as Desktop Underwriter® (DU®) or Fannie Mae Connect™, you can use the same User ID and password.

- If you do not have access to other Fannie Mae applications, contact the Technology Manager Administrator at your company to register for Loan Quality Connect and obtain login credentials. Click here for details.

(For the best user experience, we recommend Google Chrome or the new Microsoft Edge as your browser.)

System Notifications and Email Contacts

Ensure you'll receive system notifications
Work with your IT department to add LQCRequest_NoReply@fanniemae.com to a "trusted list." This will ensure Loan Quality Connect notifications do not get blocked by spam filters.

Update your email contacts
In Loan Quality Connect, certain user activity or events will trigger email notifications, such as a request for a loan file or missing document. To ensure you receive notifications, please review the *Updating Email Notification Contacts* job aid.

Service Level Agreements (SLAs)

Loan Quality Connect is a task-based system with associated time frames to ensure that post-purchase file review processes are timely, efficient, and actionable. The time intervals associated with tasks are known as service level agreements (SLAs) and vary for different types of requests. In other words, an SLA is the total number of days you have in Loan Quality Connect to respond to – or complete – the request(s) you receive from Fannie Mae. Both the lender and Fannie Mae are subject to task SLAs in the system. Review the *Service Level Agreements* job aid to learn about the SLAs that apply in Loan Quality Connect.

Document Upload Naming Convention

For Loan Quality Connect to process uploaded files, documents must be formatted and named using certain guidelines. Review the *Document Upload Naming Convention* job aid.

Loan File Management

Loan File Requests

For Loan Quality Connect requests, such as a request for a loan file, only respond to the notification in Loan Quality Connect. Review the *Providing Loan Files and Documents for a Single Loan Review* job aid and the *Bulk Upload of Loan Files or Documents* job aid.

Missing/Defective Documents

If you receive a message regarding missing or defective documents from Loan Quality Connect, respond to the notification in Loan Quality Connect. Review the *Managing Loan File and Document Requests* job aid.

Resolution Requests

A Resolution Request will be issued if you do not provide sufficient documentation to correct or agree with ALL significant defects. This is the formal start of the remediation timeline, per the *Selling Guide*. Review the *Responding to a Resolution Request* job aid.

Self-Reporting

All self-reporting takes place in Loan Quality Connect. This includes creating and submitting the self-report, uploading all supporting documentation, and tracking a report's status as Fannie Mae decides how to proceed. Review the *Submitting a Lender Self Report* job aid.

Responding to Data Validation Center requests

The Data Validation Center process is managed in Loan Quality Connect. Uploading DVC documents in Loan Quality Connect means you'll see data changes and trade comments with reviewers, eliminating manual workarounds. Review the *Responding to an Initial DVC Data Defect or Secondary Lender Action* job aid.

HomeStyle® Renovation

The HomeStyle Renovation (HSR) Queue in Loan Quality Connect allows lenders to submit requests for extensions and recourse removals on HomeStyle Renovation mortgages. Review the HomeStyle Renovation job aid.

Resources

The Loan Quality Connect Learning Center includes online courses, overview videos, job aids, and more.

Questions?

If you have any questions, please contact us at 1-800-2Fannie (1-800-232-6643).