



Lender Letter (LL-2023-05)

Updated: Aug. 30, 2023

To: All Fannie Mae Single-Family Servicers Advance Notice of Changes to Master Servicing Processes and Systems

This Lender Letter contains the policies previously published in [LL-2021-12](#) on Dec. 14, 2022, with the changes noted below. It provides advance notice of upcoming changes to our Master Servicing processes and systems. These changes further simplify and streamline servicer reporting and will be introduced in a phased approach. These changes are not applicable to reverse mortgage loans.

Aug. 30, 2023

- Communicating the specific effective date for retirement of the SURF™ application.
- Communicating the target effective date for the cash simplification changes.

Apr. 19, 2023

- Communicating the effective date for when the SURF application will be retired.

Streamline Investor Reporting with LSDU and Master Servicing Portfolio Manager Self-Serve Capabilities [Updated Aug. 30, 2023](#)

In June 2022, we began rollout of the new Master Servicing Portfolio Manager, a loan servicing management tool that allows servicer self-service and oversight in managing master servicing performance, portfolios, and loan activity.

In addition, we will make certain enhancements to create additional functionality in Loan Servicing Data Utility (LSDU) and retire SURF in conjunction with these updates. We will enhance LSDU to allow submission of all LAR types individually or in bulk for original submission or correction of a previous submission, as well as to allow for submission of REMIC whole loan files and files involving mortgage loans requiring changes pursuant to the Servicemembers Civil Relief Act. Servicers will be able to access LSDU for loan and cash information and to submit files.

NOTE: For detailed information about LAR types refer to the [Investor Reporting Manual](#).

Effective: The SURF application will no longer be available for use after Oct. 31, 2023. All SURF functionality will be incorporated into LSDU and the Master Servicing Portfolio Manager.

Cash simplification changes [Updated Aug. 30, 2023](#)

We are changing the reporting due date for summary reporting mortgage loans, expanding the transaction type 96 (LAR) format, and changing P&I remittance requirements for summary reporting A/A remittance type mortgage loans.

Reporting due date for summary reporting mortgage loans

For summary reporting mortgage loans, regardless of remittance type, servicers will be required to submit a LAR 96, reporting borrower payment activity, no later than the first business day after the servicer processes the payment transaction in its system. If no payment is received from the borrower, a LAR 96 must still be reported by the twenty-second calendar day of the month of the reporting period. If the twenty-second calendar day falls on a weekend or holiday, the LAR 96 is due on the preceding business



day. Corrections to reported activity and any additional activity must be reported by the first business day after the servicer processes the activity in its system but no later than 8 p.m. Eastern Time on the first business day of the month following the reporting period.

NOTE: *Aligned with the current process, we will continue to record activity for the last LAR 96 successfully processed.*

Effective: These changes are targeted to become effective in Q2 2024. We will communicate further details at a later date.

LAR 96 format expansion

The LAR 96 summary reporting format will be expanded to include the data displayed in the following table.

Data Element	Description
Date of Last Full Payment	The date the last fully paid installment was received from the borrower.
Full LPI Date	The LPI date for the loan. Month and year must agree with the month and year reported in LAR 96 position 24 (LPI date).
Mortgage Principal and Interest Amount	The P&I portion of the borrower's regular installment payment for the reporting time period.
Mortgage Taxes and Insurance Amount	The T&I (i.e., escrow) portion of the borrower's regular installment payment for the reporting time period.
Trial Period Plan Payment Amount	For borrowers in the trial period plan of a modification, the amount of the trial payment for the reporting time period.
Deferred UPB	The amount of the deferred (non-interest bearing) portion of the UPB.
Escrow Balance Amount	The balance of funds held in escrow for the loan, including taxes and insurance.
Curtailment Date	The date of the curtailment. Up to twenty curtailments can be recorded during the reporting time period.
Principal Curtailment Amount	The curtailment amount applied to the interest bearing portion of the UPB. Up to twenty curtailments can be recorded during the reporting time period.

Effective: LAR 96 format expansion will remain on hold throughout 2024. We will communicate further details at a later date.

P&I remittance for summary reporting A/A mortgage loans

To simplify the servicer's responsibilities for remitting a P&I payment for an A/A remittance type mortgage loan, we will automatically initiate a draft of the remittance amount from the servicer's custodial account within 48 hours. This change will align to remitting requirements for summary and detailed reporting A/A remittance type mortgage loans and will also eliminate the monthly shortage/surplus balance reconciliation using *Schedule 3 – Reconciliation of Shortage Surplus (Form 472)*. Once the change becomes effective, we will settle-up any outstanding shortage/surplus balances at that time. There are no remitting changes for any other remittance types.

Effective: P&I remittance for summary reporting A/A mortgage loans will remain on hold throughout 2024. We will communicate further details at a later date.

Servicers who have questions about this Lender Letter should contact the Future of Servicing mailbox at future_of_servicing@fanniemae.com. Have Guide questions? Get answers to all your policy questions, straight from the source. [Ask Poli](#).