



Fannie Mae Pre-Foreclosure Property Inspection and Preservation Program User Guide

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Pre-Foreclosure Property Inspection and Preservation Program User Guide

The Pre-Foreclosure Property Inspection and Preservation Program User Guide provides step-by-step instructions on how to view and update the current stage of your property. It also provides instructions on how to obtain access to the User Interface via Property 360 as well as common error codes and how to address them.

Obtaining Access to the Inspection and Preservation Program User Interface

Make sure you have registered and received a username and password credentials for accessing the Pre-Foreclosure Property Inspection and Preservation Program. If this has not been completed, follow the steps below:

1. Contact the Technology Manager User Administrator at your organization. If the servicer doesn't have a user admin already set up, use the links below to get a user admin created in Technology Manager.

NOTE: Please do not create a new user ID if the specific user already has an ID in Technology Manager. The user can have multiple applications associated to their user ID.

NOTE: User Admin Guide - https://fanniemae.articulate-online.com/p/7778775518/story_html5.html?Cust=77787&DocumentID=2796df88-1eed-4671-8d12-aa4f8cdf0fa1&Popped=True&v=1&InitialPage=story.html

NOTE: Help (FAQs) - <https://www.fanniemae.com/content/faq/technology-manager-faqs.pdf>

NOTE: Registration Form for User Admin - <https://technologymanager.efanniemae.com/selfservice/pages/eform/eFormRegistration.jsf>

2. Property-360 Pre-Foreclosure User Interface access is needed for your user ID. (Modify the user on Technology Manager portal and add the application "Property 360"). Add the Property 360 application to the User's group and then add below role under this application.

PREFCL_LOAN_SUBMISSION_USER role

3. REO Integration access is also needed for your user id. (Modify the user on Technology Manager portal and add the application "REO Integration"). Add the REO Integration application to the User's group and then add the below role under this application.

PREFCL_LOAN_SUBMISSION_USER role

NOTE: Before your tech admin will be able to add an application to users, they will first need to go to the Manage Applications section in Technology Manager to add the application to the desired User Group(s). If they go to Available Applications after selecting Manage Applications, they should see the applications on the list. Once that has been done, then the tech admin can go back to Manage Users to add the application(s) to any desired users. Any additional questions, you can call the Technology Support Center at 1-800-2FANNIE.



Getting Started

4. Review the **Pre-foreclosure Program Getting Started Data.xlsx** for the data fields needed to complete the application before logging into Pre-Foreclosure in Property 360.

NOTE: *The loan data must be submitted in one session.*

Log in to Property 360

Property 360 is a single sign-on system. You can set Property 360 as a Favorite in your browser.

Follow the steps below to access Property 360:

1. Access Property 360 at <https://property360.fanniemae.com/>
2. Enter **USERNAME** and **PASSWORD** provided by Fannie Mae.
3. Click **Sign On**.

Fannie Mae

Sign On

USERNAME
* REQUIRED

PASSWORD
* REQUIRED

Sign On

[Need Help With Your User ID or Password?](#)



Result: The Property 360 initial screen displays.

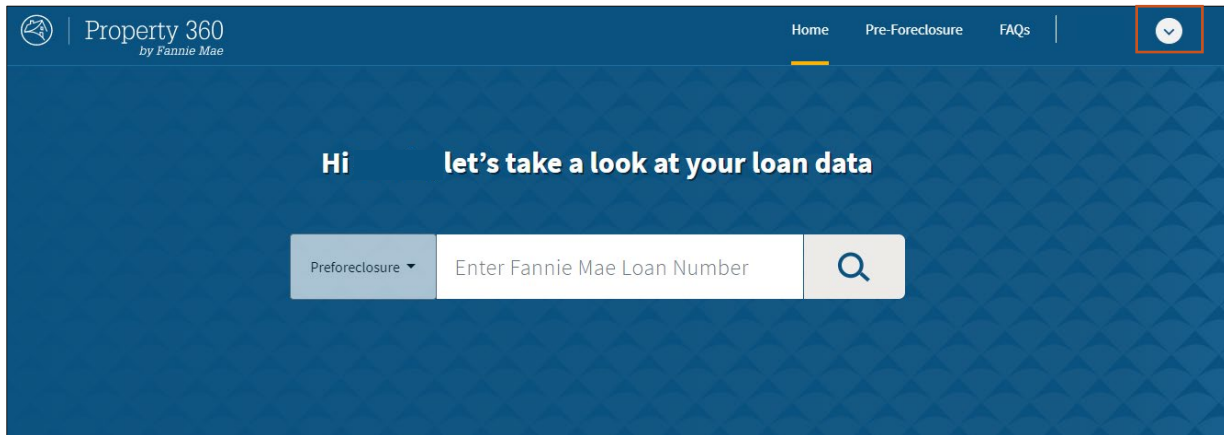
NOTE: *The system automatically logs off after 30 minutes of inactivity.*



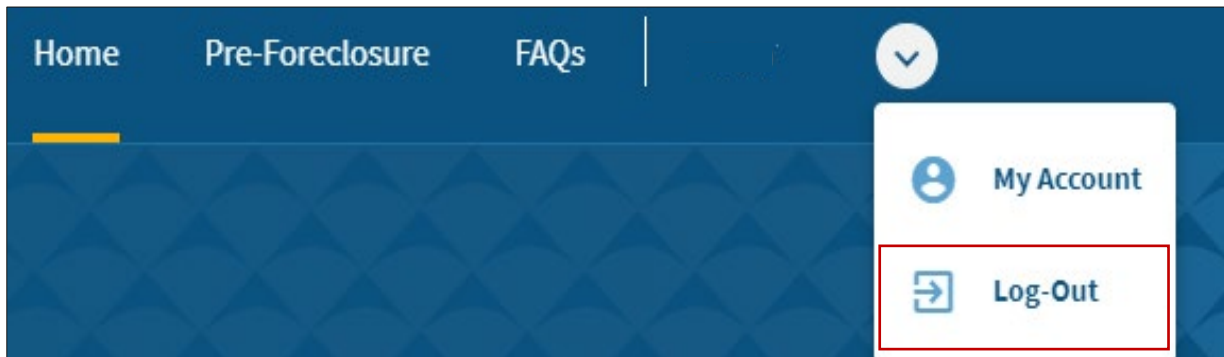
Log out of Property 360

Follow the steps below to log out of Property 360:

1. Click the expand and collapse arrow.



2. Click **Log-Out**.



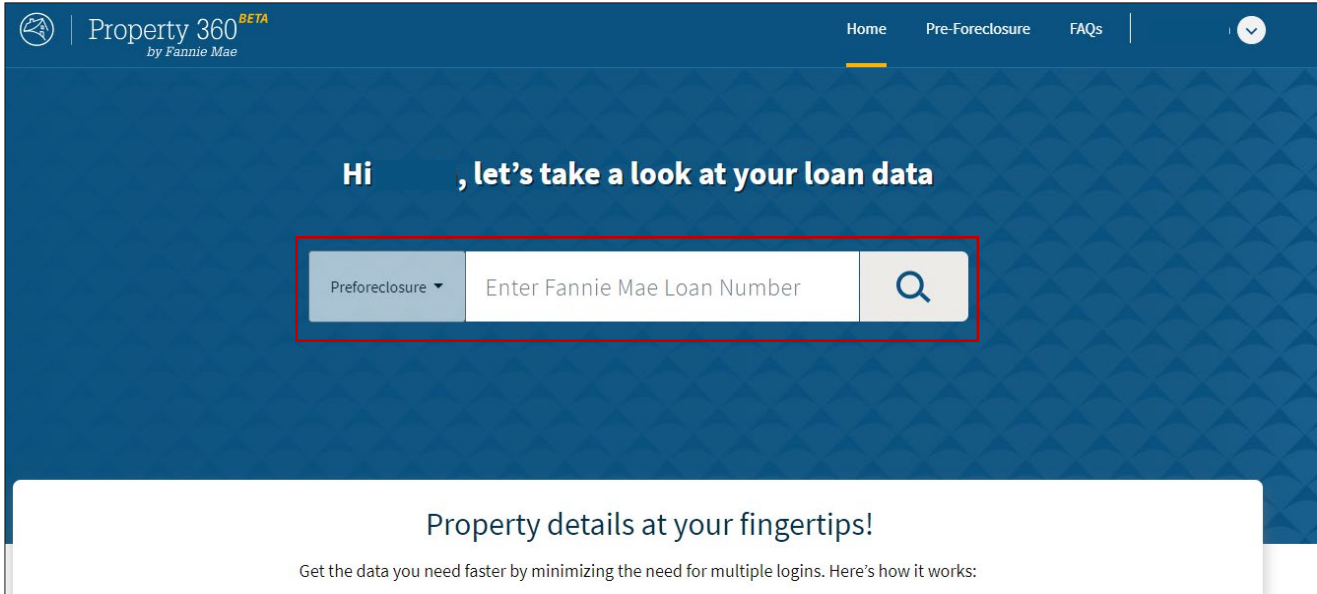


Searching for Properties

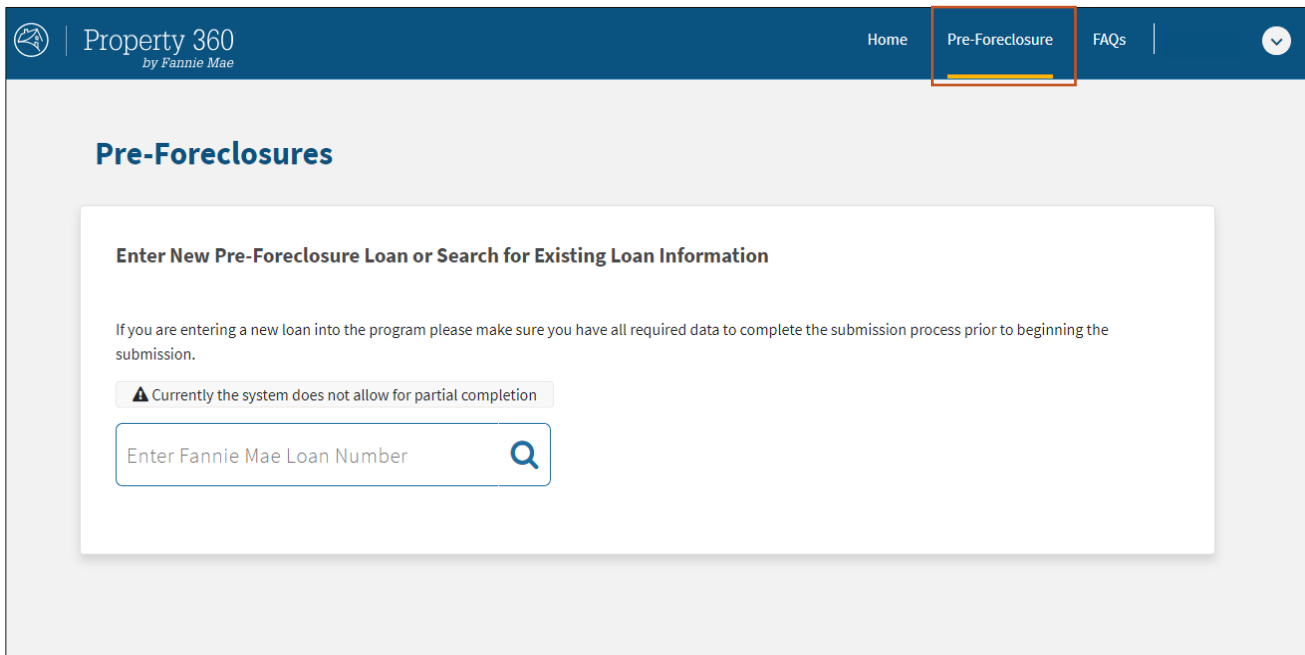
Enter the Fannie Mae loan number or property address to view loans in Property 360.

Follow the steps below for each of the different search methods:

1. Enter the full Fannie Mae Loan Number into the **Search** field.



2. Click the **Magnifying Glass**.





Error Messages

These are the error messages and the reasons you may receive them.

Error Message	Error Reason
We have encountered some technical Issues. Please try again later.	Fannie Mae has some internal technical issues. Nothing to be done by the servicer. Try again later
User does not have permission to access the application. Please request for the required roles.	Servicer has to request the proper permissions to utilize this application: PREFCL_LOAN_PRSVN_REQUEST_USER or PREFCL_LOAN_SUBMISSION_USER for PreFCL functionality
User session expired. Please login again.	Servicer has to logout and login again.
This Loan ID does not exist.	The loan ID you are searching for is either not a Fannie Mae loan or doesn't belong to your portfolio. Check the loan number to ensure you have the right digits and try again.
Loan is not accessible to the servicer.	Please check your loan number as you might not have the right digits. Then try again.
Servicer ID provided on the loan is invalid.	You can only view the loans that are associated to your Servicer Id.
Loan is an REO and is invalid for Pre-foreclosure Program.	Loan is an REO and is invalid for Pre-foreclosure Program.
Loan is either liquidated or not a valid FNM Loan#.	Loan is either liquidated or not a valid Fannie Mae Loan#.
Request rejected as Loan status cannot be Current for a given LPI Date.	The LPI (Last Paid Installment) Date does not match the loan status of Current. Double-check the LPI Date to ensure it is updated and try again.



Submitting a Pre-Foreclosure

Result: The Submit Pre-Foreclosure screen displays. Some fields are already populated. Begin validating or updating the information in the Program Information section.

Validate or update the information and click **Continue**.

NOTE: Verify and complete all eight Information sections. Required fields are indicated with a red asterisk.

NOTE: Grayed out fields may not be updated.

NOTE: On all of the information screens, except for Program and Review, click the **Back** button to return to a previous section.



Loan Information

Result: The Loan Information section displays.

The screenshot shows the 'Submit Pre-Foreclosure' interface. On the left is a vertical navigation menu with the following items: Program Information (checked), Property Information (checked), Loan Information (active), Foreclosure Information (checked), Borrower Information (checked), Hazard Claim Information (checked), HOA Information (checked), Miscellaneous Information (checked), and Review (unchecked). The main content area is titled 'Submit Pre-Foreclosure' and 'Step 3 - Loan Information'. It contains several required fields: 'Servicer Loan Number' (redacted), 'Loan Origination Amount' (\$206,000.00), 'Loan Origination Date' (7/17/2012), 'Lien Position' (1), and 'Unpaid Principal Balance' (\$97,988.26). Below these is a section for 'Prior Servicer Name' with the question 'Was this loan previously serviced by another company?' and radio buttons for 'Yes' and 'No' (selected). At the bottom are 'Back' and 'Continue' buttons, with the 'Continue' button highlighted by a red box.

Validate or update the information and click **Continue**.



Foreclosure Information

Result: The Foreclosure Information section displays.

The screenshot shows the 'Submit Pre-Foreclosure' form on the Property 360 website. The navigation bar includes 'Home', 'Pre-Foreclosure', and 'FAQs'. A sidebar on the left lists various information sections: Program Information, Property Information, Loan Information, Foreclosure Information (highlighted with a blue checkmark), Borrower Information, Hazard Claim Information, HOA Information, Miscellaneous Information, and Review. The main content area is titled 'Submit Pre-Foreclosure' and 'Step 4 - Foreclosure Information'. It contains a required field for 'First Legal Date' with a radio button selection for 'Yes' or 'No' (selected). Below this are three text input fields for 'FCL Attorney Company Name', 'FCL Attorney Contact Phone', and 'FCL Attorney Email', each with a corresponding question.

Validate or update the information and click **Continue** at the bottom of the section.



Borrower Information

Result: The Borrower Information section displays.

The screenshot shows the 'Submit Pre-Foreclosure' form in the Property 360 by Fannie Mae system. The left sidebar contains a progress indicator with steps: Program Information, Property Information, Loan Information, Foreclosure Information, Borrower Information (highlighted with a blue circle), Hazard Claim Information, HOA Information, Miscellaneous Information, and Review. The main content area is titled 'Step 5 - Borrower Information' and includes the following fields:

- * Quality Right Party Contact**: Has Contact been made with the borrower in last 30 days?
 Yes
 No
- * Occupancy Status**: What is the last known occupancy status of the subject property?
 Occupied
 Vacant
 Unknown
- Borrower Maintenance**: Is the borrower currently maintaining the property?
 Yes
 No

Validate or update the information and click **Continue** at the bottom of the section.

Hazard Claim Information

Result: The Hazard Claim section displays.

The screenshot shows the 'Submit Pre-Foreclosure' form in the Property 360 by Fannie Mae system. The left sidebar contains a progress indicator with steps: Program Information, Property Information, Loan Information, Foreclosure Information, Borrower Information, Hazard Claim Information (highlighted with a blue circle), HOA Information, Miscellaneous Information, and Review. The main content area is titled 'Step 6 - Hazard Claim Information' and includes the following fields:

- Hazard Insurance Carrier Name**: What is the Hazard Insurance carrier name?
- Hazard Insurance Policy Number**: What is the Hazard Insurance policy number?
- Hazard Claim Amount**: What is the total amount (cumulative) in Escrow for Hazard Insurance Claim?
- Hazard Claim Settlement Date**: What is the last Hazard claim settlement/denial date?
- * Hazard Claim Status**: Are there any insurable damages or active hazard claims on the subject property?
 Yes
 No
- * Have the damages been reviewed for claimed to be filed?**
 Yes
 No



Validate or update the information and click **Continue**.

HOA Information

Result: The HOA Information section displays.

The screenshot shows the 'Submit Pre-Foreclosure' form on the Property 360 website. The left sidebar contains a progress indicator with 10 steps: Program Information, Property Information, Loan Information, Foreclosure Information, Borrower Information, Hazard Claim Information, HOA Information (highlighted with a blue circle), Miscellaneous Information, and Review. The main content area is titled 'Step 7 - HOA Information' and includes a red asterisk indicating a required field. The question is 'Is this property located within a HOA Jurisdiction?' with radio button options for 'Yes' and 'No'. The 'No' option is selected. Below the options are 'Back' and 'Continue' buttons, with the 'Continue' button highlighted by a red box. A footer note provides an email address for assistance: prefcl_preservation@fanniemae.com. The copyright notice at the bottom reads '© 2020 Fannie Mae. All rights reserved.'

Validate or update the information and click **Continue**.

Miscellaneous Information

Result: The Miscellaneous Information section displays.

The screenshot shows the 'Submit Pre-Foreclosure' form on the Property 360 website. The left sidebar contains a progress indicator with 10 steps: Program Information, Property Information, Loan Information, Foreclosure Information, Borrower Information, Hazard Claim Information, HOA Information, Miscellaneous Information (highlighted with a blue circle), and Review. The main content area is titled 'Step 8 - Miscellaneous Information' and includes a red asterisk indicating a required field. The question is 'Vacancy Posting Contact Preference' with the sub-question 'Who's contact information do you prefer to be listed on the Vacancy Posting in the event of a response from an occupant?'. The options are 'Servicer', 'Fannie Mae's Vendor (recommended)', and 'Both'. The 'Fannie Mae's Vendor (recommended)' option is selected. Below the options is another question: '* Stop All Work' with the sub-question 'Do you need to stop inspections or preservation on this loan?'. The options are 'Yes' and 'No'. The 'No' option is selected. Below the options are 'Back' and 'Continue' buttons, with the 'Continue' button highlighted by a red box. A footer note provides an email address for assistance: prefcl_preservation@fanniemae.com. The copyright notice at the bottom reads '© 2021 Fannie Mae. All rights reserved.'

Validate or update the information and click **Continue**.



Loan Summary Data Review

Result: Loan Summary Data Review section displays.

NOTE: All Key data fields indicated with a yellow icon and/or a red asterisk * must be completed.

Validate information and click **Continue**.

NOTE: If any information needs updating, click on the Edit section icon to go back to that section and make the updates. Then continue on to the Review section and click Continue

Result: A submit confirmation message displays.

Click **Submit**.



NOTE: Click **Go Back** to make any changes if needed.

Result: The Loan Details Summary section displays.

Property 360 by Fannie Mae

Home Pre-Foreclosure FAQs

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Loan Details

Fannie Mae Loan #

Servicer Loan Number

Property Address

Investor
Fannie Mae

Program Inspection Preservation Expense [Download XLSX](#)

Pre-Foreclosure Preservation Program Loan information

* Required field Key program data field [Edit Section](#)

Program Information

Updating a Loan

Program Information may be updated once a loan is in the Pre-foreclosure application.

1. Click the **Pre-Foreclosure Preservation Program Loan Information** expand and collapse arrow.
2. Click **Edit Section**.

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Loan Details

Fannie Mae Loan #

Servicer Loan Number

Property Address

Investor
Fannie Mae

Program Inspection Preservation Expense [Download XLSX](#)

Pre-Foreclosure Preservation Program Loan information

* Required field Key program data field [Edit Section](#)

Program Information



Result: The Loan Details Summary section displays.

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Loan Details

Fannie Mae Loan #

Servicer Loan Number

Property Address

Investor
Fannie Mae

Program Inspection Preservation Expense [Download XLSX](#)

Pre-Foreclosure Preservation Program Loan information

ⓘ 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. ✕

* Required field ⓘ Key program data field

Dismiss **Submit Changes**

Program Information

* FNMA Loan Number : [REDACTED]

* Servicer ID : [REDACTED]

* Last Paid Installment Date ⓘ : 6/1/2020 [Calendar Icon]

* Loan Status ⓘ : Delinquent Loan [Dropdown Arrow]

Make any changes and click **Submit Changes**.

NOTE: Click **Dismiss** to cancel any changes.



Reviewing Single Loan Inspection Data

Inspection details may be updated once a loan is in the Pre-foreclosure application.

Click **Inspection** or click the **Inspection Information** expand and collapse arrow to view inspections services performed on the property.

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Loan Details

Fannie Mae Loan # [REDACTED]

Servicer Loan Number [REDACTED]

Property Address [REDACTED]

Investor **Fannie Mae**

Program **Inspection** Preservation Expense [Download XLSX](#)

Pre-Foreclosure Preservation Program Loan information

Inspection Information

Result: The current Inspection Status displays.

Click on

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Fannie Mae Loan # [REDACTED]

Servicer Loan Number [REDACTED]

Property Address [REDACTED]

Investor **Fannie Mae**

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
08/06/2020	08/10/2020	Full Interior QC	COMPLETED	[REDACTED]
07/09/2020	07/10/2020	Full Interior QC	COMPLETED	[REDACTED]



Reviewing Single Loan Preservation Data

Preservation details may be updated once a loan is in the Pre-foreclosure application.

Click **Preservation** or click the **Preservation** expand and collapse arrow to view preservation services performed on the property.

Result: The Preservation Status displays the current status.

The screenshot shows the Property 360 web application interface. At the top, there is a navigation bar with the Property 360 logo and the text "by Fannie Mae". To the right of the logo are links for "Home", "Pre-Foreclosure", and "FAQs". Below the navigation bar, there are tabs for "Program", "Inspection", "Preservation", and "Expense". The "Preservation" tab is selected and highlighted with a red box. To the right of the tabs is a "Download XLSX" link. Below the tabs, there are three expandable sections: "Pre-Foreclosure Preservation Program Loan information", "Inspection Information", and "Preservation Information". The "Preservation Information" section is expanded and highlighted with a red box. It contains a table with the following data:

Preservation Status	Occupancy Status	Initial Secure Date	Lock Box Code	Damage Indicator	Code Violation Indicator
Inactive	Unknown	01/29/2020	4525	Yes	Yes

Below this table is another table with the following data:

ORDER DATE	COMPLETION DATE	PRESERVATION SERVICE	VENDOR NAME	AMOUNT
08/11/2020	08/11/2020	Pre-FCL - Paint Garage Door	PRECISION FIELD SERVICES	\$150



Reviewing Single Loan Expense Data

Click **Expense** or click the **Expense** expand and collapse arrow to view expense information.

Result: The Expense information displays.

The screenshot shows the 'Loan Details' page in the Property 360 by Fannie Mae system. The 'Expense' tab is selected and highlighted with a red box. A 'Download XLSX' button is also highlighted with a red box. The 'Expense Information' section is expanded, showing a table with one row of expense data.

ORDER DATE	COMPLETION DATE	EXPENSE DESCRIPTION	VENDOR NAME	AMOUNT
08/11/2020	08/11/2020	Pre-FCL - Paint Garage Door	PRECISION FIELD SERVICES	\$150

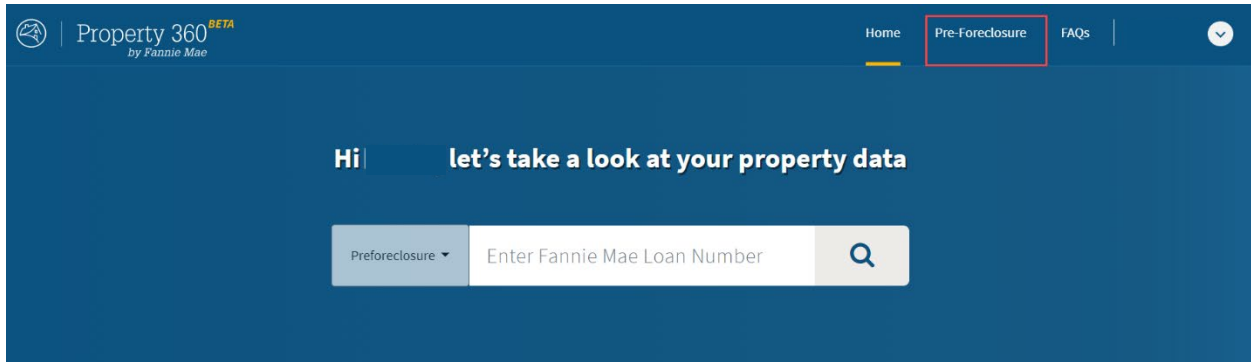
NOTE: Click **Download XLSX** to download detailed inspection, preservation, and expense information to Excel.



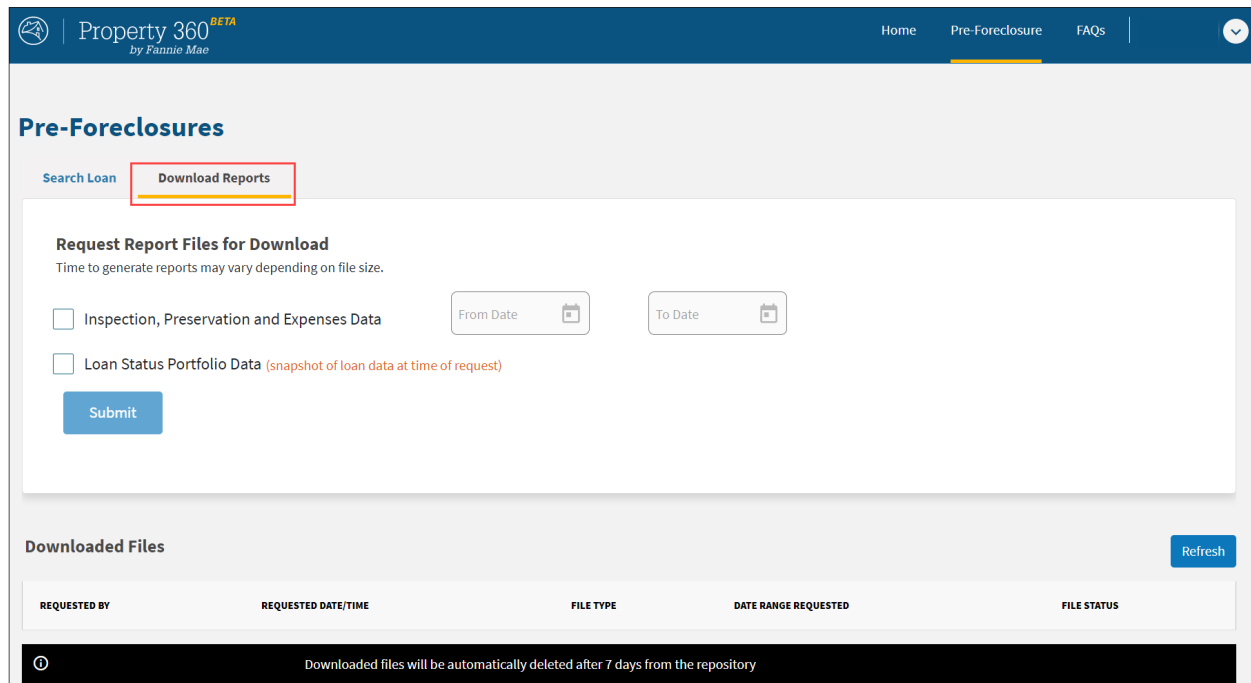
Download Bulk Inspection, Preservation and Expense Data

Two types of reports can be bulk downloaded: Inspection, Preservation and Expenses Data and Loan Status Portfolio Data. The Inspection, Preservation and Expenses Data is a zip file with the three reports with inspection, preservation and expense data related to all loans for the timeframe selected. The Loan Status Portfolio Data is a snapshot of existing submitted loans to Fannie Mae.

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



2. Click **Download Reports** tab.





3. **Check appropriate** report box.
4. Click **Submit** button.

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Pre-Foreclosures

[Search Loan](#) [Download Reports](#)

Request Report Files for Download

Time to generate reports may vary depending on file size.

Inspection, Preservation and Expenses Data

Loan Status Portfolio Data (snapshot of loan data at time of request)

Downloaded Files

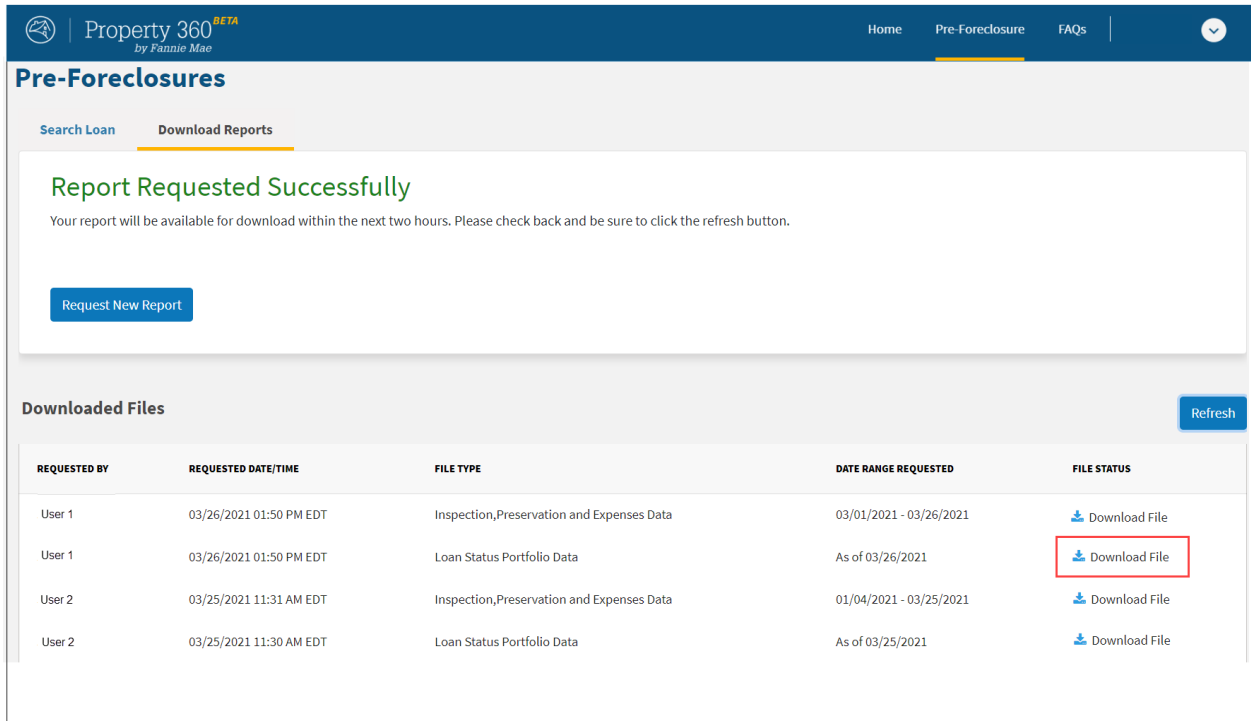
REQUESTED BY	REQUESTED DATE/TIME	FILE TYPE	DATE RANGE REQUESTED	FILE STATUS
Downloaded files will be automatically deleted after 7 days from the repository				

NOTE: If requesting the Inspections, Preservations and Expenses Data report **Enter** appropriate dates in the **From Date** and **To Date** fields.

NOTE: Both sets of reports can be pulled at the same time. Reports can take up to several hours to come back and be downloadable. You can click the refresh button on the left side of the screen when you go back to check.



5. Click the desired reports  **Download Files** icon.



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[Search Loan](#) [Download Reports](#)

Report Requested Successfully

Your report will be available for download within the next two hours. Please check back and be sure to click the refresh button.

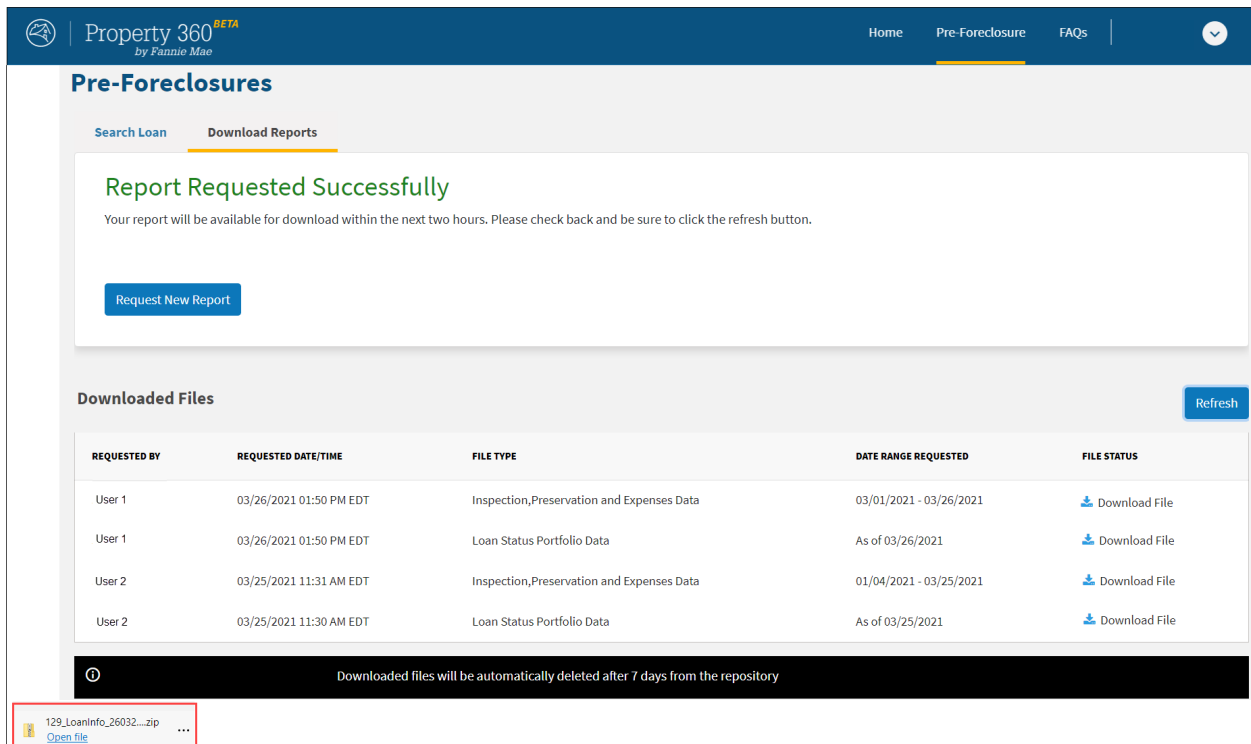
[Request New Report](#)

Downloaded Files

[Refresh](#)

REQUESTED BY	REQUESTED DATE/TIME	FILE TYPE	DATE RANGE REQUESTED	FILE STATUS
User 1	03/26/2021 01:50 PM EDT	Inspection,Preservation and Expenses Data	03/01/2021 - 03/26/2021	Download File
User 1	03/26/2021 01:50 PM EDT	Loan Status Portfolio Data	As of 03/26/2021	Download File
User 2	03/25/2021 11:31 AM EDT	Inspection,Preservation and Expenses Data	01/04/2021 - 03/25/2021	Download File
User 2	03/25/2021 11:30 AM EDT	Loan Status Portfolio Data	As of 03/25/2021	Download File

6. Click **Zipped Report** and follow normal unzip procedures to extract file and view in Excel format.



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[Search Loan](#) [Download Reports](#)

Report Requested Successfully

Your report will be available for download within the next two hours. Please check back and be sure to click the refresh button.


[Request New Report](#)

Downloaded Files

[Refresh](#)

REQUESTED BY	REQUESTED DATE/TIME	FILE TYPE	DATE RANGE REQUESTED	FILE STATUS
User 1	03/26/2021 01:50 PM EDT	Inspection,Preservation and Expenses Data	03/01/2021 - 03/26/2021	Download File
User 1	03/26/2021 01:50 PM EDT	Loan Status Portfolio Data	As of 03/26/2021	Download File
User 2	03/25/2021 11:31 AM EDT	Inspection,Preservation and Expenses Data	01/04/2021 - 03/25/2021	Download File
User 2	03/25/2021 11:30 AM EDT	Loan Status Portfolio Data	As of 03/25/2021	Download File

Downloaded files will be automatically deleted after 7 days from the repository

 129_LoanInfo_26032...zip [Open file](#)



Frequently Asked Questions

Click **FAQs** for answers to common questions.

Property 360 by Fannie Mae

Home Pre-Foreclosure **FAQs**

Search topic

REOgram

Preforeclosure Expand All

Which loans qualify for submission into Fannie Mae's Pre-foreclosure Property Inspection & Preservation Program?

When should I submit a loan to the Pre-Foreclosure Inspection & Preservation Program?

After initial submission how soon can I update the loan data?

What if I submitted a loan to the program and the loan is reinstated?

What if I submitted data for loan and one or more piece of data was incorrect and needs to be updated?

NOTE: Click the appropriate section to sort questions by **REOgram**, **Preforeclosure**, **User Management**, and **Support**.

Additional Help

For additional inspection and preservation help, email prefcl_preservation@fanniemae.com. The preservation team should get back to you in 24 hours with an answer.

For additional technical support, email ? or call ? and the Fannie Mae help desk should get back with you in 24 hours with an answer.