Loan Data Change

Fannie Mae Customer Integration Test Plan

August 26, 2026

Version 1.0

Revision Log

Document Change History		
Data	**Version #**	**Description**
August 26, 2026	Version 1.0	Initial document publication

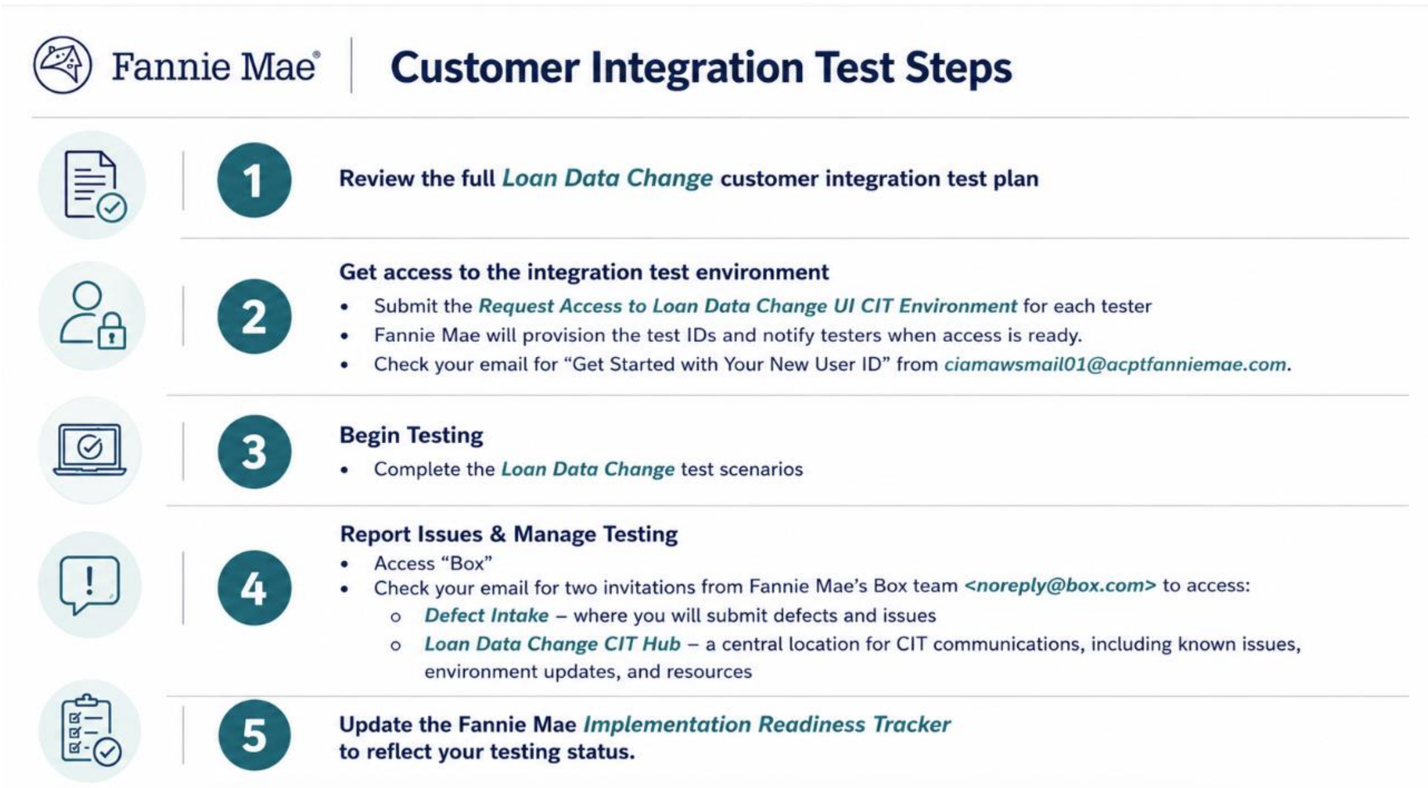
Table of Contents

Executive Summary

The customer integration test window for Loan Data Change runs **November 2, 2026 – February 12, 2027**, and requires high-volume submitters to test the future-state process for key business activities by testing bulk upload and user interface functionality, submitting required documentation, and becoming proficient with new capabilities such as related attributes and summary reporting.

This plan outlines the customer integration testing approach for Fannie Mae's Loan Data Change functionality. As part of a multiyear initiative to simplify servicing operations, enhance risk management, and improve data transparency, this test effort enables sellers and servicers to validate readiness for production reporting using User Interface (UI) channels. Sellers and servicers are encouraged to complete testing as early in the testing window as possible.

Testing At-a-Glance



> **NOTE:** *Note: All testing must be completed no later than February 12, 2027. The production go-live is planned for March 8, 2027.*

Test Objectives

Customer Integration Testing (CIT) is a required step in preparing for Loan Data Change. It ensures that seller/servicers can successfully transmit Loan Data Change data using the Fannie Mae Servicing Platform UI. CIT allows participants to learn system functionality, confirm data alignment with Fannie Mae's specifications, and demonstrate readiness for production onboarding.

Roles and Responsibilities

Fannie Mae will:

- Notify by September 2026 those seller/servicers required to participate in testing.
- Provide access and configure connectivity for the Fannie Mae Servicing Platform UI reporting channel.
- Define the reporting period and required test scenarios.
- Populate the test environment with **active Loan Data Change production data as of August 28, 2026**. The dataset will remain static for the duration of the testing cycle.
- Support defect resolution and validate completion of testing activities.

Sellers and servicers will:

- Notify Fannie Mae of planned testing start dates (limited to Fannie Mae Servicing Platform UI only) through the Implementation Readiness Tracker, accessible from the Servicing Platform web page.
- Identify at least one testing month to execute test scenario.
- Execute all required test scenarios.
- Collaborate with Fannie Mae to resolve any Fannie Mae defects or exceptions found during execution of detailed test scenarios.

Test Entry and Exit Criteria

Entry Criteria

Prior to beginning testing, designated seller/servicers must provide their planned testing timeline through the Implementation Readiness Tracker. Additionally, access to the Fannie Mae Servicing Platform UI testing environment is not provisioned automatically and must be requested by completing the steps outlined below.

> **NOTE:** *All seller/servicers are encouraged to participate in testing. Seller/servicers designated for required testing will be notified by Fannie Mae by September 2026.*

For access to the UI reporting channel:

- Seller/servicers must submit the Request Access to Loan Data Change UI CIT Environment form; users with existing Escrow and/or Delinquency Reporting test IDs may reuse their credentials but are still required to submit the form.
- Fannie Mae will provision test user IDs and passwords based on the information provided in the access request form.
- Fannie Mae will email each testing participant its User ID and notify it when access to the Loan Data Change UI CIT environment has been granted.
- Once provisioned, you can access the test environment here.
- Seller/servicers are encouraged to begin testing as early as possible after the window opens on November 2, 2026.

> **NOTE:** *Procedures are also available in the Servicing Platform User Guide, located on the Fannie Mae Servicing Platform webpage.*

Exit Criteria

Testing is considered successfully completed when the following have been satisfied:

- At a minimum, all Fannie Mae required test scenarios are successfully passed and Fannie Mae critical / high defects remediated over the course of one or more monthly reporting periods. (*See appendix for Defect Classifications*).

- Each required seller/servicer has confirmed testing completion by updating the Implementation Readiness Tracker.
- Each seller/servicer testing on a voluntary basis has completed all phases in the Implementation Readiness Tracker.

Integration Test Environment

The CIT environment supports data exchanges through the Fannie Mae Servicing Platform UI.

Integration Test Approach

Seller/servicers will identify a representative loan population from their active portfolio as of August 28, 2026 to support execution of the required test scenarios from November 2026 through February 2027.

Seller/servicers testing expectations:

- Execution of required scenarios can occur during *any* of the 3 testing cycles. You are not required to test over multiple cycles.
- Testing should be completed no later than February 12, 2027, to ensure timely onboarding into the production environment. Seller/servicers are encouraged to complete testing as early in the testing window as possible.

CIT Cycles and Objectives: All Cycles are Independent	
Cycle(s) (*see Section 9 for maintenance dates*)	**Objective**
Cycle 1 (November 2- November 20, 2026)	Execution of detailed scenarios is located in the appendix of this document. Test the future-state process for key business activities by validating bulk upload, user interface functionality, submitting required documentation, and becoming proficient with new capabilities such as related attributes and summary reporting.
Cycle 2 (December 1 – December 18, 2026)	
Cycle 3 (January 4 – February 12, 2027)	

Test Scenarios

The following are the required test scenarios that seller/servicers must complete using the same process that will be used in production. All required test scenarios must be completed by February 12, 2027.

Required Scenarios (Limited to UI only):

1. Scenario 1: Verify Role and Servicer Access
2. Scenario 2: Select Servicer Numbers and Verify System Updates
3. Scenario 3: View Request Activity on Loan Data Change Page
4. Scenario 4: Submit Single Request
5. Scenario 5: Submit Bulk Request
6. Scenario 6: View Attribute, Loan, and Request-Level Workflow Status

> **NOTE:** *Detailed specific scenarios are provided in Appendix.*

Test Data Setup

Fannie Mae will provide a scrubbed, static Loan Data Change dataset of active loans for testing purposes. The dataset will include both existing loans whose data was transitioned into the new Servicing Platform and newly acquired loans that were onboarded directly to the platform **as of August 28. 2026.** Valid Servicer Numbers and Fannie Mae Loan Numbers as of **August 28, 2026** will be included to support testing and validation activities.

The Loan Data Change test dataset will remain unchanged throughout all testing cycles and will not reflect:

- Servicer Number changes resulting from servicing transfers or reclassifications
- Newly acquired loans added after the dataset is established

To protect borrower privacy, **Nonpublic Personal Information (NPI) will not** be included in the test dataset. However, Loan Numbers and Seller/Servicer Numbers will remain visible to enable accurate testing, validation, and alignment with production processes.

Test Timeline and Monthly Test Windows

November 2026

S	M	T	W	T	F	S
1	2*	3	4	5	6	7*
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

*CIT Phase 1 testing begins

December 2026

S	M	T	W	T	F	S
		1*	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

*CIT Phase 2 testing ends

January 2027

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

*CIT Phase 3 testing begins

February 2027

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12*	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

*CIT Phase 3 testing ends

FANNIE MAE OBSERVED HOLIDAY

KEY MILESTONES

MONTHLY TESTING WINDOW

Testing windows will be weekly Mon-Fri

TEST ENVIRONMENT MAINTENANCE

Environment will be shutdown for maintenance ......

No testing allowed during this period

Key Milestones

🎯 Environment Availability:

The CIT environment will be available from November 2, 2026, through February 12, 2027.

🎯 Scheduled Maintenance Closures:

The CIT environment will be unavailable during the following maintenance periods:

- November 23-30, 2026
- December 21-31, 2026
- All weekends during the testing period

🎯 Testing Completion:

To support a successful onboarding and implementation process:

- All testing should be completed by February 12, 2027.
- Seller/servicers are encouraged to complete testing as early as possible within the available testing window.

🎯 Production Go-live:

The production go-live is planned for March 8, 2027.

- Additional communications, guidance, and support resources will be provided throughout the go-live period to help ensure a smooth transition to production.

Test Support

- To report issues, sellers and servicers should use the Loan Data Change Test Finding Form, including all relevant details to facilitate timely resolution.
- Support will be available from **9:00 AM to 5:00 PM ET** on designated test execution days.
- Support is available through the Future of Servicing team for questions related to this document.

Learn More

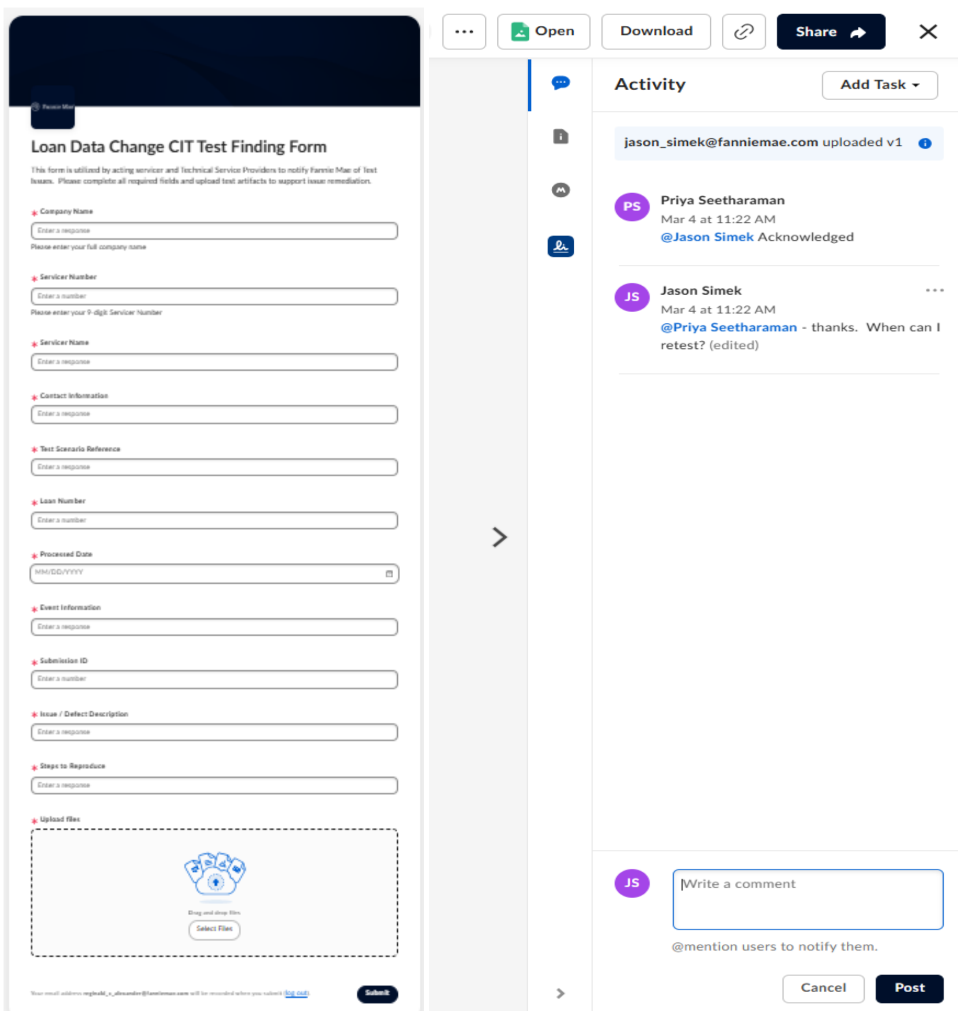
- Visit the Fannie Mae Servicing Platform website regularly to stay informed of upcoming changes and prepare for testing activities and timely implementation.
- Subscribe to Fannie Mae's Selling and Servicing News to stay to stay current on updates related to servicing process and system changes.
- Contact the Future of Servicing team for questions or additional information.

Appendix

A. Loan Data Change Test Finding Reporting Process

The "Box File Transfer Utility" will be used to report test issues.

- Seller/servicers will receive access to the Box File Transfer Utility tool at the time of test provisioning. To register as a UI reporting channel test participant, complete the following form: Request Access to Loan Data Change UI CIT Environment.
- After access is granted, issues should be submitted—and issue status updates viewed through comment section—using the Loan Data Change Defect Management Form.
- All required sections below must be completed within the form.
- Please contact the Future of Servicing if you require access to the tool.



Defect Definitions

Defect Classification	Definition
Critical	Show stopper; cannot move forward
High	Testing can continue but core functionality impacted
Medium	Non-critical - workaround is available
Low	No impact; cosmetic issue

B. Detailed Loan Data Change Event Test Scenarios

The purpose of the customer integration test scenarios outlined below is to provide seller/servicers with the required test cases to complete your testing activities.

Scenario 1: Verify Seller/Servicer Access - Ready for Review
This scenario verifies that sellers/servicers have the appropriate permissions and seller/servicer visibility to view and perform Loan Data Change actions within the servicing platform.

Test Scenario Name	Verify Access
Test Cast Identifier	FNM-CIT-LDC- Confirming Access and Authorized Seller and Servicer Number
Test Case Description	This scenario validates that the seller/servicer has been assigned access and permissions within the servicing platform. Verify that all seller and servicer numbers associated with the seller/servicer are displayed correctly and that the seller/servicer can view and perform the applicable Loan Data Change actions.
Business Preconditions	Fannie Mae will use loans from production in the customer integration test environment as of August 28, 2026.
Event Delivery Methods	Not Applicable
Scenario Sequence / Expected Results	1. Sign in to the Fannie Mae Servicing Platform. • Verify that you are able to successfully log in. • Confirm that the Loan Data Change icon card is displayed on the home page. ***Expected Result:*** *The Loan Data Change icon card is visible and available for selection.* 2. Open the Loan Data Change page. • Select the Loan Data Change icon card. ***Expected Result:*** *The Loan Data Change page is displayed.* 3. Verify the initial page content. • Review the Summary and Request Activity sections. ***Expected Result:*** *When no requests have been submitted, both the Summary and Request Activity sections are blank. These sections will populate after one or more requests have been submitted.* 4. Verify assigned Servicer Numbers. • From the left navigation panel, select the Servicer Number dropdown. • Review the list of available Servicer Numbers. ***Expected Result****: Only the Servicer Numbers assigned to your user ID and configured in your test environment are displayed.* 5. Select a Servicer Number. • Choose a Servicer Number from the dropdown list. ***Expected Result:*** *The Loan Data Change page refreshes and displays information associated with the selected Servicer Number.* 6. Review the page sections.

	• Verify the information displayed in the following sections: ***Expected Result:*** • Summary: Displays a graphical representation of Loan Data Change requests by status after requests have been submitted. • Request Activity: Displays a list of submitted requests and their current statuses.
Related Screens	Loan Data Change page

Scenario 2: Select Servicer Numbers and Verify System Updates - Ready for review

This scenario verifies that sellers/servicers can select and update a servicer number and that the updated selection is accurately reflected in the Summary and Request Activity sections after the request is submitted.

Test Scenario Name	**Select Servicer Numbers and Verify System Updates**
Test Case Identifier	FNM-CIT-LDC - Updating Servicer Numbers and Verifying Changes Across System Views
Test Case Description	This scenario describes how the Loan data page updates its data and views based on the servicer number(s) selected. Seller and servicer can choose different servicer numbers from the dropdown list on the UI and verify the following on the Loan Data Change screen: • The Summary section updates the values for Total Change Requests and the graphical representation updates accordingly based on the selected servicers. • The Request Activity displays requests corresponding to the servicer(s) chosen in the dropdown list.
Business Preconditions	Fannie Mae will use loans from production in the customer integration test environment as of August 28, 2026.
Event Delivery Methods	Fannie Mae Servicing Platform UI
Scenario Sequence / Expected Results	When a different Servicer Number is selected from the dropdown list, Fannie Mae will update the: • Summary – Change request status – displays the status of the requests. ***Note:*** *If a servicer number is selected and no change requests have been submitted for it, no data will be displayed* • Request Activity – updates to display requests corresponding to the servicer(s) chosen in the dropdown list. ***Note:*** *If a Servicer Number is selected and no activity has been submitted for it, no data will be displayed* • Download functionality on the Request Activity allows servicers to download the required information
Related Screens	Loan Data Change page

Scenario 3: View Request Activity on Loan Data Change Page – Ready for review
This scenario verifies that sellers/servicers can view Request Activity on the Loan Data Change page and review key request details, including submission date, request status, loan counts, and approved and denied changes.

Test Scenario Name	View Request Activity on Loan Data Change Page
Test Cast Identifier	FNM-CIT-LDC- Request Activity

Test Case Description	This scenario covers the viewing of the Request Activity r to review key details of each request and review their holistic history. While viewing, the seller/servicer is to verify:
	
	• View the processing results for requests. Below are some of the key details that will be provided:
	  ○ Request ID
	  ○ Submitter
	  ○ Submitted Date
	  ○ Request Status
	  ○ Loan Count
	  ○ Total changes
	  ○ Approved changes
	  ○ Denied changes
	• Pagination: users can click on the pagination link and navigate to different pages to validate the data displayed.

Business Preconditions	Fannie Mae will use loans from production in the customer integration test environment as of August 28, 2026.
Event Delivery Methods	Fannie Mae Servicing Platform UI – Submit single request and bulk request
Scenario Sequence / Expected Results	During CIT, sellers and servicers will submit requests based on the designated test scenarios. All submitted requests can be reviewed in the Request Activity section within the Fannie Mae Servicing Platform UI. When accessing the **Request Activity** screen, sellers and servicers should expect the following: • Fannie Mae processing results are displayed in the Request Activity section of the Loan Data Change Dashboard. • Request Activity information can be filtered to help users locate and review submitted requests. • The Request Activity screen accurately reflects submitted request data, including the current processing status of each request. • Download functionality is available, allowing users to export Request Activity data for review and analysis. **Expected Outcome:** Sellers and servicers can successfully view, filter, validate, and download request activity information and processing results within the Fannie Mae Servicing Platform UI.
Related Screens	Loan Data Change (Request Activity) Screen

Scenario 4: Submit Single Request – Ready for Review
This scenario verifies that sellers/servicers can submit a single Loan Data Change request by providing the loan number, selecting the applicable loan attributes, and uploading the required supporting documentation.

Test Name	Submit Single Request
Test Cast Identifier	**FNM-CIT-LDC- Submit Single Request**
Test Case Description	This scenario covers submitting a single Loan Data Change request from **Draft** status through the **Request Loan Data Change** page.

	The seller/servicer clicks **Submit Single Request**, enters the required Fannie Mae loan number, attributes, and applicable loan document or document waiver details. • When the seller/servicer clicks **Save**, the system saves the request in **Draft** status, generates a Request ID, updates the summary counts, and displays the request in the **Request Activity** section. While in Draft status, the request can be edited, canceled, or opened using the Request ID hyperlink for submission. If the request remains in Draft for **2 business days**, the system moves it to **Canceled** status. • When the seller/servicer clicks **Submit**, the system validates the request. If there are no validation errors, the request status changes from **Draft** to **Pending Review/Auto Approved/Rejected based on the selection of the Attribute Configuration**, the summary counts are updated, and the request becomes read-only.
Test Scenario Name	Submit Single Request
Business Preconditions	Fannie Mae will use loans from production in the customer integration test environment as of August 28, 2026.
Testing Loan Data Change Activity Periods	November 2026 through Feb 2027 integration test cycles.
Event Delivery Methods	Fannie Mae Servicing Platform UI – Submit single request

Scenario Sequence / Expected Results	The seller/servicer begins on the Loan Data Change page, where the Submit Single Request button is available in the upper-right corner of the screen.
	
	Create and Save a Draft Request
	1. Select **Submit Single Request**. The **Request Loan Data Change** page opens, and the request is created in **Draft** status.
	2. Enter the required loan information by adding the loan number and selecting the applicable attribute(s).
	3. Select **Save**. The system:
	    • Saves the request in **Draft** status.
	    • Generates a unique **Request ID**.
	4. While the request remains in **Draft** status, the seller or servicer can:
	    • Edit the request.
	    • Cancel the request prior to submission.
	5. If a request remains in **Draft** status for more than **two business days**, the system automatically cancels the request and updates the status to **Canceled**.
	6. The system updates the **Loan Data Change** page summary by increasing:
	    • **Total Change Requests**
	    • **Draft Requests**
	7. The draft request appears in the **Request Activity** section.
	
	Access and Update a Draft Request
	1. The seller or servicer can locate the draft request in the **Request Activity** section of the Dashboard. Selecting the **Request ID** hyperlink opens the **Request Loan Data Change** page, where the request can be completed and submitted.
	
	Add Attributes and Supporting Documentation
	1. Select **Add Attributes** to display the **Attributes** section and enter the required loan attribute information.
	    • After an attribute is selected, the **Related Attributes** icon becomes available.
	    • Selecting the icon displays related attributes and their current values.
	    • Multiple attributes may be added to a single loan request.
	2. After entering a valid loan number and at least one attribute, select **Submit**.
	    • The system validates all required fields and business rules.
	    • If any required information is missing or invalid, the system displays validation messages and prevents submission until the issues are resolved.
	    • When enabled, navigate to the **Loan Documents** tab to upload the required supporting document(s) associated with the selected attribute(s).
	    • If applicable, a waiver may be selected instead of uploading a document.

	3. If **Request All-Inclusive Document Waiver** is selected, no document upload is required. **Submit the Request** 1. When all validations are successfully met and **Submit** is selected, the system updates the request status from **Draft** to one of the following statuses based on the selected attribute and applicable business rules: • **Pending Review** • **Approved** • **Rejected** 1. The system updates the summary counts on the **Loan Data Change** page by: • Decreasing the **Draft Requests** count. • Increasing the appropriate **Pending Review**, **Approved**, or **Rejected** count. 1. After submission, the request becomes **read-only** and can no longer be modified by the seller or servicer. **Expected Outcome** The seller or servicer can successfully create, save, review, update, and submit a Loan Data Change request. The system correctly validates entered data, updates request statuses, reflects activity in the Dashboard, and updates request counts throughout the process.
Related Screens	**Loan Data Change Page** - Total change request number increments in Summary section and Request detail populated in Request Activity section

Scenario 5: Submit Bulk Request – Read for Review

This scenario verifies that sellers/servicers can submit a bulk Loan Data Change request through an Excel file upload and that the system correctly validates the uploaded file type before processing the request.

Test Cast Identifier	Submit Bulk Request
Test Cast Identifier	FNM-CIT-LDC – Submit Bulk Request
Test Case Description	This test scenario validates the submission of a bulk Loan Data Change request through the **Loan Data Change** page using a valid **.xlsx** or **.xlsm** file. The seller/servicer selects **Submit Bulk Request**, downloads the bulk upload template, enters the required Fannie Mae loan number and attribute details for multiple records, and saves the completed file. • The seller/servicer uploads the completed file using either the **Choose File** option or the drag-and-drop functionality and selects **Submit Validation**. The system validates the file type and template data. If formatting errors, missing required fields, or data standard violations are identified, the system highlights the affected fields and displays the appropriate validation messages. Uploading an unsupported file type other than **.xlsx** or **.xlsm** should result in an upload error message. • Upon successful validation, the system accepts the submission, generates a **Request ID**, and creates the bulk request in **Draft** status. The seller/servicer can open the draft request, review the details, attach any required supporting documents, or select an applicable document waiver, and submit the request. • When the seller/servicer selects **Submit**, the system performs final validation. If no validation errors are found, the request status changes from **Draft** to **Pending Review**, summary counts are updated accordingly, and the request becomes read-only. **Required Negative Test Scenarios** In addition to the positive test steps above, the following negative test scenarios should be executed:

	1. Using the downloaded template, enter data that does not comply with the applicable data standards. Verify that validation errors are correctly identified and highlighted. Correct the invalid data in the highlighted fields and resubmit the file to confirm successful validation. 2. Attempt to upload or drag and drop an unsupported file type (any format other than **.xlsx** or **.xlsm**). Verify that the system displays the appropriate upload error message and prevents submission.
Business Preconditions	Fannie Mae will use loans from production in the customer integration test environment as of August 28, 2026.
Event Delivery Methods	Fannie Mae Servicing Platform UI – Bulk Upload
Scenario Sequence / Expected Results	**Create and Upload a Bulk Request** 1. From the **Dashboard**, navigate to the **Loan Data Change** page. 2. Verify that the **Submit Bulk Request** button is displayed in the upper-right corner of the page for authorized seller and servicer users. 3. Click **Submit Bulk Request**. • The **Enter Change Request Details** pop-up window is displayed. 4. Click **Download Template**. • The system automatically downloads an **.xlsx** or **.xlsm** template. • The template includes built-in validations required for bulk request submission. 5. Open the downloaded template, enter the required loan, and attribute information. • Any formatting or data-entry issues are automatically highlighted within the template. • Correct all highlighted errors before proceeding. 6. Return to the **Enter Change Request Details** pop-up and click **Choose File**. • The system opens the file explorer, allowing you to select the completed template. 7. Upload the completed template using either of the following methods: • Select the file through the file explorer, or • Drag and drop the file into the upload area. 8. Verify that the **Upload** or **Submit for Validation** button becomes enabled after a valid file is attached. 9. Click **Submit for Validation**. • The system validates the uploaded template. • If validation is successful, a **Submission Received** message is displayed, including a unique **Request ID**. • The request is created with a **Draft** status. **Review and Manage the Draft Request** 1. Verify that the seller or servicer can **edit** or **cancel** the request while it remains in **Draft** status. 2. Verify that if a request remains in **Draft** status for more than **2 business days**, the system automatically terminates the request and updates the status to **Canceled**. 3. Confirm that after the draft request is created: • The **Total Change Requests** count increases by one. • The **Draft Requests** count increases by one in the summary section of the **Loan Data Change** page. 4. Verify that the draft request appears in the **Request Activity** section. 5. From the **Dashboard**, locate the request in the **Request Activity** section and click the **Request ID** hyperlink for the request in **Draft** status. • The system navigates to the **Request Loan Data Change** page. **Update Loan Attributes** 1. Verify when an attribute is selected: • The **Related Attribute** icon is enabled next to the **Attribute** field. • Clicking the link within the hover message displays the list of related attributes and their current values.

	2. Verify that the seller or servicer can: • Add additional attributes to the same loan, or • Add another loan and associated attributes within the same request. 3. Click **Save** or **Submit** after entering a valid loan number and attribute information. • The system performs all applicable validations. • If required fields are missing, formatting issues exist, or other validation errors are detected, appropriate error messages are displayed and submission is prevented. **Upload Supporting Documentation** 1. Once the **Loan Documents** tab becomes available, navigate to the tab. 1. Upload the required supporting documents based on the selected attribute. • If applicable, select an available document waiver instead of uploading documentation. 2. If **Request All-Inclusive Document Waiver** is selected: • Verify that no supporting documentation is required. **Submit the Request** 1. Click **Submit** after all required information and documents have been provided. 2. Verify that if no validation errors exist: • The request status changes from **Draft** to one of the following statuses based on business rules: ○ **Pending Review** ○ **Approved** ○ **Rejected** 3. Verify that the summary counts on the **Loan Data Change** page are updated accordingly: • The **Draft Requests** count decreases. • The appropriate **Pending Review**, **Approved**, or **Rejected Requests** count increases.
Related Return Files and Screens	**Loan Data Change Page** - Total change request number increments in Summary section and Request detail populated in Request Activity section

Scenario 6: View Attribute, Loan, and Request-Level Workflow Status – Read for Review

This scenario verifies that sellers/servicers can view and track workflow statuses at the attribute, loan, and request levels to monitor the progress and outcome of Loan Data Change requests.

Test Scenario Name	**Attribute/Loan /Request Level Status**
Test Cast Identifier	FNM-CIT-LDC - Validate workflow status for a submit request

est Case Description	This scenario describes how seller/servicer can view the various workflow statuses associated with a submitted request. **Request Level Status** • Draft • Pending Review • Completed • Partially Processed • Rejected • Cancelled **Loan Level Status** • Pending Review • Reclass • Approved • Partially Processed • Rejected • Repurchase • Reclass Completed **Attribute Level Status** • Pending • Reclass • Approved • Rejected • Repurchase • Reclass Completed
Business Preconditions	Fannie Mae will use loans from production in the customer integration test environment as of August 28, 2026.
Event Delivery Methods	Not Applicable
Scenario Sequence / Expected Results	This scenario describes how servicers can view the various workflow statuses associated with a submitted request. • The seller/servicer submits a request through the Fannie Mae Servicing Platform UI or via bulk upload in Scenario 4 or Scenario 5. • Internal users review the decision the request. • Based on the decision taken by the internal user, sellers/servicers can view the applicable statuses for their submitted request, including: o Request-level status o Loan-level status o Attribute-level status • Internal user can add comments, and seller/servicer can view those comments on the submitted request.
Related Return Files and Screens	• **Loan Data Change Page** - Total change request number increments in Summary section and Request detail populated in Request Activity section • **Request Loan Data Change Page** – Request/Loan/Attribute status can be viewed