

# Master Servicing Portfolio Manager

## Frequently Asked Questions

June 07, 2022

### General

#### Q1. What is Master Servicing Portfolio Manager?

Master Servicing Portfolio Manager offers management oversight and self-service functionality related to performance, loan activities and portfolio management that will help drive efficiency and straight through processing.

#### Q2. What features will Master Servicing Portfolio Manager have?

- The new self-service management tool provides servicers with access to Loan and Cash exceptions that require servicer review and confirmation.
- Servicers can use the tool to enter resolution plans and resolution dates to address these exceptions.

#### Q3. What are the benefits of using Master Servicing Portfolio Manager?

- Self-service access to information, enabling adherence to Fannie Mae's investor reporting requirements.
- Visibility into consolidated servicer investor reporting metrics (at the end of the period) to help drive improvements and process enhancements.
- Increased transparency between servicer and Fannie Mae related to loan and cash exception management.

#### Q4. When will Master Servicing Portfolio Manager be available?

Master Servicing Portfolio Manager will be introduced on June 6, 2022.

If you have questions about the Master Servicing Portfolio Manager or have feedback on Master Servicing Portfolio Manager features and/or functionalities, please email [Master\\_servicing@fanniemae.com](mailto:Master_servicing@fanniemae.com).

#### Q5. When will data be available in Master Servicing Portfolio Manager?

All data will be available on the 4<sup>th</sup> business day of each month.

#### Q6. When are remediation plans due back to Fannie Mae?

Remediation plans and confirmation are due no later than the 14<sup>th</sup> business day of each month.

#### Q7. What access will each role have in Master Servicing Portfolio Manager?

- MSPM - **External** READ\_REQUEST, Read access to Master Servicing Portfolio Manager cases.
- MSPM - **External** READ\_REQUEST\_WRITE, All **External** READ-REQUEST access, plus updating servicer exception(s) and submit workflow request cases.
- MSPM - **External** ATTEST, All **External** READ-REQUEST\_WRITE access, plus approving workflow request cases.



## Usage

### **Q8. How can I get access to Master Servicing Portfolio Manager?**

Servicer corporate administrators will request access through Fannie Mae's Technology Manager for all servicer users starting June 3rd. Once users have been provisioned, they will be notified via email. Use this [job aid](#) to access Master Servicing Portfolio Manager.

### **Q9. Will sub-servicers have access to data for their respective Master Servicer?**

Yes, sub-servicers will have access to all the data they are authorized to view.

## Support

### **Q10. Are there Master Servicing Portfolio Manager training opportunities offered?**

Yes. The Master Servicing Portfolio Manager User Guide will be available on our Fannie Mae Master Servicing Portfolio Manager [webpage](#).

### **Q11. 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 [master\\_servicing@fanniemae.com](mailto:master_servicing@fanniemae.com) with any questions.