# Property 360 Pre-Foreclosure Property Inspection and Preservation Program Job Aid

**Updated October 2024**

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## Overview

This job aid provides step-by-step instructions on how to onboard into the Pre-Foreclosure Property Inspection and Preservation Program, as well as how to submit and update a loan. Additionally, you will find instructions on how to obtain access to Property 360™ and troubleshooting techniques to address common error codes.

## Program Details

- Servicers should submit loans into the program at 90 days delinquent.
  - If there is an exception (i.e., the property is vacant) loans can be submitted as early as 45 days delinquent.
  - Days delinquent starts at the first missed payment due date.
- Fannie Mae will wait to order the inspection closer to 110 days delinquent. This is only if it is determined that an inspection is necessary.
  - Fannie Mae has access to additional data that can determine if the property is occupied and may not require an inspection. The risk for whether to complete an inspection resides with Fannie Mae, provided the servicer has submitted the proper information in Property 360.
- Program related expenses are not borrower recoverable.
  - The only time servicers need to reference program related expenses is for loans with Mortgage Insurance (MI) carriers not using the Mortgage Insurance Claims Portal (MICP), or when the liquidation date is on or before the MI's applicable MICP participation effective date.
    - Program expenses are to be included in the servicer-filed MI claim for these carriers. Servicers may access this information via Equator Connect. Fannie Mae already has program expenses to include in the Fannie Mae-filed mortgage insurance claim for the MI carriers who do participate in the MICP.

### Non-Qualifying Loan Types

- Lender-Risk
- HECM
- Government
- USDA
- Rural Development loans

**Note**: Contact your Fannie Mae Business Account Management Solutions Lead for questions related to the program details.

## Logging into Property 360

1. Access Property 360.
2. Enter **USERNAME** and **PASSWORD** provided by Fannie Mae.
3. Click **Sign On**.

# Submitting a Pre-foreclosure Loan

1. Click on the **Pre-Foreclosure** tab.
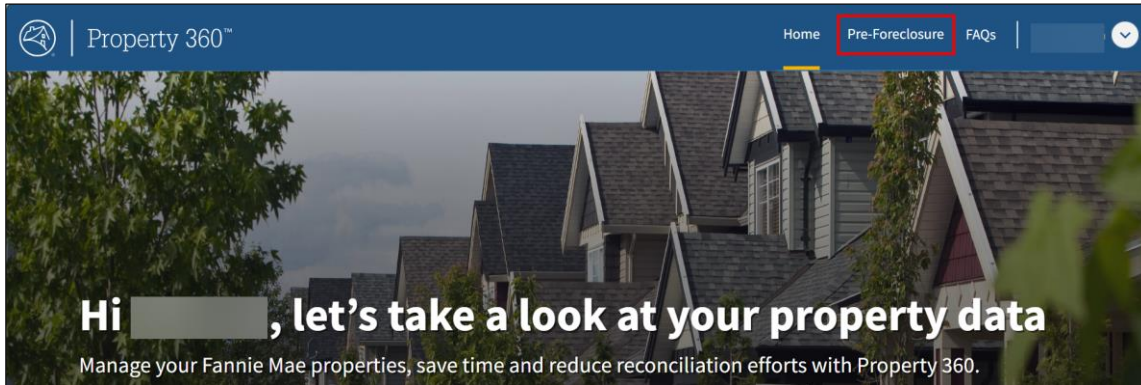


2. Enter the **Fannie Mae Loan Number** and click on the magnifying glass or press **Enter**.



**NOTE**: The Submit Pre-Foreclosure screen displays. Proceed to the Program Information section to begin the process.

## Program Information

1. Review the pre-populated information and update, as needed.

2. Click **Continue.**



**NOTE:** Investor reporting data is only captured at the time of submission to aid with data entry. Any changes made in Investor Reporting must also be updated in Property 360.

**Pro Tip:** The menu on the left-hand side allows users to navigate between sections.

## Property Information

1. Review pre-populated information and update, as needed.

**NOTE**: The **County** field may default to "**ALL**". If so, enter the correct county in the field provided.

2. Click **Continue**.

# Loan Information

1. Review pre-populated information and update, as needed.

2. Select **Continue**.

## Submit Pre-Foreclosure

| | |
|---|---|
| ✓ Program Information | **Step 3 - Loan Information**   * Required field |
| ✓ Property Information | |
| ✎ Loan Information | * **Servicer Loan Number** |
| ✓ Foreclosure Information | |
| ✓ Borrower Information | **Loan Origination Amount** |
| ✓ Hazard Claim Information | $138,000.00 |
| ✓ HOA Information | **Loan Origination Date** |
| ✓ Miscellaneous Information | 7/18/2017   📅 |
| ✎ Review | * **Lien Position** |
| | 1 |
| | * **Unpaid Principal Balance** |
| | $126,010.33 |
| | **Prior Servicer Name** |
| | Was this loan previously serviced by another company? |
| | ○ Yes |
| | ● No |
| | Back   **Continue** |

## Foreclosure Information

1. Review pre-populated information and update, as needed.

**NOTE**: Refer to the [Litigation, Bankruptcy, or Loss Mitigation Status](#) section for additional information on what to select from the What level of inspection is allowed on this loan? dropdown menu.

2. If the foreclosure has been referred, update the **First Legal Date**, and the foreclosure attorney's name and contact information.

3. Click **Continue.**

## Litigation, Bankruptcy or Loss Mitigation Status

- Active litigation status refers to any litigation outside of foreclosure.
- If litigation, bankruptcy, or loss mitigation is active on the loan, the servicer must identify what type of interaction should be allowed on the loan. This information will help Fannie Mae determine the risk associated with the property.
- Fannie Mae reviews the information from the servicer, in addition to other data available to determine what type of action is allowed on the property.
    - **Do insp and preserv** - Contact inspections are allowed. If the property status changes to vacant, Fannie Mae's vendor can preserve the property.
    - **Do exterior inspection and no preserv** - Contact inspections are allowed. If the property status changes to vacant, Fannie Mae's vendor cannot preserve the property.
    - **Do curbside inspection and no preserv** - No contact (or curbside/drive-by) inspections are allowed. If the property status changes to vacant, Fannie Mae's vendor cannot preserve the property.
    - **No inspection and no preserv** - No inspections are allowed. If the property status changes to vacant, then Fannie Mae's vendor cannot preserve the property.

## Borrower Information

1.  Review pre-populated information and update, as needed.

**NOTE**: Refer to the Servicing Guide for the current definition of [Quality Right Party Contact (QRPC).](#)

2.  The **Occupancy Status** defaults to Unknown. If the occupancy status is known, update the status.

3.  Click **Continue**.

## Hazard Claim Information

1.  Review pre-populated information and update, as needed.

**NOTE**: Insurance information is especially important for vacant properties.

2.  Click **Continue**.



## HOA Information

1.  Review pre-populated information and update, as needed.

**NOTE**: If **Yes** is selected, additional fields display.



2.  Click **Continue**.

## Miscellaneous Information

1.  Select the applicable option for **Vacancy Posting Contact Preference**.

**NOTE**: If there are signs of vacancy, a vacancy notice will be posted at the property notifying any potential occupants. If no response is received, the vendor proceeds with securing and preserving the property. The Fannie Mae vendor is required to have a 24/7 call line.

- **Servicer** – Servicer is required to enter a phone number and email address for 24/7 contact by a potential occupant. Only the servicer's contact information is posted.
- **Fannie Mae's Vendor** – Only the vendor's contact information is posted.
- **Both** - Servicer is required to enter a phone number and email address for 24/7 contact by a potential occupant. Both the vendor and servicer's contact information is posted.

2.  Select the applicable option for **Stop All Work**.

- Only select Yes if, in the rare event, a different reason from prior selections has occurred and the servicer needs to notify Fannie Mae that all preservation and inspection efforts should be stopped.

3. Click **Continue**.

## Loan Summary Data Review

1. Review all information before submitting.

2. Fields with ⓘ and * indicate this information must be completed.

3. Click **Submit**.

### Loan Summary Data Review

**Please review your information before submitting**                    * Required field        ⓘ Key program data field

#### Program Information                                                                    ✎ Edit Section

| * FNMA Loan Number | : | | * Servicer ID | : | |
|---|---|---|---|---|---|
| * Last Paid Installment Date ⓘ | : | 07/01/2023 | * Loan Status ⓘ | : | Delinquent Loan |

#### Property Information                                                                   ✎ Edit Section

| * Property Structure Type | : | Other | * Property Unit Count | : | 1 |
|---|---|---|---|---|---|
| * Address 1 | : | | Address 2 | : | N/A |
| * City | : | | * State | : | |
| * Zip Code | : | | * County | : | |

#### Loan Information                                                                       ✎ Edit Section

| * Servicer Loan Number | : | | Loan Origination Amount | : | $138,000.00 |
|---|---|---|---|---|---|

#### Miscellaneous Information                                                              ✎ Edit Section

| Vacancy Posting Contact Preference | : | Fannie Mae's Vendor (recommended) | Servicer Email | : | N/A |
|---|---|---|---|---|---|
| Servicer Phone Number | : | N/A | Stop All Work ⓘ | : | No |

ⓘ Updates to data in this User Interface will only update values for this program and do not replace any existing reports required by Fannie Mae. Key data fields impact inspection and preservation orders.    ✕

Please complete all required fields to submit the Pre-Foreclosure form

Cancel    **Submit**

❓ If you have any questions or concerns related to Pre-Foreclosure process, please email to **prefcl_preservation@fanniemae.com** for further assistance.

## Confirmation

A confirmation message displays to verify you are ready to submit.

1. Click **Submit** or **Go Back** to review/edit.



## Loan Details

This section indicates the details for the loan submitted. Click Download XLSX to download the Loan Details spreadsheet.

# Updating a Loan

Property information may be updated once a loan is submitted in the program.

1. Search for the Fannie Mae loan number.

The Loan Details page appears.

2. Click **Edit Section** to make necessary changes.



3. Click **Submit Changes** to update the loan details or **Dismiss** to cancel any changes.

# Loan Inspection Information

After a loan is added to the program, completed inspection details can be found in the **Inspection Information** section. Users can also access the link to view inspection details.

**NOTE**: The link is an open link that can be stored in the servicer's system or emailed to a responsible party such as an attorney or MI carrier. By clicking on this link, users can view full inspection details including all questions, responses, and photos and can download a PDF version.

| Program | **Inspection** | Preservation | Expense | | | ⬇ Download XLSX |
|---|---|---|---|---|---|---|

⌄ **Pre-Foreclosure Preservation Program Loan information**

∧ **Inspection Information**

● Inspection Status is Active

| ORDER DATE | COMPLETION DATE | INSPECTION TYPE | INSPECTION STATUS | INSPECTION LINK |
|---|---|---|---|---|
| 09/17/2024 | | | ORDERED | |
| 05/20/2024 | 05/31/2024 | Exterior Occupancy | COMPLETED | |
| 03/19/2024 | 03/27/2024 | Exterior Occupancy | COMPLETED | |

# Loan Preservation Information

When a loan is onboarded into the program, the **Preservation Information** section is updated once an occupancy status is determined.
- Preservation status displays current status

**NOTE**: Additional information is available on vacant properties.

| Program | Inspection | **Preservation** | Expense | | ⬇ Download XLSX |
|---|---|---|---|---|---|

⌄ Pre-Foreclosure Preservation Program Loan information

⌄ Inspection Information

∧ Preservation Information

Preservation Status
● **Inactive**

Occupancy Status
**Unknown**

Initial Secure Date

Lock Box Code
**None**

Damage Indicator
**None**

Code Violation Indicator

| ORDER DATE | COMPLETION DATE | PRESERVATION SERVICE | VENDOR NAME | AMOUNT |
|---|---|---|---|---|

# Downloading Reports

The following two reports can be downloaded as a zip file to help reconcile loans in our program against your records.

- **Inspection, Preservation and Expense Data**
  - Data related to all loans for timeframe selected for each report

- **Loan Status Portfolio Data**
  - Snapshot of all loans previously submitted to Fannie Mae
  - Includes updates from servicer and Fannie Mae

  **NOTE**: Program reconciliation should be performed **monthly** to ensure Fannie Mae has the most up to date information available.

  **Example**: If the loan reinstated and the servicer updated the LPI Date and loan status, then the loan status should reflect 'Current'. However, if the servicer did not update this information, then the loan status would still reflect 'Delinquent'. Refer to the Updating a Loan section for steps on how to edit loan information.

To access reporting:

1. Click on the **Pre-Foreclosure** tab.

2. Click **Download Reports**.

3. Select the applicable report type.

   - **Inspection, Preservation and Expense Data Report -** Provides information on properties in the program during a specific timeframe.
   - **Loan Status Portfolio Data Report -** Provides a snapshot of all loans previously submitted to Fannie Mae.
   
   **NOTE**: Select both reports to download at the same time.

4. Enter a date range for the Inspection, Preservation and Expense Data Report.
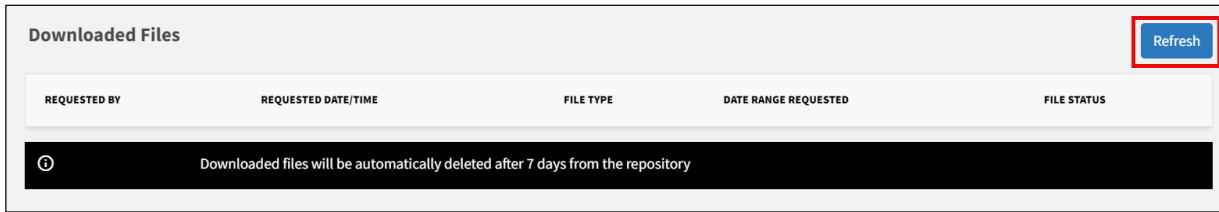
5. Click **Submit**.



The **File Status** displays as **In Progress**.

**NOTE**: Reports typically download within 5-10 minutes; however, the reports can take several hours to download.

6. Click **Refresh** or exit and check back until the downloaded file(s) appear.



7. Click on the Download Files icon ⬇ **Download Files** for the applicable report to download the zip file and open the document in Excel.

   **NOTE**:
   - Expense data will be blank as the expenses are not to be placed on the borrower statement for reimbursement.
   - Downloaded reports will automatically drop off after 7 days.
   - Any user with the proper servicer credentials to access these reports can view other user's previously downloaded reports during the 7-day period.
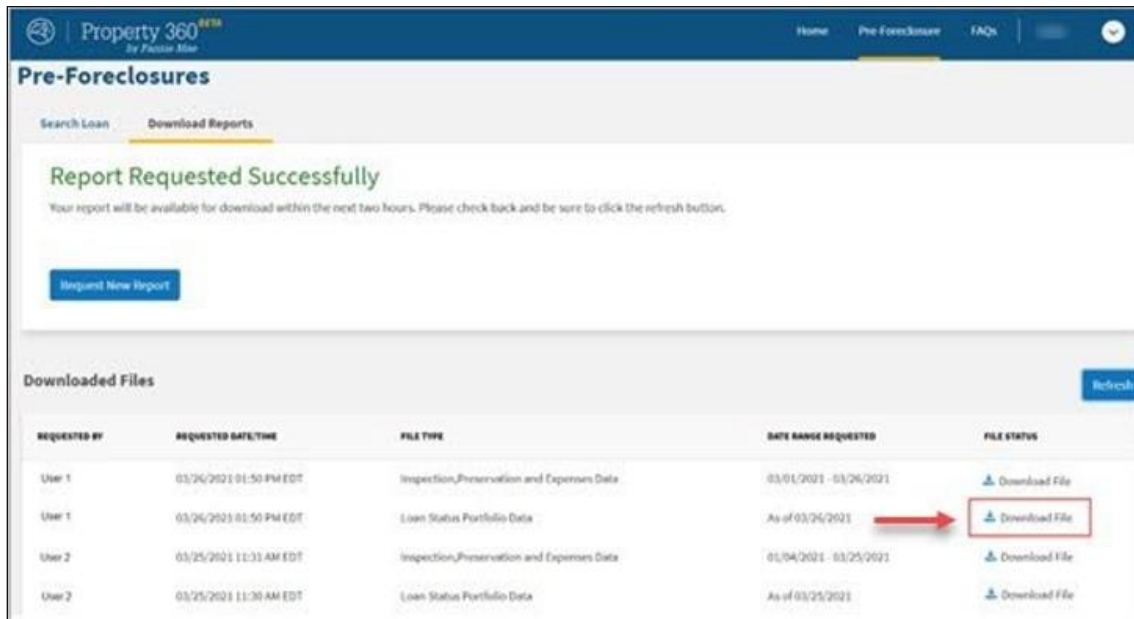


## Inspection and Preservation Report Codes

- Inspection Status Code
  - 8 = Completed
- Inspection Type Completed
  - 1-2 = Occupancy Inspections
  - 3-5 = Vacant Property Inspections
  - 6 = No Access
  - 7 = Internal Inspection
  - 8 = Disaster Inspections
- Inspection Occupancy Status / Occupancy Status
  - 0 = Unknown
  - 1 = Occupied
  - 2 = Vacant

# Frequently Asked Questions

1. Click FAQs in the top-right corner of the homepage.
2. Click the drop-down arrow for the question(s) that coincides with your inquiry.



## Additional Support
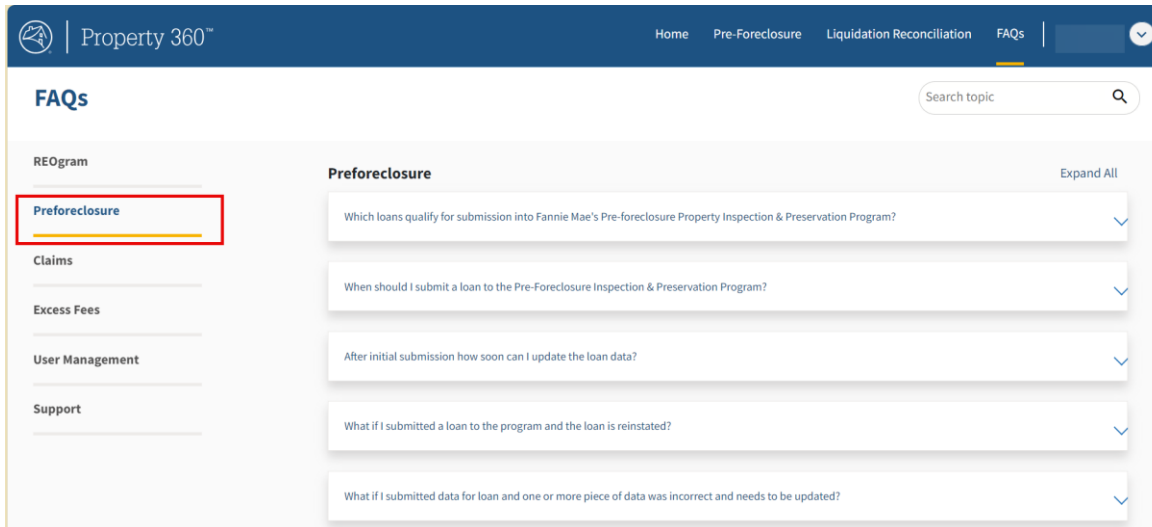
- For loan level property inspection and preservation support, email: prefcl_preservation@fanniemae.com.
- For technical support, call the Fannie Mae Help Desk: 800-2FANNIE (800-232-6643), Option 1, then Option 1.

## Error Messages

The table below lists potential error messages and their definitions.

| Error Message | Error Reason |
|---|---|
| We have encountered some technical Issues. Please try again later. | If the servicer is already in the Pre-Foreclosure Property Inspection and Preservation Program, then Fannie Mae has internal technical issues. Nothing to be done by the servicer; try again later.<br><br>If the servicer is not part of the Pre-Foreclosure Property Inspection and Preservation Program, contact: pfcinsppresprog_info@fanniemae.com for more information. |
| User does not have permission to access the application. Please request for the required roles. | The servicer must request the proper permissions to utilize this application: **PREFCL_LOAN_PRSVN_REQUEST_USER** and **PREFCL_LOAN_SUBMISSION_USER** for both Property 360 and REO Integration for Pre-foreclosure functionality. |
| User session expired. Please login again. | The system automatically logs users out after 30 minutes of inactivity. |
| This Loan ID does not exist. | The Fannie Mae loan ID is either not a Fannie Mae loan number or is not a part of the user's portfolio. Check the loan number for accuracy and try again, if applicable. |
| Loan is not accessible to the servicer. | The Fannie Mae loan number is not a part of the user's portfolio. Check the loan number for accuracy and try again, if applicable. |
| Servicer ID provided on the loan is invalid. | Loans are tied to a specific Servicer ID. A user cannot view a loan that is not associated with their ID. Check the loan number for accuracy and try again, if applicable. |

| | |
|---|---|
| Loan is an REO and is invalid for Pre-foreclosure Program. | REO properties are not eligible for the Pre-foreclosure program, and therefore, cannot be submitted. When an existing loan in the program forecloses and enters Fannie Mae's REO inventory, the servicer must update the loan status to Liquidated-REO. |
| Loan is either liquidated or not a valid FNM Loan#. | Loans that are liquidated and loans without a valid Fannie Mae loan number are not eligible for the Pre-foreclosure program. |
| Request rejected as Loan status cannot be Current for a given LPI Date. | Confirm the Last Paid Installment (LPI) Date to ensure it is updated and  try again. The loan should be less than 75 days past the LPI Date  (45 days delinquent) to be considered "Current" for this program. |