Loan Servicing Data Utility (LSDU) – User Interface (UI) FAQs

Loan Servicing Data Utility (LSDU) provides Servicers accurate, near real -time, loan-level data, allowing for continuous reconciliation of Fannie Mae loans and cash positions and offering operational efficiencies.

General Questions

Q1.   What is LSDU?

LSDU is a user interface (UI) with self-service tools that provide servicers with a near real-time view into Fannie Mae investor reporting exceptions and loan data.

Q2.   What servicer pain points does LSDU address?

Before LSDU, servicers experienced the lengthy process of identifying root cause and investor reporting errors (hard & soft rejects, missing LARs). In addition, there was a lack of transparency into Fannie Mae investor reporting loan data and Fannie Mae process/transaction status. There was no Fannie Mae platform with an integrated view into the Fannie Mae investor reporting loan and cash positions.

Q3.   What are the benefits of using LSDU?

LSDU provides self-service access to 90+ key investor reporting loan data elements. With near real-time data on investor reporting exceptions, it reduces time to research and resolve hard rejects, soft rejects, and missing loan activity reports (LARs). It also offers transparency into Fannie Mae data, enabling servicers to reconcile their loan and cash positions with Fannie Mae throughout the month – rather than only at the end of the monthly reporting cycle.

Q4.   Who benefits from LSDU, and what functions do the tool offer?

- **Investor accounting/reporting analysts:** LSDU contains fundamental investor reporting data and tools to work on cash reconciliation, reject resolution, loan research, loan activity and transaction history for reclassification, delinquency modification, post purchase adjustments, and other key events.
- **Loss mitigation users:** LSDU contains post-closure/post-bridged delinquency modification terms data and reclassification information.
- **Special loan users:** LSDU contains loan position/transactional data for multiple special products including Servicemembers Credit Relief Act (SCRA), balloon mortgages, Long-Term Standby Commitment (LTSC), step rate, etc.
- **Accounting/cash Recon users:** LSDU contains Daily Actual/Actual, Shortage/Surplus and Cash Adjustment balances.
- **Loan liquidation users:** LSDU contains loan position/transactional data for liquidated loans (payoff, repurchase, foreclosure, etc.).
- **Mortgage insurance (MI) users:** LSDU contains MI data including company name, coverage percentage, certificate number, cancelation date, and cancelation reason.

Usage

Q5. **How can I get access to LSDU?**

Servicer corporate administrators will request access through Fannie Mae's Technology Manager for all servicer users. Once users have been provisioned, they will be notified via email. Visit the Fannie Mae LSDU webpage to access LSDU.

Q6. **What new features does LSDU offer?**

LSDU will provide the ability to:

- Search for, view and download payment (LAR96) exceptions, payment, and rate change (LAR83) statuses and Invalid Transactions, which are generated due to higher level LAR validation failures. Examples of Invalid Transactions include LARs submitted for inactive loans and MI Discontinuance exceptions.
- Search for a single loan using either the Fannie Mae loan number or the servicer loan number across the servicer or subservicer's entire portfolio.
- Submit all LAR transactions including single Lar 96, 81 and 83 submissions and bulk/file upload submissions.
- View and download cash position for all remittance types across the servicer or subservicer's entire portfolio both in aggregate and a 9-digit servicer number level.
- Search for, view and download P&I cash adjustments for all remittance types by a single 9-digit servicer number.
- View Scheduled/Scheduled expected interest calculation for soft rejects.
- LSDU Reclass Search capability to view and download data on mortgage loans that have been reclassified and removed from MBS pools.
- LAR File Upload and Completed File Upload Search capability.
- Submit Post Purchase Adjustments (PPA) and view the latest status of PPA requests.
- Submit Housing Goals changes for loans delivered to Fannie Mae in the current calendar year.

Q7. **Do subservicers have access to data for their respective Master Servicer?**

Yes, subservicers have access to all data they are authorized to view per the Data Access Authorization form.

Support

Q8. **Are there LSDU training opportunities offered?**

Yes. Training is available through a variety of resources including eLearning tools and the LSDU User Guide. All training resources are available on our Fannie Mae LSDU webpage.

Q9. **What should servicers do if they have questions?**

Please contact Master Servicing at 1-800-2-FANNIE and choose Option 1, Option 6, or email future_of_servicing@fanniemae.com with any questions.