



Fannie Mae™

Dear HECM Field Services Vendor:

We have created a new expense line item to submit initial grass cuts called *HECM Initial Grass Cut*.

Effective immediately, you must submit the expense on this new line item when performing an initial grass cut.

Submitting the Initial Grass Cut Expense

Submit the Initial Grass Cut expense following these steps:

1. Enter the expense in the Equator Invoice Module as a New Expense.
2. Enter in the *Service Date Range* the date service was completed.
3. Select **Maintenance** in the expense *Category*.
4. Select **HECM Initial Grass Cut** for the *Reason Code*.
5. *Description field* must be entered as: **Initial Grass Cut**. Failure to write this description exactly as provided may lead to rejections.
6. *Notes section* comments are not required. However, as a best practice, provide the square footage of the yard (e.g., *9,800 square feet*).
7. Enter the expense amount based on state and lawn square footage in the *Amount field*. Ensure all photo documentation is submitted, as well as your invoice and if over the allowable, the HUD approval or business approval documentation.

As a reminder, continue to submit your ongoing grass cuts on the HECM Ongoing Grass Cut line item per the Mortgage Letter grass cut schedule.

Important

Ensure your entire Accounting and Operations Teams are aware of and in compliance with these instructions immediately.

You must acknowledge receipt of this message by replying to this email (fieldservices_management@fanniemae.com).

For general questions, contact Brad Phillips (brad_phillips@fanniemae.com).

For property specific questions, contact your assigned Field Services Specialist.

Equator Information:

If at any time you are experiencing issues with Equator, contact Equator Vendor Help via the following:

- Email: VendorHelp@Equator.com
- Phone Customer Support: (310) 469-9167 M-F 5am-5pm PT, Saturday 8am-5pm PT
- Live Chat

Help Prevent Fraud: If you are aware of or suspect inappropriate activity in connection with a Fannie Mae property, please immediately report it either by e-mail to Mortgagefraud_tips@fanniemae.com or to our Fraud Tips Hotline, 1-800-2FANNIE (1-800-232-6643).

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This e-mail was sent by:
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