



Monthly Delinquency Loan Reporting Job Aid

Updated October 2024

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Introducing Your Delinquency Reporting Responsibilities

What is Delinquency Loan Reporting?

Delinquency loan reporting defined

The data that servicers must provide to Fannie Mae monthly to inform us of the current status of all their delinquent loans and related information.

NOTE: *Delinquency Loan Reporting is not Loan Activity Reporting. Delinquency reporting, in addition to LAR reporting, is the servicer's responsibility.*



Payments received at the **end of the month** should be processed and reported to Fannie Mae no later than the second business day (**BD2**) of the following month to prevent the loan from being manually reported.



Report delinquency status by **BD2** of each month and submit corrections by the **10th day of the month (CD10)** for all delinquent loans.



What you must report

Fannie Mae requires servicers to report delinquency status information through our servicing solutions system as part of Fannie Mae's next scheduled delinquency status report for:

- Any mortgage loan that was delinquent as of the last day of the preceding month; or,
- Loans where action was taken to manage the delinquency during the preceding month, even if the loan was current or less than 30 days delinquent.



TIP: Status and Reason Codes

***Note:** One delinquency Status Code and one Reason Code (can change from month to month) must be reported for each of your delinquent loans, even if you reported on the loan in the prior month and even if there has been no change to either code.*



Why is it important?

Asset Management Activities

Daily Loan Activity Reporting should mirror delinquencies reported.

MBS Trust Agreements

Loans in an MBS Trust can be in violation of the Trust without accurate reporting.

Disclosure Requirements

Servicers are required, per the Mortgage Selling and Servicing Contract (MSSC), to follow the *Servicing Guide* to report accurate and correct loan status.

Incentive Fees

Failure to accurately report retention/liquidation may delay / prevent incentive payments.



TIP: Status and Reason Codes

Note: A1-4.2-01, Compensatory Fees Other Than Delays states that if the servicer fails to submit accurate and properly formatted information by the required deadlines, Fannie Mae may assess compensatory fees.





Fannie Mae Resources

Fannie Mae Resources

Reporting Timeline

Delinquent Loan Reporting and Reclassification Timeline Calendar

The screenshot shows a browser window displaying the Fannie Mae website. The page title is "Delinquent Loan Reporting and Reclassification Timeline: March 2022". The content includes a brief introduction and a detailed timeline of activities for March 2022.

- March 3**
 - Effective date of the reclassification event for all Special Servicing loans that have reached the required delinquency based on LPI from the latest cycle reporting or loans that are part of a rotating pool.
- March 4**
 - Delinquency Exception Detail and Summary reports are first available for review for current month's reporting.
- March 4 through March 10**
 - Delinquency Exception Detail and Summary reports are available.
 - Corrections to Delinquency Status Codes may be submitted. Updated Delinquency Exception Detail and Summary reports are available the business day following the submission of corrections.
- March 11**
 - Final Delinquency Exception Detail and Summary reports are available.
- March 11 through March 15**
 - Loans scheduled for reclassification due to MBS Trust requirement affecting Trusts issued from 6/1/07 through 12/31/20 are eligible for the required Forbearance Reporting. Loan length has been met, must be delinquent. During this window, Query loans via Eligible for Delinquency Report link and delinquent loans via Report Delinquency link.
- March 11 through March 31**
 - Servicers may update their system of record before the end of the month in order to transmit to Fannie Mae early next month a revised Delinquency Status.
- March 15**
 - Last day that servicers can select or cancel loans scheduled for manual reclassification using the Revised Transaction Report - Query/Cancel Manual Reclass Request link. Also, the last day to deselect loans using the Revised Transaction Report - Revised Deselect/Reclassification link based on the 2007-2008 Trust requirements.

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Servicing Guide

F-1-21: Reporting a Delinquent Mortgage via Fannie Mae's servicing solutions System

The screenshot shows a browser window displaying the Fannie Mae Servicing Guide. The page title is "F-1-21: Reporting a Delinquent Mortgage via Fannie Mae's servicing solutions System". The page includes a search bar and a list of links for more information.

Search the Guide (For best result, pose your search like a question.)

Search the Guide... e.g. How do I know if my borrower qualifies for forbearance?

F-1-21: Reporting a Delinquent Mortgage Loan via Fannie Mae's Servicing Solutions System (07/14/2021)

Introduction

This Servicing Guide Procedure contains the following:

- [When to Report Delinquency Status Information](#)
- [What to Report for a Delinquent Mortgage Loan](#)
- [How to Report Delinquency Status Information](#)
- [How to Identify and Correct Exceptions](#)
- [Delinquency Status Code File Layout](#)
- [Delinquency Status Code Hierarchy and Definitions](#)

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Ask Poli features exclusive Q&As and more—plus official lending & servicing

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Fannie Mae Resources (continued)

Asset Management Network

Complete delinquency reporting; get information on exceptions.

The screenshot shows the landing page for the Asset Management Network. At the top, it says "Applications & Technology" and "Asset Management Network". A blue box contains the text: "Effective Tuesday, Dec. 5, 2023, SMDU Manual Case Submission decision letters, aka Non-Delegated Submission decision letters, are longer issued via e-mail by Fannie Mae's Home Retention Solutions. If you need the decision letter, log into SMDU and select View Case Letters. Contact the Servicer Solutions Team with questions." Below this, it says "An effective way to report Loss Mitigation required by the Fannie Mae Servicing Policy" and "Designed for mortgage servicers and vendors, Fannie Mae's Asset Management Network (AMN) application features tools for submission of Fannie Mae loss mitigation workout cases." At the bottom, there are two buttons: "Launch App" and "Manage Account".

[View](#)

HSSN Job Aids

Get step-by-step instructions for delinquency reporting.

The screenshot shows the HSSN Job Aids page. The browser address bar shows "singlefamily.fanniemae.com/job-aid/hssn/topic/del001_intro_hssndelingresponsibilities...". The page title is "HomeSaver Solutions Network (HSSN)". The main heading is "Introducing Your Delinquency Reporting Responsibilities". Below this, it says "Delinquency reporting defined" and "Why delinquency reporting is important". There is a "What you must report" section with a list of delinquency codes and their descriptions. A "Note" section at the bottom states: "Both the effective date and completion date are mandatory for the following codes: 00 - Forbearance, 12 - Repayment Plan, 15 - Pre-foreclosure Sale Being Pursued".

[View](#)





The Delinquency Reporting Timeline

Delinquency Loan Reporting Timeline

Conditions/Reports

Investor Reporting cycle ends
All LARs have been
completed for previous month.

Delinquent Exception Detail and
Summary reports available.

Delinquent Exception Detail and
Summary reports available daily
throughout the correction window.

Final report available.

Servicer Activities

Delinquency reported, on required loans,
completed for the previous month.

Servicers should review all exceptions in the
Fannie Mae servicing solutions system on
BD 4 to resolve any exceptions.

Delinquency reporting edits can be
submitted during this correction window.

All exceptions must be
cleared.

Edits are no longer possible.

BD2

BD4

CD10

CD11

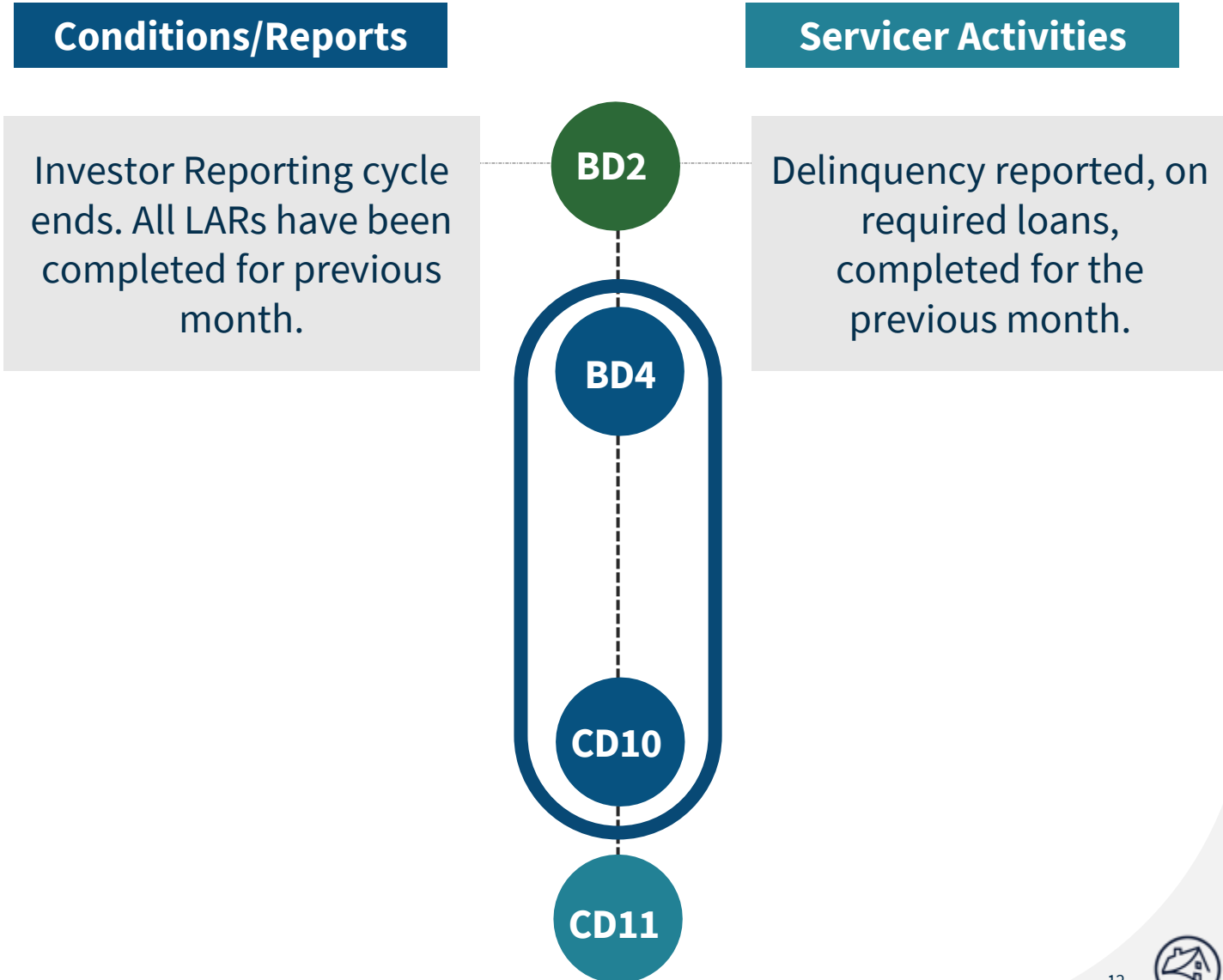


By BD2 each month

By business day two (BD2) of each month, report delinquency status for any mortgage loan, including regular servicing option MBS mortgage loans, that was either:

- Delinquent as of the last day of the preceding month; or,
- For which an action was taken to manage the delinquency (such as granting forbearance, agreeing to a mortgage loan modification, filing for bankruptcy, etc.) during the preceding month, even if the mortgage loan was current or less than 30 days delinquent.

Delinquency Reporting Timeline

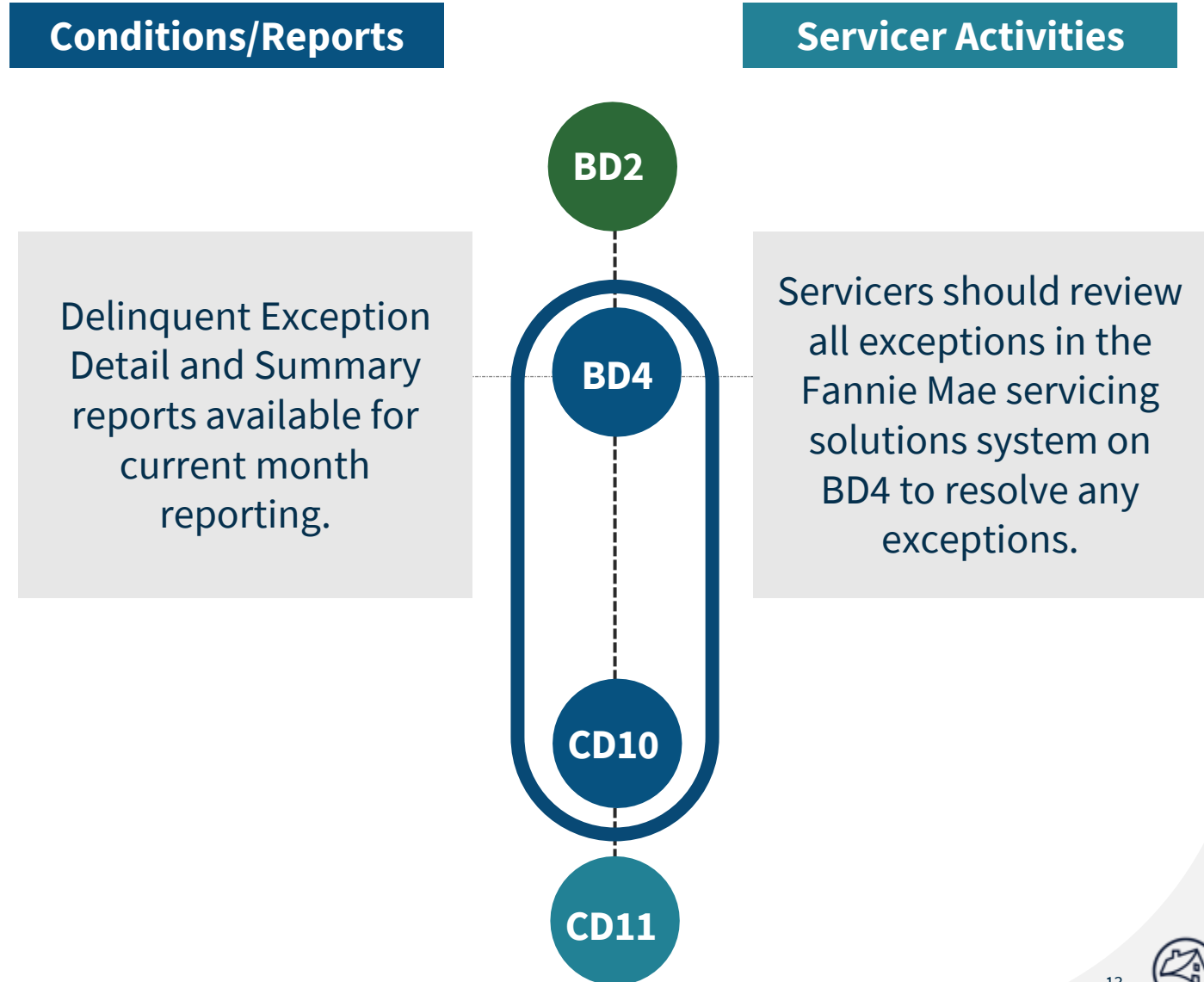


By BD4 each month

By the business day four (BD4) of each month, delinquent Exception Detail and Summary reports are first available for review for current month's reporting.

- Servicers should review all exceptions in the Fannie Mae servicing solutions system on BD4 to resolve any exceptions.
- Best practice is to review each exception to determine how the Fannie Mae system of record may differ from your loan servicing system.
- This may require coordination with your Investor Reporting team and Loss Mitigation staff as well as your service provider (platform).

Delinquency Reporting Timeline



From BD4 to CD10

Between BD4 and calendar day 10 (CD10) of each month, Delinquent Exception Detail and Summary reports are available.

Examples may include the following:

- Submit Delinquency Status/Reason Codes or add loans not yet reported.
- Plan Effective Date and Completion Dates.
- Delete loans reported in error.
- Modify reported loans.



TIP: Date Adjustments

CD10 may adjust due to holidays or weekends. When this occurs, there will be a banner added to AMN/HSSN.

Delinquency Reporting Timeline

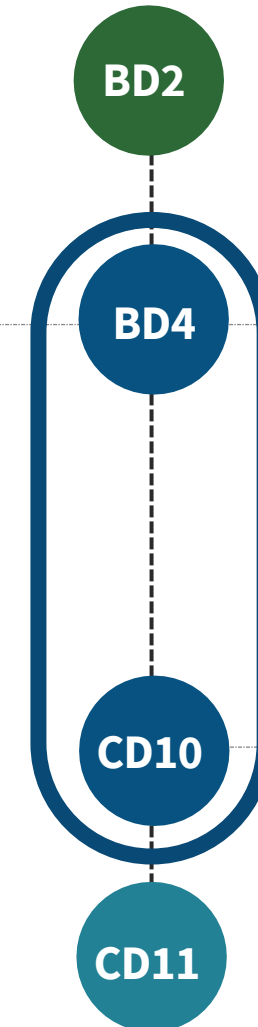
Conditions/Reports

Delinquent Exception Detail and Summary reports available daily throughout the correction window.

Servicer Activities

Delinquency reporting edits can be submitted during this correction window.

All exceptions must be cleared.



From CD10 to CD11

From CD10 to calendar day 11 (CD11), the correction window closes, and all exceptions must be cleared by **CD10**.

- Exceptions details report should be reviewed on CD10, and any remaining exceptions should be cleared to ensure final report is clear of all exceptions.

Final report is available on **CD11** and no more corrections will impact results.



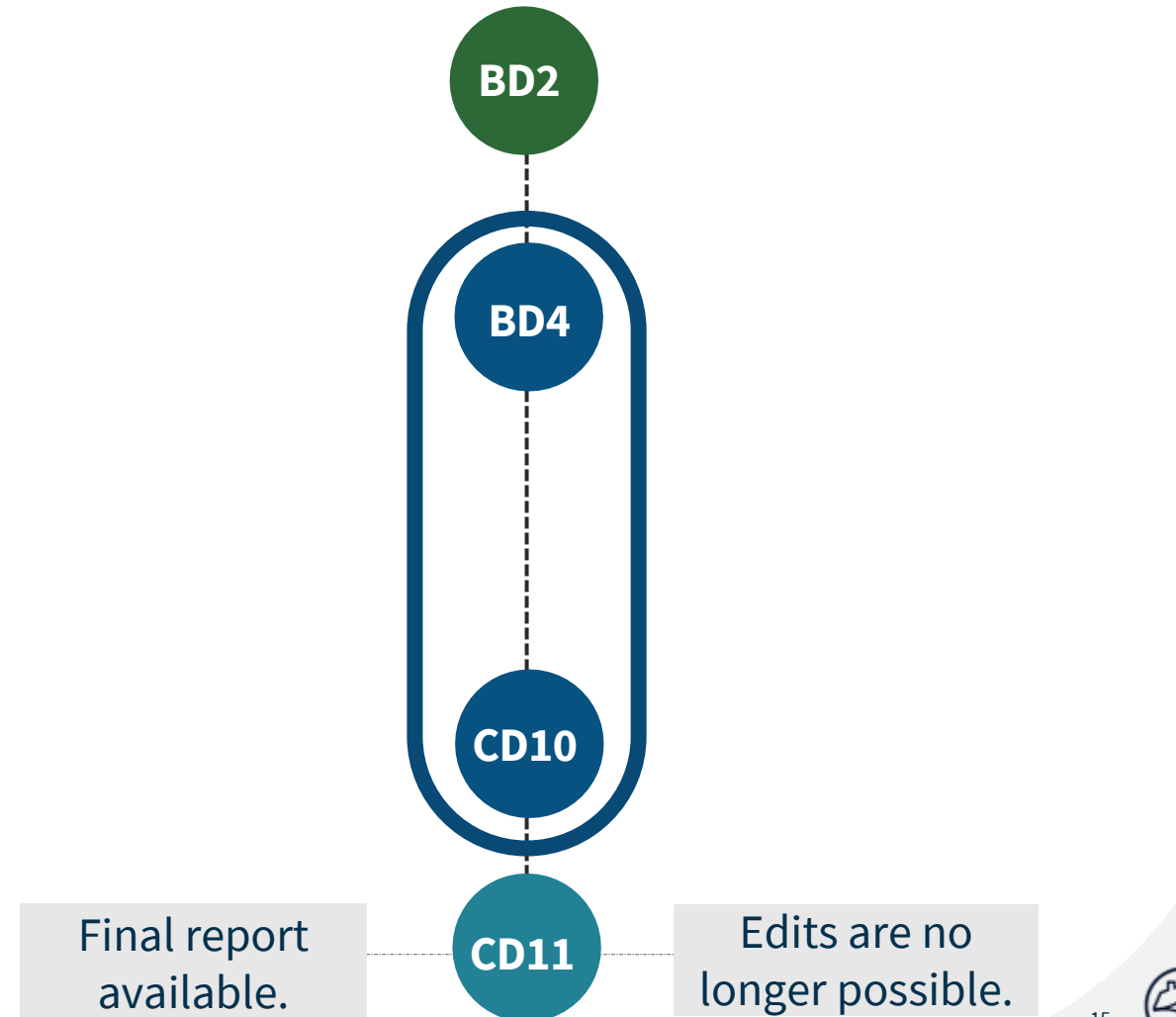
TIP: Date Adjustments

*When CD10 is adjusted due to holidays or weekends, this will also impact CD11. Banners added to AMN/HSSN will identify these occurrences.

Delinquency Reporting Timeline

Conditions/Reports

Servicer Activities





Let's Start Reporting

Accessing AMN/HSSN

Monthly Delinquency Loan Reporting is done using **HomeSaver Solutions™ Network (HSSN)**, a section of links within the **Asset Management Network (AMN)** application.

Reporting options available via the AMN/HSSN application:

Delinquency Reporting

[Forbearance Program Tracking Report](#)

[Query/Modify/Delete Delinquent Loans](#)

[Add New Delinquent Loan](#)

[Upload Delinquent Loans](#)

[View Delinquency Exception Details Report](#)

[View Delinquency Exception Summary Report](#)

[View Lender Delinquency Statistics Report](#)



TIP: Log-in to Report
Access the Asset Management Network/HomeSaver Solutions Network to complete your delinquency reporting and to get information on reporting exceptions.


Applications & Technology


Asset Management Network

Effective Tuesday, Dec. 5, 2023, SMDU Manual Case Submission decision letters, aka Non-Delegated Submission decision letters, are longer issued via e-mail by Fannie Mae's Home Retention Solutions. If you need the decision letter, log into SMDU and select View Case Letters. Contact the [Servicer Solutions Team](#) with questions.

An effective way to report Loss Mitigation required by the Fannie Mae Servicing Policy

Designed for mortgage servicers and vendors, Fannie Mae's Asset Management Network (AMN) application features tools for submission of Fannie Mae loss mitigation workout cases.

Launch App 

Manage Account 




Query/Modify/Delete Delinquent Loans

Query loans

- Enter your **9-digit seller servicer number**.
- Confirm the **Reporting Period** (Current Month).
- Click **Submit**.

Modify existing reporting.

Loan level view will show all loans reported. To modify or delete the loan click on the loan hyperlink.


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Delinquency Reporting Query Manager

AMN is available

+ indicates required information

Fannie Mae Loan No:

+Servicer No: 9 Digit ID number Required

Reporting Period: ▼

Status Code: ▼

Reason Code: ▼

Effective Date: (mm/dd/yyyy) **Through:**

Completion Date: (mm/dd/yyyy) **Through:**


Forbearance Program Type Code: ▼

Imminent Default Indicator: ▼

Submission Source : ▼

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Delinquency Reporting Query Results

You cannot create a case modification for previous month reporting period

Number of Loans: 22

Loan Number	Seller Servicer Number	Status Code	Reason Code	Imminent Default Indicator
		67 - Chapter 13 Bankruptcy	007 - Excessive Obligations	
		42 - Delinquent/No Status	001 - Death of Principal Mortgagor	
		42 - Delinquent/No Status	031 - Unable to Contact Borrower	

TIP: HSSN Job Aid

For more details, review the job aid for **Querying Previously Reported Delinquent Loans.**




Query/Modify/Delete Delinquent Loans (continued)

Query results

- Loan level query results will show all loans reported.
- To modify or delete the loan from current reporting, click on the loan number.

Update Loan Records

- Select and modify any of the reporting elements. Select **Submit**.
- To **delete** a loan reported in error, select the toggle for "**Delete this loan?**" and change to **Yes**. Select **Submit**.


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Delinquency Reporting Query Results

You cannot create a case modification for previous month reporting period

Number of Loans: 22

Loan Number	Seller Servicer Number	Status Code	Reason Code	Imminent Default Indicator	Forbearance Pr
4		67 - Chapter 13 Bankruptcy	007 - Excessive Obligations		
4		42 - Delinquent/No Status	001 - Death of Principal Mortgagor		
4		42 - Delinquent/No Status	031 - Unable to Contact Borrower		

Modify/Delete Delinquent Loan

+ indicates required information

Loan Number: 802

Servicer Number: 08

Status Code: 42 - Delinquent/No Status

Reason Code: 006 - Curtailment of Income

Effective Date: 08/31/2024

Completion Date:

Forbearance Program Type Code:

Imminent Default Indicator:

Forbearance Program Payment Amount:

Forbearance Program Payment Date: (mm/dd/yyyy)

Delete this loan? Select "YES" to delete

Submission Source:

Orig Mainframe Submission:

TIP: HSSN Job Aid

For more details, review the job aid for [Querying Previously Reported Delinquent Loans](#).

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Add New Delinquency Reporting

Reviewing loan(s) you have just reported:

Follow the directions for Query/Modify/Delete Delinquent Loans to confirm loan reporting was accepted.



Home Saver Solutions

Add New Delinquent Loan

AMN is available.

+ indicates required information

+Seller/Service Number:

123456789

+Loan Number:

4123456789

+Status Code:

Select

+Reason Code:

Select

Effective Date: (mm/dd/yyyy)

Completion Date: (mm/dd/yyyy)

Forbearance Program Type Code:

Select

Imminent Default Indicator:

Select

Forbearance Program Payment Amount:

Forbearance Program Payment Date: (mm/dd/yyyy)

Submit Cancel Reset





TIP: Delinquency Status Codes

Delinquency Status Codes and hierarchy logic can be found in the [*Fannie Mae Servicing Guide Section F-1-21: Reporting a Delinquent Loan to Fannie Mae*](#)



View Delinquency Exception Details Report

- ### Managing Reports
- Enter either **5- or 9- digit Servicer number**.
 - Select on **Submit** for PDF or **Download File** for Excel file.
 - File download helps when sharing with other teams in the organization.
 - There is no need to select an **Error Type**. The report will generate with all Error Types identified.
 - Exception report shows all loans with an exception and relevant details.


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Delinquency Exception Reporting

TIP: HSSN Job Aid
For more details, review the job aid for [Querying Previously Reported Delinquent Loans.](#)

No report data found for servicer 12345

←

+ indicates required information

SEARCH RESULT STATUS

1. Please enter Servicer No. It could be either 5 or 9 digits

+Servicer No. (5 or 9 digits)

Error Type

Select Submit for PDF version or Select Download File Option

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Fannie Mae
Delinquency Exception Reporting
For the Month of: August, 2024
Servicer Number: 0
Today: 09/06/2024
Daily Report

Error Type: Blank Reason Code ← Exception Description

Fannie Mae Loan #	Servicer Loan #	Status Code Description	Reason Code Description	Current LPI Date	LPI as Of	Effective Date	Completion Date	Forbearance Program Type Code	Immin Defau Indical
Servicer # 11									
4	81	AW - Quality Right Party Contact		12/01/2024	08/2024	07/18/2024			
1	00	AW - Quality Right Party Contact		07/01/2024	08/2024	08/23/2024			
1	29	AW - Quality Right Party Contact		07/01/2024	08/2024	09/03/2024			



View Delinquency Exception Details with Multiple 5 or 9 Digit Servicer Numbers Using Fannie Mae Connect Reports

Managing Reports

- Select all 5- or 9-digit Seller/Servicer Numbers.
- Confirm Report Date reflects preceding month date.
- Select the **File Format** (.txt or .xls).
- Download report for all account numbers associated with your log in ID number.
- Review report; clear all exceptions within the correction window.

Delinquency Exceptions Details - Multiple SSID

Servicers can use this report to address critical and non-critical errors when reporting delinquency status code exceptions. This report provides a comprehensive overview of delinquency exceptions and the time for servicers who are managing multiple Seller-Servicer IDs.

Report Category Loan Servicing | Last Data Refresh 07/09/2024 | Next Data Refresh 07/10/2024

[Download Raw Data](#) | [Full Report Description](#)

Download Raw Data clear all filters

Select Seller(s) / Servicer Number(s) **1** ← Select all multiple 5 or 9 digit ID numbers

(0) Selected

Select Report Date(s) **2** ← The Report Data should populate with the Prior Month

Available Report Date(s)

File Format **3** ← Select your preferred File Format

Select file format

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Download **4** ← Download Exception Results

Excel Report Results:

Servicer ID (9 dig)	Servicer ID (5 dig)	Servicer Lender Loan Number	Fannie Mae Loan Number	Loan Delinquency Reporting Date	Servicer Reported LPI Date	Loan Delinquency Status Code	Loan Delinquency Reason Type	Loan Delinquency Effective Date	Loan Default Completion Date	Delinquency Reporting Error Code	Delinquency Reporting Error Description
				6/1/2024	5/1/2024					4	Loan is 30 plus days delinquent per most recent Loan Activity Reporting. Please provide Delinquency Reporting as required
		1		6/1/2024	1/1/2022	17	23	11/29/2022	1/1/2024	14	Illogical Loss Mitigation and Delq Status Code Reported



TIP: Fannie Mae Connect
Visit Fannie Mae Connect to explore Delinquency Exception Details reports.



Resolving Exceptions

Critical Errors – Must be resolved within the window or the system will not accept the reporting for the loan.

Non-Critical Errors – Should be reviewed to confirm reporting accuracy. Make corrections, if needed, and status will be accepted in the system as reported.



TIP: Visit HSSN Job Aid

The job aid covers reporting delinquent loans manually and in bulk, modifying previously reported loans with exceptions, and identifying possible error types with explanations on how to fix or clear exceptions.



Contents

- Welcome
- > Registering and Accessing HSSN
- > Using HSSN Workout Profiler
- > Entering Closed (Delegated) Cases
- > Entering Modification Cases
- > Reclassifying and Reporting Transactions
- ▼ Delinquency Reporting
 - Introducing Your Delinquency Reporting Responsibilities
 - Reporting Your Delinquent Loans Manually One at a Time into HSSN
 - Reporting All Your Delinquent Loans at One Time by Uploading a File
 - Querying Previously Reported Delinquent Loans
 - Converting a Delinquent File for Bulk Submission
 - Modifying Previously Reported Delinquent Loans
 - Deleting Previously Reported Delinquent Loans
 - Generating Reports on Your Previously Reported Delinquent Loans
 - Processing a Fannie Mae COVID-19 Payment Deferral or Payment Deferral
 - ▼ Possible Error Types and How to Fix Them
 - > Payment Deferral Solutions

Home: Delinquency Reporting / HSSN Job Aids: Possible Error Types and How to Fix Them

Possible Error Types and How to Fix Them

Possible **error types** that are listed on both the Delinquency Exception Details Report

Many of the error types will be due to issues discovered in the file you uploaded as th

Some of the error types will only be discovered once Fannie Mae compares the data :

To avoid being written up in a STAR (Servicer Total Achievement and Rewards™) revi loans **prior to the 10th of the current month's report.**

This job aid explains how to correct error messages and is divided into two sections:

- Critical error messages are those that must be fixed before the reporting peric the "delinquency counters" that then directly impact whether the loan will be

Possible Error Types and How to Fix Them

Error Message	Description
Please enter a valid 10-digit Loan Number.	Fannie Mae Loan Number is not 10-
Invalid Fannie Mae Loan Number. Please ensure the loan is reported on the Investor Reporting application.	This error will appear if the loan is N
Invalid Servicer Number	The Servicer Number is invalid.
Loan is 30 plus days delinquent per most recent Loan Activity Reporting. Please provide Delinquency Reporting as required.	Loan is showing as 30 or more days application and no Status and Reas
Invalid Status Code	A Status Code was entered that doe





Common Exception Scenarios

Note: Fannie Mae's *Servicing Guide* and its updates, including Guide Announcements and Release Notes, are the official statements of Fannie Mae's policies and procedures and should be complied with in the event of discrepancies between information provided in these materials and the *Guides* as they are updated from time to time.

How would you clear this exception?

The homeowner has been sent an offer for a **Fannie Mae Flex Modification** and has accepted this offer. Homeowner is now paying their Trial Payments as required, but these are not yet reported to Fannie Mae through **Servicing Management Default Underwriter (SMDU)**.

This can generate the following exception:
Illogical Loss Mitigation and Delq Status Code Reported

***Note** - This exception will also generate for loans solicited where the homeowner **does not** accept the Flex Modification offer. If the BF Status Code (**Trial Modification**) continues to report instead of reporting the accurate Status Code.

How should the servicer clear?



How the servicer can clear the exception:

The servicer should confirm the **Trial Modification** is entered correctly into **SMDU** and all Trial Payments received are reported timely upon receipt. If the **Status Code** was reported in error, this can be updated to the correct **Status Code** during the exception window period.

To prevent this exception in the future, Fannie Mae recommends the following:

- Ensure monthly reconciliation with **SMDU** of all loans in active **Trial Modification** on your system of record.
 - Reports in **Fannie Mae Connect** can assist with reconciliation. Utilize the report titled "**HomeSaver Solutions Network (HSSN)**," which provides 12 months of loan level loss mitigation data.
- Update the report within 24 hours in **SMDU**, when Trial Payments are received.
- Remove the **BF Code** when offers are not accepted and report the accurate loan current status.
- Contact Servicing_Solutions@fanniemae.com to assist with any reconciliation issues.



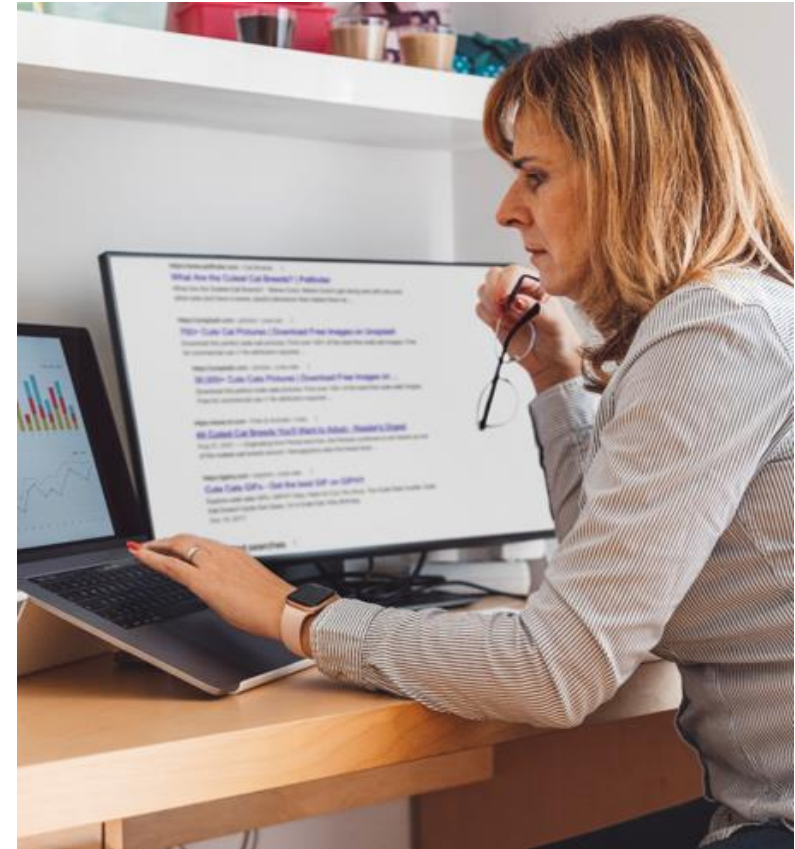
How would you clear this exception?

The homeowner is in default and has accepted a default resolution with your loss mitigation team. The loan is being reported with the correct **Status Code**, but the **Reason Code** was not updated to reflect this agreement.

This can generate the following exception:
Illogical Code Combination

Note: This exception also generates for a loan in **Probate** with a Reason Code other than **Death of Homeowner**, or any other combination that is illogical.

How should the servicer clear?



How the servicer can clear the exception:

The servicer should review loans with this **Illogical Code Combination** exception to correct the **Code** reported in error.

To prevent this exception in the future, Fannie Mae recommends the following:

- Ensure loans are coded on your system of record correctly to identify the current:
 - **Status Code** of the loan in default; and,
 - **Reason Code**, to reflect why the homeowner is not able to bring the loan current.
- Follow the Fannie Mae delinquency reporting code hierarchy for the **Status Code** and **Reason Code** that best describes the loan activity in the reporting period.
 - *Servicing Guide, F-1-21, Reporting a Delinquent Mortgage Loan via Fannie Mae's Servicing Solutions System*



How would you clear this exception?

The homeowner submits their monthly payment on the last business day of the month for posting or drops the payment off at a branch location. With overnight processing, the loan position is not updated in the required 48 hours after receipt of payment.

This can generate the following exception:
Loan is 30 plus days delinquent per most recent Loan Activity Reporting. Please provide Delinquency Reporting as required.

How should the servicer clear?



How the servicer can clear the exception:

Since the homeowner was not delinquent, the loan should be added to your delinquency reporting on your system of record using **Status Code 42 (Delinquent/No Action)** and **Reason Code 015 (Other)**. The loan was not reported with a loan position change within the cycle the payment was received.

To prevent this exception in the future, Fannie Mae recommends the following:

- Develop a report to capture all payments made at month-end, whether at the branch or on your platform.
- Submit a manual **Loan Activity Report (LAR)** in **Loan Servicing Data Utility (LSDU)**, indicating a loan position change.
- Maintain the normal process for your service provider updates in **LSDU**. This has no impact since the **LAR** submitted in-cycle will match the manual **LAR** upload received.



How would you clear this exception?

The homeowner is in default, which is reported to Fannie Mae through **AMN/HSSN** with an **Reason Code** but **Reason Code 022** continues to show from the prior default.

This can generate the following exception:
Per LL-2023-03, Impact of COVID-19 on Servicing, Reason Code 022 must not be reported for new hardships identified on and after 11/1/23. 022s identified/reported before such date must continue to be reported until the COVID-related hardship is resolved.

How should the servicer clear?



How the servicer can clear the exception:

The servicer should review and confirm the **Reason Code for Default** is accurate for the most current default and remove inaccurate **Reason Codes** reflected from a prior default.

To prevent this exception in the future, Fannie Mae recommends the following:

- All agents should update the **Reason For Default** each time they contact the homeowner(s) or a new default begins.
- When Fannie Mae issues Lender Letters, ensure any required systematic changes are addressed to confirm compliance.



How would you clear this exception?

A delinquent loan was liquidated at month-end and was included in your default reporting.

This can generate the following exception:

Invalid Fannie Mae Loan Number – Please ensure the loan is reported on the Investor Reporting Application.

Note: This exception can also generate for a loan entered with an incorrect loan number, or loan number not assigned to a servicer, where the loan number digits were reported out of order.

How should the servicer clear?



How the servicer can clear the exception:

The servicer should **delete** the loan reported as delinquent since this loan was liquidated prior to cycle-end for the month that the payoff was received.

To prevent this exception in the future, Fannie Mae recommends the following:

- Develop month-end receipt reports to manage loans that may have a position change at month-end and confirm these are removed before reporting is added.
- Review the exception reports on **BD4** for corrections needed or deletions that should be completed.
- Report all delinquent loans at once by uploading a file.



How would you clear this exception?

The homeowner is in default and has accepted a **repayment plan** for the payments in arrears. The homeowner will need 12 months to catch up without causing additional hardship. If the plan is reported to Fannie Mae with an Effective Date of 12/1/2024 and Completion Date of 12/1/2025, instead of 11/1/2025, an exception will result.

This can generate the following exception:
Number of months between Effective Date and Completion Date is more than 12 months and/or Effective Date entered is more than 12 months old.

How should the servicer clear?



How the Servicer can clear the exception:

The servicer should review the **repayment plan** to ensure this is within the allowable 12 Months and correct the dates of the plan **Start Date** and **Completion Date** if these are not accurately reporting.

To prevent this exception in the future, Fannie Mae recommends the below:

- Ensure all plans begin and end on the 1st of each month.
- Advise your Servicing Manager when plans are approved to exceed the allowable 12 months for **forbearance plans** or **repayment plans**. If approval is obtained from the Insurer or from Fannie Mae's loss mitigation team, this information may not be present in **AMN/HSSN** and the exceptions will generate.
- Take caution when allowing a homeowner extended periods of repayment or forbearance since monthly installments do not stop accruing and escrow increases could make the recovery from default more difficult.



How would you clear this exception?

The homeowner is in default and was on a **3-month forbearance**. Once the **forbearance** ends, the borrower is solicited for a **Flex Modification**. The homeowner responds that they prefer a liquidation option instead, and the agent speaking to the borrower flags the loan with a **Right Party Contact (AW)** Code.

This can generate the following exception:
A Quality Right Party Contact has been reported. Previous months reporting indicates a workout or forbearance was already in progress.

How should the servicer clear?



How the Servicer can clear the exception:

The servicer should review the loan and ensure the most accurate status to report is the Right Party Contact, since the borrower has declined the **Flex Modification** solicitation.

To prevent this exception in the future Fannie Mae recommends the following:

- Ensure agents can correctly identify the status of an account based on the Fannie Mae **Delinquency Reporting Status Code Hierarchy and Definitions**.
 - *Servicing Guide, F-1-21, Reporting a Delinquent Mortgage Loan via Fannie Mae's Servicing Solutions System*
- Remove the **BF Code** when offers are not accepted and report the accurate loan current status.
- Contact Servicing_Solutions@fanniemae.com to assist with any reconciliation issues.





Additional Resources

Additional Resources



Contact Us

Fannie Mae Servicing Solutions:

Phone:

1-800- 2Fannie (1-800-232-6643)
Option 1, then 3.

Email:

Servicing_Solutions@fanniemae.com



Asset Management Network

[Access the Asset Management Network to complete your delinquency reporting portal](#) and to get information on reporting exceptions.



Servicing Guide

Visit section [F-1-21](#) and review reporting instructions in the [HSSN Job Aid](#).



