



Loan Quality Connect™

Frequently Asked Questions

May 2022

[Loan Quality Connect](#) is a state-of-the-art system that transforms the way we work with lenders to drive loan quality and manage the post-purchase review process. It allows lenders and Fannie Mae staff to collaborate on file requests, loan reviews, the Data Validation Center process, and more. (To obtain the best experience with Loan Quality Connect we recommend using web browser Google Chrome or the new Microsoft Edge.)

Need access to Loan Quality Connect?

If you are a first-time user with no prior access to Loan Quality Connect, contact your organization’s Corporate Administrator for Fannie Mae technology to request log-in access. Once registered, you will receive log-in credentials to change your password and update your personal profile.

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Resources

- [Loan Quality Connect Learning Center](#)
- [Fannie Mae Selling Guide](#)



Remitting Funds to Fannie Mae

Q1. When we concur with a repurchase request on an active loan, how do we then remit the amount due to Fannie Mae?

Follow the links below for instructions on how to calculate and remit funds on an Actual/Actual (A/A), Scheduled/Actual (S/A), or Scheduled/Scheduled (S/S) loan.

NOTE: *If you are not the current servicer, contact the current servicer to obtain figures, wiring instructions, and/or additional information to remit funds.*

[Fannie Mae Investor Reporting Manual](#): calculating and action code information (pages 16–18)

[Cash Remittance System \(CRS™\) User Guide](#): remittance codes (page 19)

[Remittance calendar](#): reporting cycle time

For additional assistance, contact [Fannie Mae Master Servicing](#) and reference the Fannie Mae loan number and the current Servicer ID number in the email subject line.

Q2. For real estate owned (REO) and liquidated properties, how can we obtain a loss reimbursement statement and remit funds?

A lender can request a loss reimbursement statement for REO and liquidated properties via an email request to the crt_fm_loss_statement_requests@fanniemae.com mailbox.

REO Remittance Instructions

Remit funds through Fannie Mae’s CRS; use remittance code **315–Repurchase Proceeds** or **309–Makewhole Proceeds**.

Resources

[Cash Remittance System](#): access, help, training, and additional resources

[Cash Remittance System \(CRS™\) User Guide](#): (pages 11 and 19)

Appeal Process

Resources

- [Getting Started – Remediation Specialist job aid](#)
- [Responding to a Resolution Request job aid](#)
- [Responding to a Reaffirmation Request job aid](#)

Q3. I don’t understand the Significant Defect cited (or Fannie Mae’s reaffirmation response).

In Loan Quality Connect, we provide the lender important details about why defects were cited and list items that require a response (e.g., credit bureau information, income calculation worksheets, etc.). First, log into Loan Quality Connect and go to the *Comments* tab to review the details entered. Next, navigate to the *Documents* tab and locate in the *Type* column the documents labeled “Significant Defect Support Doc(s).”



It is important to look for revised support documents that were uploaded with each Reaffirmation letter following an Appeal. Value Reaffirmation is just one type of document that lenders may see as a Significant Defect Supporting document. *Note:* The *Type* column displays only the “Significant Defect Support Document,” and the *Description* column varies and may include documents, such as Value Response Support, Value Reaffirmation, and Revised Income Calculation, etc. Generally, each value defect and alternate comparable should be addressed by the origination appraiser within the permitted two appeals. If still unclear, follow one of the contact options below:

- If your question is related to the Initial Resolution Request (IRR) letter, contact the team mailbox on the letter at LQC_teamd@fanniemae.com or terrlenders_xnt@fanniemae.com.
- If your question is about a reaffirmation letter following an appeal and remedy options, contact the Fannie Mae underwriter name listed in the letter. For more clarity, please see the next question and response.

Q4. Why can't I view support documentation?

Advance the arrow to reach additional Loan Quality Connect document pages under the *Documents* tab. Fannie Mae’s support documents are labeled “Significant Defect Support document.” Also, refer to Q3 above.

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Q5. How do I upload supporting documentation for a loan in the Resolution Queue?

When performing loan remediation tasks, the lender can upload supplemental documents or link documents already in the system by opening the loan review on the Resolution Queue and attaching the document(s) from the *Remedy Status* tab using the *Take Action* drop-down menu. (View [Linking and Uploading Supporting Documents](#) job aid.)

Q6. Did I upload my documents correctly if the loan is still in my Resolution Queue?

No, the file(s) should disappear from the lender’s queue when the lender’s task is complete. After verifying the appeal documents were uploaded, go to the *Remedy Status* tab, using the *Take Action* drop-down menu; click on “Appeal.” An additional screen will appear, and you can make a comment before clicking on “Submit.”

Q7. I uploaded the support documentation to the wrong loan...how can I delete it?

Users cannot delete documents once they are uploaded. If one or two specific documents were incorrectly uploaded, contact the Fannie Mae underwriter on the most recent letter you received for that loan.

Q8. How many appeals is the lender allowed to submit through Loan Quality Connect?

The lender is allowed to submit a maximum of two appeals. Refer to *Selling Guide A2-3.2-03, Remedies Framework* for more information.

Q9. I can't find the loan in my queue...what happened to it?

Loan Quality Connect is a task-based system. Once you complete the task, the loan disappears from your queue. To locate the status, use the *Search* field (located at the top of the screen) to locate the loan. (Users can use basic or advanced search.)



Q10. How do I find Resolution Request letter(s) in Loan Quality Connect for which I receive email notification(s)?

Login to Loan Quality Connect and navigate to the Resolution Queue. Select the Search icon at the top of screen and enter the loan number and then run the query. Double click on the specific loan to open the review; go to the *Letter* tab and double click on each letter to open, download and/or save a copy the letter to your computer.

If you don't see the Resolution Queue, please review the [Why Your Role Matters](#) job aid to confirm your access to the Remediation Specialist or Lender Manager role. (*Note: you may have multiple user roles in Loan Quality Connect.*)

Q11. What is the difference between a Finding and a Significant Defect on the Defects tab?

A "Finding" is defined as a Defect(s) that, when considered with other loan features, does not necessitate a change in the price of the loan or result in the loan being unacceptable even if the true and accurate facts about the loan had been known at the time Fannie Mae purchased or securitized the loan.

A "Significant Defect" is one or more Defects that either necessitates a change to the price on which the loan was acquired or result in the loan being unacceptable for purchase had the true and accurate information about the loan been known at time of purchase. Loans with Findings and Price Adjusted Loans (PAL) are not loans with Significant Defects.

Q12. How do I request an extension for more time under remediation?

View the [Remediation Options](#) job aid for how to request an extension using the *Tasks* tab. You may request one 30-day extension during either your initial or second appeal Service Level Agreement (SLA).

Loan Files and Documents

Q13. What are the various ways I can upload loan files to Loan Quality Connect?

Bulk upload of loan files and/or documents:

- Loan file – The complete underwriting and closing file must be merged into a single PDF file. The maximum loan file size that can be uploaded via the "Bulk Document Upload" function is 400 MB (up to 3,000 pages) per PDF ([Bulk Upload of Loan Files or Documents](#) job aid). If the file exceeds 400 MB, or 3,000 pages, then break up the loan file into multiple .pdf files and number them in sequence (i.e., LoanFile1, LoanFile2, etc.).

Example of how files must be named:

FannieMae Loan Number_LoanFile (123456789_LoanFile.pdf)

FannieMae Loan Number_LoanFile1 (123456789_LoanFile1.pdf)

- Additional document(s) – Documents uploaded after the submission of the loan file (via bulk upload) must adhere to the following naming convention provided in the [Document Upload Naming Convention](#) job aid (i.e., to upload the note, the document must be named FannieLoanNumber_Note) prior to uploading via the "Bulk Document Upload" function.

Providing loan files and documents for a single loan review:

The lender can provide loan files and documents for a single loan review via the *Task* tab ([Providing Loan Files and Documents for a Single Loan Review](#) job aid).



Q14. Are there size and page limits and file naming conventions for uploading loan files and missing documents in Loan Quality Connect?

Loan files and missing documents may be uploaded to the *Bulk Documents* screen and *Tasks* tab when they meet the following criteria:

Loan files up to 400 MB, or up to 3,000 pages, may be uploaded to the *Bulk Document Upload* screen and *Tasks* tab as long as the loan file uses the following file naming convention:

- FannieMaeLoanNumber_LoanFile.pdf
- FannieMaeLoanNumber_<LenderName>.pdf
- FannieMaeLoanNumber_<LenderLoanNumber>.pdf

If a loan file/missing document is uploaded using any other naming convention, you are restricted to uploading no more than 250 MB to the *Tasks* tab.

View the [Document Upload Naming Convention](#) job aid for more information.

Q15. How can I confirm bulk loan files have been submitted to Fannie Mae?

To confirm that bulk loan files have uploaded successfully to Loan Quality Connect follow the instructions below:

- Navigate to the *Processed* tab on the *Bulk Upload* screen to view all successful uploads.
- Search for the loan using the search function.
- Access the *Documents* tab, open the loan review, and validate that the loan file document was received. *Note:* The loan will not be visible in the Document Request Queue or the Lender's Business Intelligence (BI) Card for file requests.

View the [Bulk Upload of Loan Files or Documents](#) job aid for more information.

Q16. I uploaded the wrong loan file...how can I delete it?

Users cannot delete files once they are uploaded. If the entire file uploaded was incorrect, notify DDC_Inventory@fanniemae.com with the issue and Fannie Mae Loan number. After the incorrect file is deleted (usually takes a minimum of 24 hours), you can upload the correct loan file.

Q17. When is a Late Delivery of a loan file or document request extension request granted?

A lender can submit a Late Delivery request under the *Task* tab, by clicking on the clock and providing acceptable rationale for why additional time is needed for our review.

The maximum number of days allowed for a Late Delivery is 10 days; any exceptions beyond this require Fannie Mae management review.

View the [Requesting Additional Time](#) job aid for more information.



User Roles and Email Notifications

Q18. Why do user roles matter in Loan Quality Connect, and what is my role?

Loan Quality Connect is a task-based system, and all system tasks are associated with a corresponding role. Specific roles have permission to perform different actions in the system.

To identify your role in Loan Quality Connect, click the drop-down menu next to your name in the top right-hand corner and select *My Account*. Your role will display on the screen.

Loan Quality Connect has four roles:

- Document Technician
- DVC Specialist
- Remediation Specialist
- Manager

View the [Why Your User Role Matters](#) and role specific job aids for more information. If you have questions about your user role that are not addressed in the job aids, please contact 1-800-2Fannie (800-232-6643).

To change a role in Loan Quality Connect, the lender should reach out to their Corporate Administrator for Fannie Mae technology.

Q19. How do I change my email notifications?

Refer to the [Updating Email Notification Contacts](#) job aid for set-up or update instructions.

HomeStyle® Renovation Functions

Q20. Where can users locate the HomeStyle Renovation (HSR) job aid?

The HSR job aid is located under the *Help* button at the top of the navigation bar in Loan Quality Connect. You can also access the HSR job aid by visiting the [Loan Quality Connect Learning Center](#).

Q21. How do lenders access the HSR Queue in Loan Quality Connect?

Loan Quality Connect access is managed using specified roles of “DVC Specialist” or “Manager” to access the HSR Queue in Loan Quality Connect. Users must have the applicable role to access the HSR Queue.

Q22. How can a user locate the HSR loan in Loan Quality Connect?

Click the Search button located below the HSR Queue dashboard and enter the desired search criteria (e.g., Fannie Mae Loan number, HSR Request Type, Seller Loan number, borrower Last Name, or Property Address). If your loan number does not display, follow the steps in the [Creating a HSR Request](#) job aid.



Q23. **How long will it take for recourse to be removed from the loan?**

Once a loan is approved for recourse removal, it typically takes between 30 and 60 days for systems to update and confirm that the recourse has been removed.

Q24. **Can users manage all HSR tasks within the HSR Queue?**

Yes, all HSR tasks are managed within the HSR Queue.

Q25. **What HSR notifications will users receive following an extension or recourse removal request submission?**

Loan Quality Connect sends system-generated email notifications (LQCRequest_NoReply@fanniemae.com) to alert lenders to various HSR events or activities within Loan Quality Connect. These notifications include:

- **Recourse Removal in Process** – notifies the lender when a loan is in the process for recourse removal.
- **Review Complete** – notifies the lender when the HSR review is complete.
- **Completion Near or Past Due Loan Selection** – notifies the lender when a loan is near or past the allowable timeframe for renovation completion.
- **Approved or Denied Extension Request** – notifies the lender whether or not a HSR extension request was approved or denied and the approved extension date, if applicable.
- **Document Requested** – notifies the lender that documentation is needed in order to approve a HSR Request.

To confirm you are set up to receive email notifications view the [Updating Contacts/Notification](#) job aid.

Q26. **Can users delete a request or remove a comment?**

Before you submit the request, you may edit or delete documents, comments, and the HSR request. However, once the HSR request has been submitted, you cannot make changes. To request cancellation of an extension or recourse removal request, please contact your Fannie Mae DVC Specialist.

If you need to add additional documents or comments, please submit a new HSR request. The system will combine all documents under one loan review, based on the lender loan number.

For technical assistance, call 800-2FANNIE (800-232-6643), Option 1.

The [Technology Support Center](#) is open 24 hours a day, seven days a week except major holidays.