



Loan Quality Connect Release Notes

Overview of Enhancements

August 19, 2023

Fannie Mae will implement Loan Quality Connect™ version 6.1.1, effective date **August 19**. The system enhancements in this release will implement the second phase of **QC Calibration**, as well as enhancements to the **Homestyle Renovation (HSR) Queue** and **resolution** processes. Your feedback is important, so please check in with us regularly by responding to the pop-up surveys in Loan Quality Connect.



Just Released

QC Calibration Queue

System enhancements to the **QC Calibration Queue** are as follows:

- A new button has been added to the queue for lenders to download the **QC Calibration Queue Report** and view in Excel.
- A new column has been added to the queue for the **Highest Quality Control Issue Severity Level** with the ability to view and sort it by column.
 - When a lender enters the QC results for the loan, the QC Results screen will also display the loan's **Highest Quality Control Issue Severity Level** on the top right-hand side of the screen.

The **QC Calibration Queue** is available for the following roles in Loan Quality Connect:

- Lender Doc Technician
- Lender Manager
- Lender Remediation Specialist

Homestyle Renovation Queue

Changes have been made to the columns within the **Homestyle Renovation Queue**:

- We removed the “Acquisition Date” column in the lender’s queue and replaced it with “Note Date”. We also added a column for “Original Completion Due Date”. Both changes align with recent Selling Guide updates.
- The Queue has a new default column order as well as customization options for lenders to personalize the queue.
- The BI card for “Evidence of Completion Required” has been renamed to “HSR Loan – Active Recourse” to better define the status of these loans.

DVC Response Queue

Homestyle Renovation (HSR) tasks will no longer appear in the Data Validation Center (**DVC**) **Response Queue**. Similarly, only **HSR** tasks will appear in the **Homestyle Renovation Queue**.

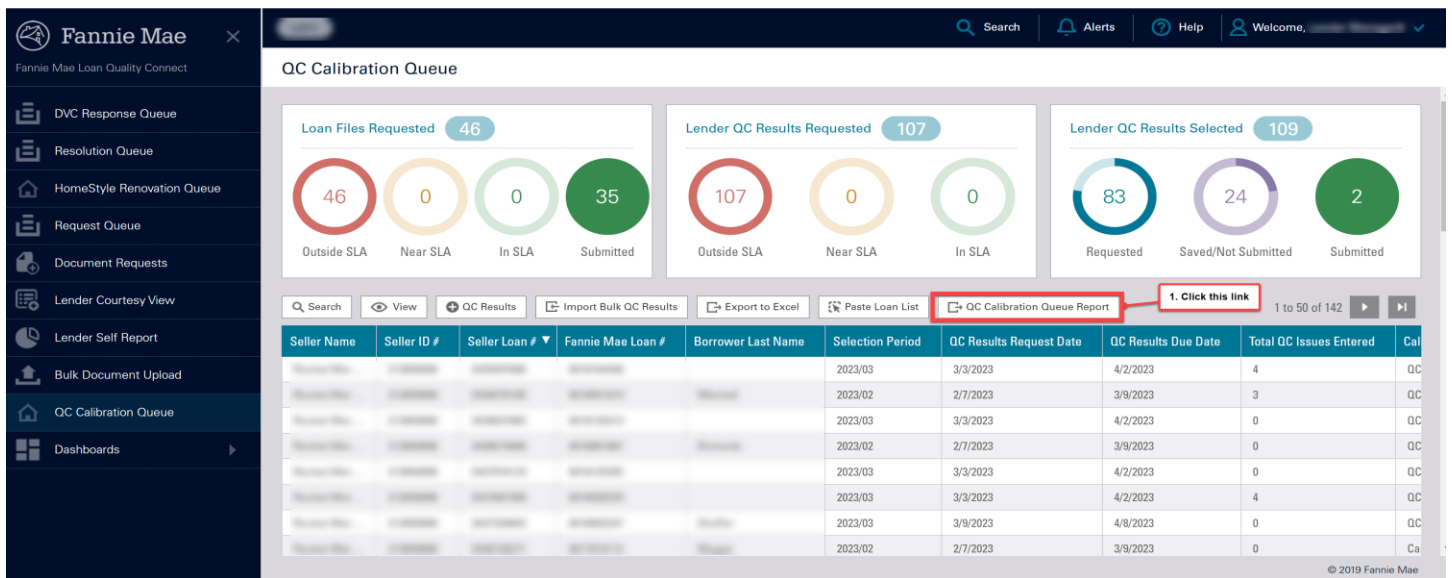
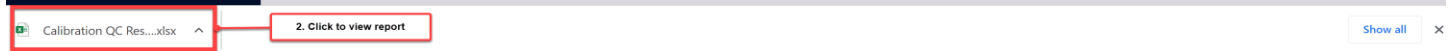
Resolution Queue: Cancelled Defects

Defects that have been cancelled by the **Customer Underwriting Remedies Team** are now visible in the lender **Resolution Queue**. This functionality applies to the following roles:

- Lender Remediation Specialist
- Lender Manager

Screenshot examples of these enhancements are listed below and on the following pages. For more information about these release notes or the Loan Quality Connect update, lenders may contact their Fannie Mae representative.

QC Calibration Queue Report

Seller Loan Number	Fannie Mae Loan N	Selection Period	Highest Final Quality Control Issue Severity Level	Lender Quality Control Issue #	Final Quality Control Issue Severity	QC Reporting Perio	Lender Quality Con	Lender Quality Con Lend
				1	Significant	02/2023	Income/Employer	
			Significant	1	Finding	02/2023	Assets	
			Significant	2	Significant	02/2023	Credit	

Sample Report Exported

QC Calibration Queue: Highest Quality Control Issue Severity Level

- QC Calibration Queue view

QC Calibration Queue

Loan Files Requested: 46
 Lender QC Results Requested: 105
 Lender QC Results Selected: 109

Request Date	QC Results Due Date	Total QC Issues Entered	Calibration Review Status	Highest Final Quality Control Issue Severity Level	Responsible Party Name	Responsible Party Location
	4/2/2023	4	QC Results Submitted	Significant		
	4/2/2023	4	QC Results Submitted	Significant		
	3/9/2023	1	QC Results Submitted	Significant		
	3/9/2023	2	QC Results Submitted	Significant		

- QC Calibration loan level view

QC Calibration Queue > QC Results

Seller Name: [Redacted] Seller Loan Number: [Redacted] Fannie Mae Loan Number: [Redacted] Borrower Last Name: [Redacted] Selection Period: 2023/03 Highest Final Quality Control Issue Severity Level: [Redacted]

Lender Quality Control Issue #	Final Quality Control Issue Severity	QC Reporting Period	Lender Quality Control Issue Category	Lender Quality Control Issue Sub Category	Lender Quality Control Issue Description
1	Finding	08/2023			
2	Other Quality Control Issue	08/2023			
3	Significant	08/2023			
4	No Quality Control Issue	08/2023			

Homestyle Renovation Queue enhancements

HomeStyle Renovation Queue

Total HSR Requests: 314 | Lender Action Needed: 78

Please Note: Closed HSR Reviews will only remain in the queue for 30 days.

HSR Loan - Active Recourse: 21

HSR Extension: 174

- Submitted - Pending Review: 3
- Request in Progress: 118
- Lender Action Required: 0
- Extension Granted: 53

HSR Recourse Removal: 119

- Submitted - Pending Review: 7
- Request in Progress: 102
- Lender Action Required: 4
- Recourse Removal In Progress: 6
- Recourse Removal Complete: 0

HSR Review Closed - Other: 0

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Seller Loan Number	Borrower Last Name	HSR Request Type	HSR Status	HSR Request Submitted Date	Note Date	Original Completion Due Date
		HSR Recourse Removal	Submitted - Pending Review	5/17/2023		
		HSR Extension	Submitted - Pending Review	5/17/2023		
		HSR Extension	Submitted - Pending Review	4/26/2023		
		HSR Recourse Removal	Submitted - Pending Review	5/9/2023		
		HSR Recourse Removal	Submitted - Pending Review	3/24/2023		

Annotations: "New default column order" points to the table headers. "New column headers" points to the "Note Date" and "Original Completion Due Date" columns. "Only HSR tasks appear in the Homestyle Renovation Queue" points to the "HSR Request Type" column.

DVC Response Queue enhancement

DVC Response Queue

DVC Initial Lender Action Required: 0

- Outside SLA: 0
- Near SLA: 0
- In SLA: 0

DVC Secondary Lender Action Required: 8

- Outside SLA: 8
- Near SLA: 0
- In SLA: 0

All Tasks: 8

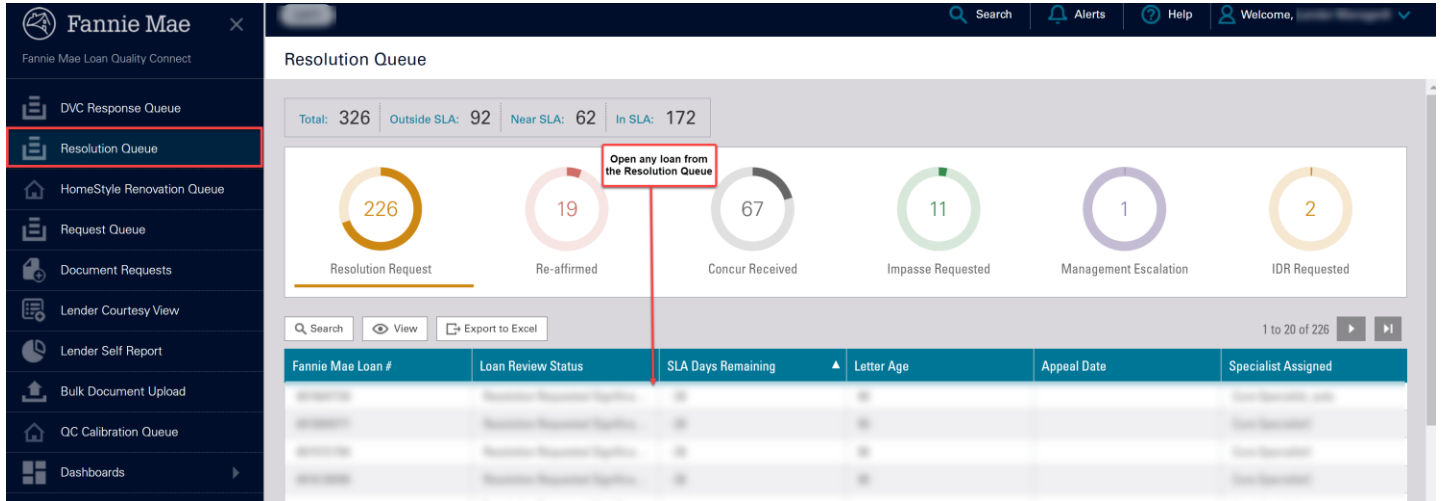
- Outside SLA: 8
- Near SLA: 0
- In SLA: 0

Search | View | Export to Excel | 1 to 8 of

Fannie Mae Loan #	Loan Review Status	SLA Days Req	Review Type	Borrower Last Name	Seller Loan Number
	Pending Data Validation Review				
	Pending Data Validation Review				
	Pending Data Validation Review				
	Pending Data Validation Review				
	Pending Data Validation Review				
	Pending Data Validation Review				
	Pending Data Validation Review				

Annotation: "Only DVC tasks appear in the DVC Response Queue" points to the "Loan Review Status" column.

Resolution Queue: Cancelled Defects



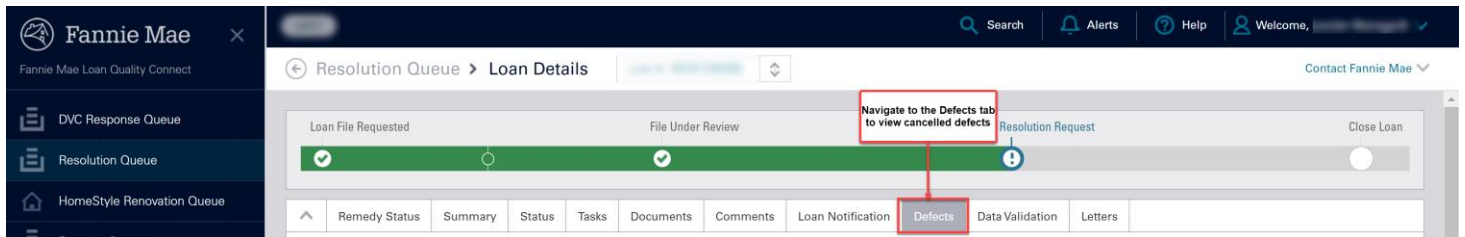
Resolution Queue

Total: 326 | Outside SLA: 92 | Near SLA: 62 | In SLA: 172

- Resolution Request: 226
- Re-affirmed: 19
- Concur Received: 67
- Impasse Requested: 11
- Management Escalation: 1
- IDR Requested: 2

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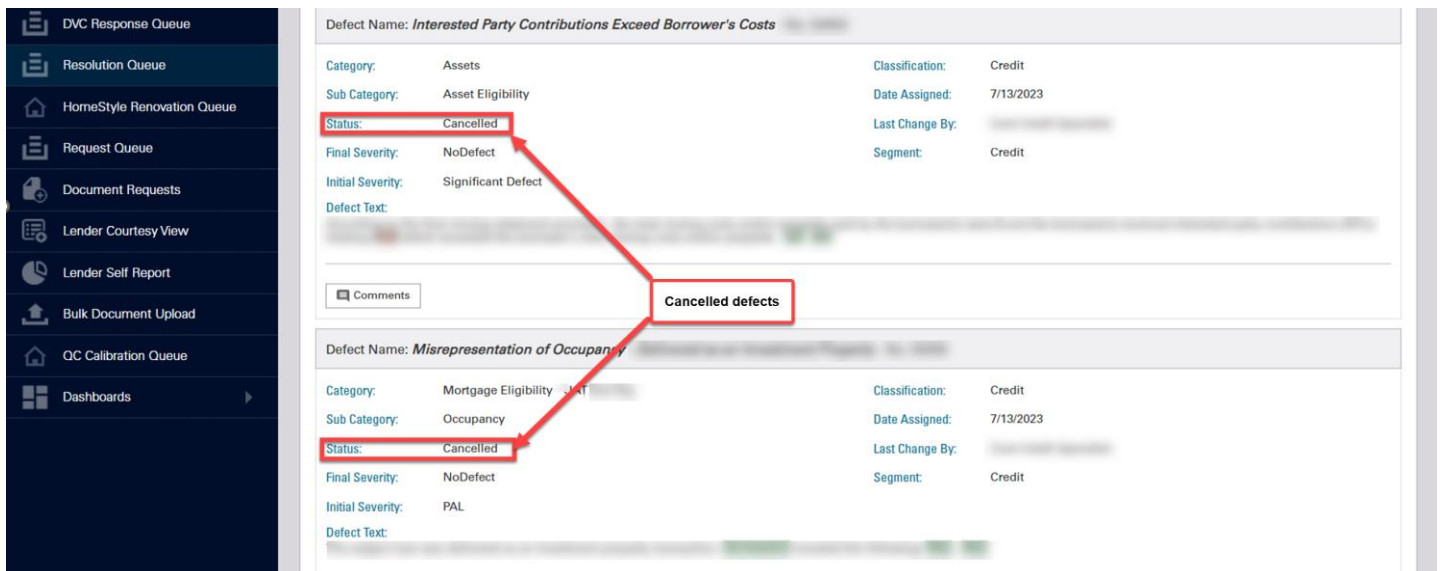
Fannie Mae Loan #	Loan Review Status	SLA Days Remaining	Letter Age	Appeal Date	Specialist Assigned
...
...
...
...



Resolution Queue > Loan Details

Loan File Requested | File Under Review | Resolution Request | Close Loan

Remedy Status | Summary | Status | Tasks | Documents | Comments | Loan Notification | **Defects** | Data Validation | Letters



Defect Name: Interested Party Contributions Exceed Borrower's Costs

Category: Assets | Classification: Credit
 Sub Category: Asset Eligibility | Date Assigned: 7/13/2023
Status: Cancelled | Last Change By: ...
 Final Severity: NoDefect | Segment: Credit
 Initial Severity: Significant Defect
 Defect Text: ...

Defect Name: Misrepresentation of Occupancy

Category: Mortgage Eligibility | Classification: Credit
 Sub Category: Occupancy | Date Assigned: 7/13/2023
Status: Cancelled | Last Change By: ...
 Final Severity: NoDefect | Segment: Credit
 Initial Severity: PAL
 Defect Text: ...

Cancelled defects