

Servicing Guide Lender Letter LL-2012-01

January 11, 2012

To: All Fannie Mae Single-Family Servicers

HOPE Hotline Borrower Counseling

Fannie Mae has been providing reimbursement to servicers that pay counseling fees on behalf of borrowers to support delinquency resolution through the Homeowner's HOPE™ Hotline (formerly known as the HOPE NOW Alliance). The HOPE Hotline refers borrowers to a network of HUD-approved housing counseling agencies dedicated to helping borrowers avoid foreclosure. As stated in Lender Letter LL-2011-07: *Extension of HOPE Hotline Borrower Counseling Reimbursement*, the reimbursement for these fees expired on January 1, 2012.

Servicers are reminded that cases initiated prior to January 1, 2012, must be invoiced no later than March 31, 2012, and reimbursement requests must be submitted to Fannie Mae on or before April 30, 2012.

Continued Referrals to the HOPE Hotline

Servicers should continue to refer borrowers to the HOPE Hotline, as Fannie Mae will pay the counseling fee directly to the vendor managing the HOPE Hotline. Servicers must also provide relevant loan information to HOPE Hotline counselors, which includes disclosing Fannie Mae as the investor, provided that the borrower has properly executed a third-party disclosure agreement with the HOPE Hotline counselors.

All servicers of Fannie Mae-owned or -securitized mortgage loans are encouraged to have borrowers with delinquent mortgage loans who may benefit from delinquency counseling access the KnowYourOptions.com Web site or contact the toll-free HOPE Hotline, 1-888-995-HOPE™ (1-888-995-4673). The HOPE Hotline is available 24 hours a day to provide mortgage loan counseling in multiple languages.

Servicers should contact their Servicing Consultant, Portfolio Manager, Investor Reporting Business Analyst, or Fannie Mae's National Servicing Organization's Servicing Solutions Center at 1-888-FANNIE5 (1-888-326-6435) with any questions regarding this Lender Letter

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