

# Loan Quality Connect External Glossary

This glossary provides definitions for business process management terms, labels, and frequently used business terms in the Loan Quality Connect user interface.

Loan Quality Connect Term	Definition
Advanced Search	Allows the user to perform a search using loan details such as the Review Status, Property State, or Review Type. This search is often used for finding multiple loans with common characteristics.
Alerts	Notifies the user to perform certain actions during the review process.
Appeal	A lender request to Fannie Mae disputing a resolution request. The lender may be asked to provide additional supporting information. A successful appeal results in one or more cited defects being cleared.
Basic Search	<p>Allows the user to locate a loan when one of the following criteria is known:</p> <ul style="list-style-type: none"> <li>▪ Fannie Mae Loan Number</li> <li>▪ Seller Loan Number</li> <li>▪ Servicer Loan Number</li> <li>▪ Selling Responsible Party Loan Number* - Lender loan # that is default responsible party on loan; lender responsible for any repurchase or other action taken.</li> <li>▪ Servicing Responsible Party Loan Number* - Lender loan number for the current party holding reps and warrants</li> </ul> <p>*It is possible to have a different party in each position on the loan. Servicing transfers can change during the review, and these can cause the responsible party to change.</p>
Bulk Document Upload	<p>Allows lenders to upload multiple documents at one time. A standardized naming convention is required:</p> <p style="padding-left: 40px;">Fannie Mae Loan Number_(underscore) Description of File</p> <p style="padding-left: 40px;">Example: 1234567890_VerificationOfEmployment</p> <p><b>NOTE:</b> <i>The file name must have each word capitalized without spaces.</i></p>
Business Intelligence (BI) Card	BI Cards are found at the top of the screen on most pages in Loan Quality Connect. They offer a visual representation of the different tasks in the review process as the Lender and Fannie Mae move along a timeline to completion. Each BI Card shows a day count for the task described in relation to its Service-Level Agreement (SLA) timeframe.
Comments	The screen in Loan Quality Connect allowing the lender to communicate with the Loan Reviewer. Comments are official communications posted to the system and can be seen and answered by both the lender and Fannie Mae in real time. All comments are listed in chronological order and may be sorted by date, type, or user.
Concur to Repurchase	When the lender concurs to a repurchase, it is agreeing with the Significant Defect(s) and will remit funds to repurchase the loan.
Concur to Repurchase Alternative	When the lender concurs to a Repurchase Alternative, it is agreeing with the Significant Defect(s) and will finalize the repurchase alternative and pay the required fee, if applicable.



Loan Quality Connect Term	Definition
Daily Pipeline and Status Dashboard	A Self-Service Reporting tool, found in the Dashboard Overview, used to manage loan quality, analyze daily performance, and highlight process challenges. Quality, remediation metrics, the ability to analyze reports and create custom reports are also available on this screen.
Data Adjustments	A list of specific data changes for the loan requested by the Data Validation Center (DVC) and provides the opportunity to respond to Fannie Mae's data change requests.
Data Validation Center (DVC)	Department within Fannie Mae that ensures data delivered by the lender is accurate.
Document Requests	The queue displaying a breakdown of the various documents requested for a single Fannie Mae loan number. This is an extension of the Request Queue and provides an opportunity to view individual requests rather than requests aggregated by loan number. Details for each loan are summarized on the <a href="#">BI Cards</a> .
DVC Response Queue	The queue displaying a list of loans with requests received from the DVC. Details for each loan are summarized on the <a href="#">BI Cards</a> .
Finding	A characteristic of a loan that is not in compliance with the terms required by those that purchase or invest in the loan but does not warrant repurchase or reimbursement. See <a href="#">Significant Defect</a> .
Impasse	The formal process lenders use to challenge the existence of a Significant Defect or the proposed resolution in the resolution request: Impasse begins after an appeal has been reaffirmed by Fannie Mae issuing a Reaffirmation.
Independent Dispute Resolution (IDR)	A process available for disputes that are not resolved through the appeal, impasse or management escalation process. The IDR process is available provided the preconditions to each step have been followed and the parties have not filed litigation to attempt to address the dispute.
Lender Courtesy View	This view-only screen displays all outstanding lender tasks for which the lender is the seller or the servicer but is NOT the responsible party. This feature allows the lender to see open lender tasks for loans selected for review even though the lender is not responsible for taking action on them.
Lender Self-Report	A report submitted by the lender which details its QC findings, self-reports of compliance with laws, and Voluntary Repurchase Requests.
Lender Self Report Queue	The Lender Self Report Queue allows the lender to create, submit and track the status of Lender Self Reports.
Loan Quality Defect Notice (LQDN)	A new notification type and process that starts after the completion of most full file loan reviews. With this process, Fannie Mae notifies the lender of any Significant Defect(s) that could result in eventual repurchase or repurchase alternative and provides a 15-day window to remedy the Significant Defect(s). This 15-day window is prior to the official repurchase timelines defined in the <i>Selling Guide</i> .
Loan Details Screen	Provides access to loan review information and to the Comments and Documents windows.  The various tabs display information related to the different loan origination data, such as income, expense, and property.



Loan Quality Connect Term	Definition
Management Escalation	The formal process lenders use to challenge the existence of Significant Defect or the proposed resolution in the Resolution Request, if not resolved during Impasse.
Price Adjusted Loan (PAL)	Fannie Mae reviewed loan that was not acceptable as delivered but would be eligible with a data and/or pricing change.
Reaffirmation	A letter addressing the issues remaining with one or more unresolved Significant Defect(s) and identifying why the Appeal documentation was insufficient.
Remediation Process	The tasks associated with resolving a Significant Defect on a loan.
Remedy Status	The tab in Loan Quality Connect that tells the current status of the loan in the Remediation Process, displays unresolved Significant Defects assigned and provides the lender the ability to respond using the Take Action drop-down menu.
Request Queue	The queue displaying information at the loan level for all loan files and documents Fannie Mae's requests at the task level. Each entry in the list may contain requests for more than one document. Details for each loan are summarized on the <a href="#">BI Cards</a> .
Resolution Request	A request by Fannie Mae to the lender to resolve a loan with a Significant Defect. The resolution might be one of a multitude of items including a repurchase, a repurchase alternative, or other remedy.
Service Level Agreement (SLA)	Loan Quality Connect consists of a series of tasks for the Lender to complete (or cause a third party, such as the Seller, to complete). Each of these tasks has defined timelines associated with it. The timelines are translated into SLAs in the system. If a loan moves to the Resolution space, both Fannie Mae and the lender are bound by timelines for each task. Loan Quality Connect displays these timelines.
Significant Defect	A characteristic of a loan that is not in compliance with the terms required by those that purchase or invest in the loan, which characteristic warrants repurchase or reimbursement. See <a href="#">Finding</a> .
Task Due Date	The date a task must be completed before becoming overdue in Loan Quality Connect.
Tasks Screen	A screen in Loan Quality Connect listing open requests and completed tasks for the loan, the request date, and the Task Due Date. It also provides the current status for each task (New, In Progress and Complete). A lender may also use this screen to request for a time extension or late delivery.
Task SLA	Task Service Level Agreement. The allowable number of days to complete the task. Varies by the type of task.
Voluntary Repurchase Request	A lender request to be allowed to repurchase a loan based on an issue that the lender discovered during its own internal quality review.
Withdrawal Letter	A notification that rescinds the previous Resolution Request, either based on the lender's efforts to correct the Significant Defect(s) or for other reasons. It may also reserve the future right to issue a repurchase demand or pursue other remedies.