



AMN/HSSN 31.4.0 Release Notes

October 17, 2025

On October 25, 2025, Fannie Mae will implement Release 31.4.0, which includes the changes and enhancements described below for Asset Management Network (AMN)/HomeSaver Solutions™ Network (HSSN).

To implement this release and perform additional maintenance, AMN/HSSN will not be available for processing from 7:00 a.m. until 4:00 p.m. Eastern Time on Saturday, October 25, 2025. This downtime also applies to SMDU™ Case Management functionality. While SMDU Auto Decisioning functionality will be available, users may experience some intermittent outages because SMDU relies on some HSSN case data. If you experience an exception, please wait a few minutes, and resubmit the transaction.

HSSN Loss Mitigation functionality transition to SMDU

Reference: Servicing Notice: [HSSN Retirement Reminder](#)

As all Loss Mitigation functionality will transition to SMDU, we are preparing to remove all HSSN links from AMN effective December 1, 2025. Upon removal of the HSSN links, the only remaining functionality for users within AMN will be Delinquency Reporting and Reclass Transactions/Reports. Please reference [here](#) for more details regarding utilizing SMDU.

Additional HSSN Retirement work in support of SMDU

This release updates an existing edit message which is presented back to SMDU Webservice when Deleting Trial Payments. The message clarifies that “The first trial payment cannot be deleted. If it needs updating, then you must cancel and resubmit the case”.