

# Master Servicing Platform Release Notes

## Master Servicing Portfolio Manager 25.4 Release

May 15, 2025

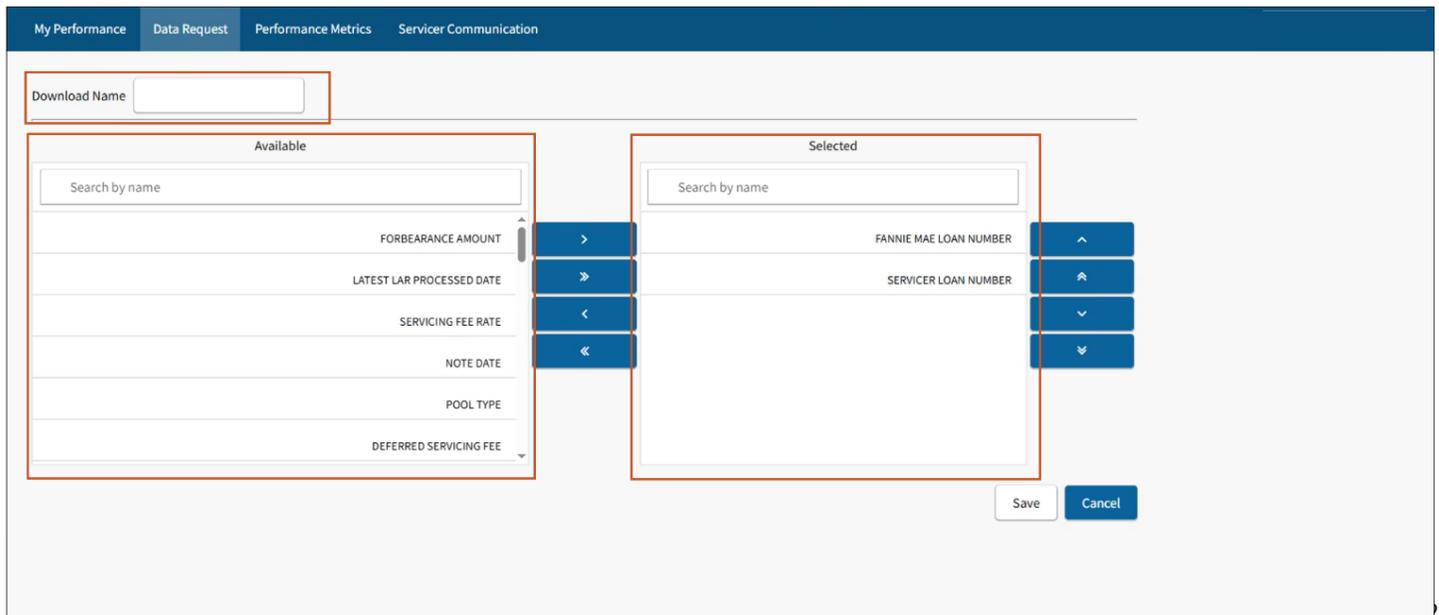
Master Servicing Portfolio Manager is an application that offers servicers management oversight and self-service functionality related to performance, loan activities and portfolio management that will help drive efficiency and straight through processing. The application provides the self-service capability to access Loan and Cash exceptions, giving servicers and Fannie Mae visibility into Exception Resolution Plans.

### Enhancements

Effective May 20, 2025, the Master Servicing Portfolio Manager 25.4 release will introduce a new custom download feature. This feature allows users to create and download reports tailored to their specific needs. Users can select from 27 pre-existing enhanced download attributes as well as 14 new attributes listed below when creating a custom download.

- |                                    |  |
|------------------------------------|--|
| 1. Maturity Date                   | 8. Master Servicer Name                          |
| 2. Current Forbearance Amount      | 9. Master Servicer Number                        |
| 3. Mod UPB Amount                  | 10. Acting Servicer Name                         |
| 4. Forbearance Amount              | 11. Acting Servicer Number                       |
| 5. Note Date                       | 12. Projected P&I Amount                         |
| 6. Cancellation/Termination Reason | 13. Payment Deferral Guaranty Fee Payable        |
| 7. Latest LAR Processed Date       | 14. Payment Deferral Gross Servicing Fee Payable |

This feature enhances self-service capabilities, enabling users to independently access and manage their data more efficiently. The improved customization allows for more specific and relevant data extraction, while the introduction of 14 new attributes offers deeper insights and more comprehensive reporting.



The screenshot displays the 'Data Request' section of the Master Servicing Platform. It features a navigation bar with tabs for 'My Performance', 'Data Request', 'Performance Metrics', and 'Servicer Communication'. Below the navigation bar, there is a 'Download Name' input field. The main content area is divided into two columns: 'Available' and 'Selected'. The 'Available' column contains a search box and a list of attributes: FORBEARANCE AMOUNT, LATEST LAR PROCESSED DATE, SERVICING FEE RATE, NOTE DATE, POOL TYPE, and DEFERRED SERVICING FEE. The 'Selected' column contains a search box and a list of attributes: FANNIE MAE LOAN NUMBER and SERVICER LOAN NUMBER. Blue arrows indicate the movement of attributes between the two columns. At the bottom right, there are 'Save' and 'Cancel' buttons.



## **Additional Helpful Resources**

For more information about this release, please contact [future\\_of\\_servicing@fanniemae.com](mailto:future_of_servicing@fanniemae.com) or Master Servicing at 1-800-2FANNIE.

Other helpful resources:

- [Read the Master Servicing Portfolio Manager User Guide](#) for step-by-step instructions (p. 26).
- Visit the Master Servicing Portfolio Manager Product page