

# Loan Quality Connect Release Notes

March 31, 2022

During the **weekend of April 9**, Fannie Mae will implement Loan Quality Connect<sup>™</sup> version 5.0. Many of the system enhancements in this update are in response to users sharing their comments and suggestions. Your feedback is important, so please check in with us regularly by responding to the pop-up surveys in Loan Quality Connect.



### **Retirement of the Loan Quality Defect Notice**

*Note:* The Loan Quality Connect manager and remediation specialist roles will be impacted by the following Loan Quality Defect Notice changes in Loan Quality Connect.

Effective Apr. 9, the Loan Quality Defect Notice (LQDN) will be retired. Lenders cited with one or more significant defect(s) following a post-purchase loan review will receive a *Resolution Request*, which begins the formal start of the remediation timeline, per the *Selling Guide* (A2.3.2-03, Remedies Framework).

The following Business Intelligence (BI) cards and reporting widgets in Loan Quality Connect will be impacted:

**Resolution Queue** – The BI card for the LQDN will be removed from the *Resolution Queue*.

**Lender Courtesy View** – The LQDN will be removed from the dropdown options under the search field of the *Lender Courtesy View*.

**Responsible Party Daily Pipeline** – Reference to the LQDN will be removed from the *Loan Status* widget of the *Responsible Party Daily Pipeline* dashboard.

**Responsible Party Review Results** – Reference to the LQDN widget will be removed from the *Responsible Party Review Results* dashboard.

**Seller File Review Results** – The *Review LQDN* Date filter will be replaced with *Resolution Date* on the *Seller File Review Results* dashboard.

#### Seller File Review Results dashboard enhancement

We renamed the *Review Results* widget to *Review Results for Last 12 months* and added an information icon to confirm that the data displayed, both filtered and unfiltered, includes reviews completed within the last 12 months.

#### For more information

For more information about these release notes or the upcoming Loan Quality Connect update, lenders may contact their Fannie Mae representative.

#### Example screen shots of these changes are provided on the following pages.

# **Resolution Queue (Before)**

🔄 Fannie Mae 🛛 🛛 🛛	UAT2 Environment				Q Search 🗘 A	lerts 🧿 Help 🛛 🙎 W	elcome, Lender Manager ∨
Fannie Mae Loan Quality Connect	Resolution Queue						
DVC Response Queue	Total: 0 Outside SLA: 0	Near SLA: 0 In SLA:	0				
HomeStyle Renovation Queue	0	0	0	0	0	0	0
Request Oueue       Document Requests	LQDN Issued	Resolution Request	Re-affirmed	Concur Received	Impasse Requested	Management Escalation	IDR Requested
Lender Courtesy View	Q, Search 💿 View 🕞 E	xport to Excel					0 to 0 of 0
Bulk Document Upload	Fannie Mae Loan ≠	Loan Review Status	SLA Days Remaining	▲ Letter Age	Appeal Date	Specialist Assi	gned Responsible
Dashboards							

# **Resolution Queue (After – LQDN is no longer displayed)**

🛞 Fannie Mae 🛛 🛛 👋	UAT1 Environment			۹	Search 🗘 Alerts 🧿	Help 2 Welcome, Lend	er Manager1 🗸
Fannie Mae Loan Quality Connect	Resolution Queue						
DVC Response Queue	Total: 30 Outside SLA: 1	2 Near SLA: 1 In SLA:	17				
HomeStyle Renovation Queue	25		2	1		0	
Request Queue						Ŭ	
Document Requests	Resolution Request	Re-affirmed	Concur Received	Impasse Requested	Management Escala	tion IDR Reque	sted
Lender Courtesy View							
Lender Self Report		port to Excel				1 to 20 of	30 🕨 🔰
Bulk Document Upload	Fannie Mae Loan #	Loan Review Status	SLA Days Remaining	Letter Age	Appeal Date	Specialist Assigned	Respons
Dashboards 🗸	000000081	Resolution Requested Significant D Management Escalation Requested	-599 -567	602 582	7/28/2020	AC Admin Cure Specialist3	05117218
Responsible Party Daily Pipeline	000000991	Impasse Requested	-546	583	7/27/2020	Cure Specialist1	05117218
	4917656221	Reaffirmed Lender Action Needed	-533	551	8/31/2020	Cure Specialist3	05117218
Responsible Party Review Results	000000181	Resolution Requested Significant D	-499	559		AC_Curedredit	05117218
Seller File Review Results	6810656338	Resolution Requested Significant D	-470	530		Cure Specialist1	05117218
	1736308888	Resolution Requested Significant D	-429	489		AC Admin	05117218

# Lender Courtesy View (Before)

Fannie Mae     ×       Fannie Mae Loan Quality Connect	UAT2 Environment Lender Courtesy View	Q Search   🕂 Alerts   🕐 Help   🙎 Welcome, Lender	Manager ∨					
DVC Response Queue	RequestType Fannie Mae	9 Loan Number	Search					
Resolution Queue	Loan Quality Defect Notice		Reset					
HomeStyle Renovation Queue	Document Requested Request Da DVC Initial Lender Action Required mm/dd/yp DVC Secondary Lender Action Required mm/dd/yp							
E Request Queue	Loan File Defective	Selling Responsible Party Loan Number						
Document Requests	Reaffirmed - 2nd Appeal							
Lender Courtesy View	Resolution Closeout - Lender Action Required Servicing H	lesponsible Party Loan Number						
Lender Self Report								
Bulk Document Upload	Q, Search 💿 View 📑 Export to Excel		0 to 0 of 0					
Dashboards	Request Type Fannie Mae Loan 🛦 Seller Loan # Selling Responsible Party Loan # Servicer L	.oan # Servicing Responsible Party Loan # Responsible Party Loan # Request Date	Due Dat ▲ R					

# Lender Courtesy View (After - LQDN is no longer displayed)

🔄 Fannie Mae 🛛 🛛 🛛	UAT1 Environmen	at				Q Search	Alerts 🧿 Help 🖉	Welcome, Lende	er Manager1 🗸			
Fannie Mae Loan Quality Connect	Lender Court	tesy View										
DVC Response Queue	RequestType			Fannie Mae Loan Number Sourch								
Resolution Queue				~					Reset			
HomeStyle Renovation Queue		der Action Required			Request Date mm/dd/yyyy							
Request Queue	Loan File Defe Loan File Requ Reaffirmed - 1	lested	a		mm/dd/yyyy Selling Responsible Party Loan Number							
Document Requests	Reaffirmed - 2 Resolution Clo	nd Appeal seout - Lender Action R	equired		Carallele - Dava - alth							
Lender Courtesy View	Resolution Rec	quest			Servicing Responsib							
Lender Self Report												
Bulk Document Upload		View 🕞 Export to I				1 to 7 of 7						
Dashboards	Request Type Loan File Request	Fannie Mae Loan 🔺	Seller Loan #	Selling Responsible Party Loan #	Servicer Loan #	Servicing Responsible Party Loan #	Responsible Party Loan #	Request Date 5/20/2020	Due Dat 🔺 6/1/2020			
Responsible Party Daily Pipeline	Impasse Letter	111111111	9994444	9994444	9347969	9347969	9347969	5/18/2021	6/2/2021			
Responsible Party Review Results	Resolution Reque 111111111 9994444 9994444			9994444	9347969	9347969	9347969	4/20/2021	6/19/2021			
Responsible Party Review Results	Resolution Reque	111111118	9994444	9994444	9347969	9347969	9347969	4/20/2021	6/19/2021			
Seller File Review Results	Resolution Reque	1111111121	9994444	9994444	9347969	9347969	9347969	9/30/2021	11/29/2021			
	Reaffirmed - 1st A	111111125	9994444	9994444	9347969	9347969	9347969	2/9/2022	2/24/2022			
	Resolution Reque	111111112	9994444	9994444	9347969	9347969	9347969	3/1/2022	4/30/2022			

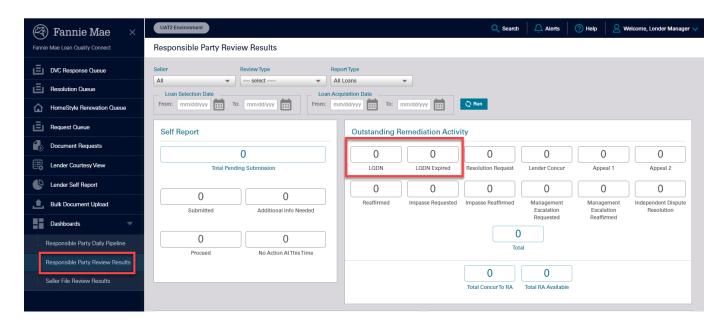




### **Responsible Party Daily Pipeline (After – LQDN is no longer displayed)**

🕙 Fannie Mae 🛛 🛛	UAT1 Environment										Q Search	Ļ AI	erts	🥐 Help	2 We	icome, Lende	r Manager1 🕚	~
Fannie Mae Loan Quality Connect	Responsible Par	ty Daily Pipeli	ne															
DVC Response Queue	Loan Status													_				1
	File Requested –	Loan Rev	iew	- Reme	diation in I	Progress		~	~	$\sim$	<u> </u>	$\sim$			— Data Valid	ation		
HomeStyle Renovation Queue	(7798) (1) (		57) (6)	(25)	(1) (	0)(	0 (1	) ()	(2)			(30)	0	(1)	(71)		0	
Request Queue	_oan File	Pending Review Loan File Receiv	Review	Resolutio	Lender Concur	Appeal 1	Reaffirmed Appeal 2	mpasse	mpasse	Manage	ndepen Manage	Total	Concur To RA	RA Available	Review (	Review I	Review On Hold	
Document Requests	Loan File Received Loan File Requested	Review	Review In Progres Review In Progres	Resolution Request	oncur		ed	Impasse Requested	Impasse Reaffirmed	ment Es	Independent Dispute Resolution Management Escalation Reaffir		lo RA	able	Complete	In Progre	Dn Hold	
Lender Courtesy View	sted	ed Requ	ess Requ	est				ted	ned	calation	pute Res calation				e Pending	ess Reque		
Lender Self Report		Pending Review Loan File Received Requested Missing Document	Review In Progress Requested Missing Document Review In Progress							Management Escalation Requested	Independent Dispute Resolution Management Escalation Reaffirmed				Data	sted		
Bulk Document Upload		issing D	fissing [							ted	ned				Validation	Initial Doc		
Dashboards		ocumen	Documer												n Review	cument		
Responsible Party Daily Pipeline	O Lender Action Requir		ıt												<			١.
Responsible Party Review Results																		
Seller File Review Results	Reviews																	

### **Responsible Party Review Results (Before)**



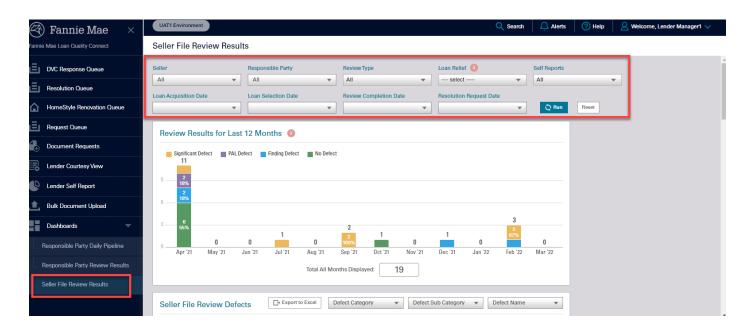
### **Responsible Party Review Results (After – LQDN is no longer displayed)**

🕙 Fannie Mae 🛛 🛛	UAT1 Environment				Q Search Q Aler	ts 🧿 Help 🛛 🙎 V	Welcome, Lender Manager1 🗸
Fannie Mae Loan Quality Connect	Responsible Party Review Results						
DVC Response Queue	Seller Review Type	Report Ty					
Resolution Queue	All   Loan Selection Date	All Loan					
HomeStyle Renovation Queue	From: mm/dd/yyy To: mm/dd/yyy	From: mm/dd/	yyy To: mm/dd/y	/yy 💼 🗘 Run			
E Request Queue	Self Report		Outstanding Remed	iation Activity			
Document Requests	0		25	1	0	0	
Lender Courtesy View	Total Pending Submission		Resolution Request	Lender Concur	Appeal 1	Appeal 2	Reaffirmed
Lender Self Report			0	2	1	0	0
Bulk Document Upload	Submitted Additional	0 al Info Needed	Impasse Requested	Impasse Reaffirmed	Management Escalation Requested	Management Escalation Reaffirmed	Independent Dispute Resolution
Dashboards					30		
Responsible Party Daily Pipeline	8	0			Total		
Responsible Party Review Results	Proceed No Actio	n AtThisTime		(	) (		
Seller File Review Results				Total Con	curTo RA Total RA	Available	

# Seller File Review Results (Before)

🗟 Fannie Mae 🛛 🛛 🖉	UAT2 Environment			Q Search	Alerts 🧷 Help
Fannie Mae Loan Quality Connect	Seller File Review Resu	lts			
DVC Response Queue	Seller	Responsible Party	Review Type	Loan Relief 🕕	Self Reports
Resolution Queue	All   Loan Acquisition Date	All   Loan Selection Date	All   Review Completion Date	select  Review LODN Date	All
HomeStyle Renovation Queue	■ EDan Acquisition Date				C Run Rosot
Request Queue	Review Results				
Document Requests		Defect 🔲 Finding Defect 📰 No Defec	1		
Lender Courtesy View			-		
Lender Self Report					
Bulk Document Upload	0 0	0 0 0	0 0 0	0 0 0	0
Dashboards					
Responsible Party Daily Pipeline	Apr '21 May '21	Jun '21 Jul '21 Aug '21	Sep '21 Oct '21 Nov '21	Dec '21 Jan '22 Feb '22	 Mar '22
Responsible Party Review Results	· · ·	Total All Mo	nths Displayed: 0		
Seller File Review Results					

# Seller File Review Results (After - LQDN is no longer displayed)



# **Seller File Review Results enhancement**

