

# 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**.

Fannie Mae

### Sign On

USERNAME  
TestUser1 \* REQUIRED

PASSWORD  
\*\*\*\*\* \* REQUIRED

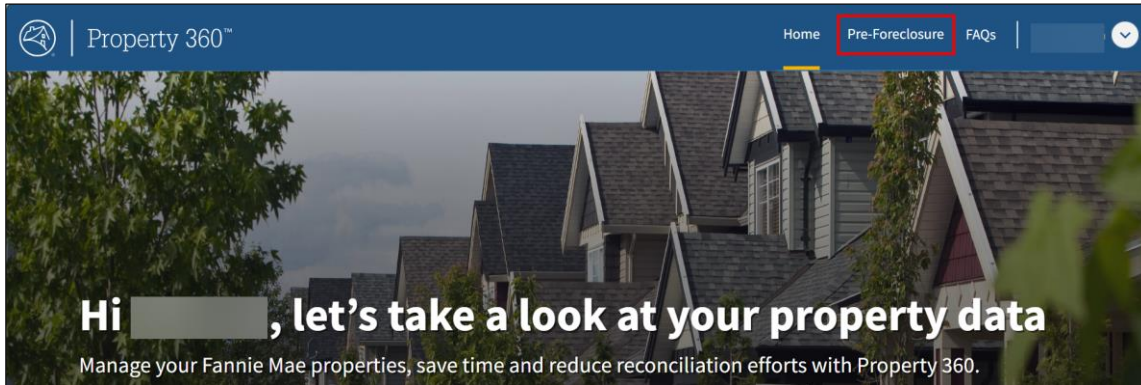
Sign On

[Need help with unlocking your user ID or resetting your password?](#)



## 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**.

Pre-Foreclosures

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

**Enter New Pre-Foreclosure Loan or Search for Existing Loan Information**

If you are entering a new loan into the program please make sure you have all required data to complete the submission process prior to beginning the submission.

⚠ Currently the system does not allow for partial completion

Enter Fannie Mae Loan Number

**NOTE:** The Submit Pre-Foreclosure screen displays. Proceed to the [Program Information](#) section to begin the process.

**Submit Pre-Foreclosure**

- Program Information
- Property Information
- Loan Information
- Foreclosure Information
- Borrower Information
- Hazard Claim Information
- HOA Information

**Step 1 - Program Information** \* Required field

\* **FNMA Loan Number**  
Please enter FNMA loan number for the delinquent property (10 digits).

\* **Servicer ID**



## Program Information

1. Review the pre-populated information and update, as needed.
2. Click **Continue**.

The screenshot shows the 'Submit Pre-Foreclosure' form at Step 1 - Program Information. The left sidebar lists sections: Program Information (selected), Property Information, Loan Information, Foreclosure Information, Borrower Information, Hazard Claim Information, HOA Information, Miscellaneous Information, and Review. The main content area includes:

- Step 1 - Program Information** (Required field)
- \* FNMA Loan Number**: Please enter FNMA loan number for the delinquent property (10 digits). Input field.
- \* Servicer ID**: Input field.
- \* Last Paid Installment Date**: What is the Last Paid installment Date? Input field with date '7/1/2023' and a calendar icon.
- \* Loan Status**: Has the property liquidated? Radio buttons for Yes and No (No is selected).
- Continue** button.
- Footer: If you have any questions or concerns related to Pre-Foreclosure process, please email to [prefcl\\_preservation@fanniemae.com](mailto:prefcl_preservation@fanniemae.com) for further assistance.

**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**.

The screenshot shows the 'Submit Pre-Foreclosure' form at Step 2 - Property Information. The left sidebar lists sections: Program Information, Property Information (selected), Loan Information, Foreclosure Information, Borrower Information, Hazard Claim Information, HOA Information, Miscellaneous Information, and Review. The main content area includes:

- Step 2 - Property Information** (Required field)
- \* Property Structure Type**: What is the Property Structure Type? Input field with 'Other'.
- \* Property Unit Count**: Does this property have multiple units? Radio buttons for Yes and No (No is selected).
- \* Address 1** and **Address 2**: Input fields.
- \* City**, **\* State** (Select State), and **\* Zip Code**: Input fields.
- \* County**: Input field.
- Back** and **Continue** buttons.



## Loan Information

1. Review pre-populated information and update, as needed.
2. Select **Continue**.

### Submit Pre-Foreclosure

**Step 3 - Loan Information** \* Required field

\* Servicer Loan Number

Loan Origination Amount

Loan Origination Date

\* Lien Position

\* Unpaid Principal Balance

**Prior Servicer Name**  
Was this loan previously serviced by another company?  
 Yes  
 No

[Back](#)



## 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**.

**Submit Pre-Foreclosure**

**Step 4 - Foreclosure Information** \* Required field

**\* First Legal Date**  
Has the foreclosure attorney initiated the foreclosure process?

Yes  
 No

**FCL Attorney Company Name**

**FCL Attorney Contact Phone**  
What is the Foreclosure Attorney's Company Phone Number?

**FCL Attorney Email**  
What is the Foreclosure Attorney's Company email address?

**\* Deed in Lieu**  
Is there a Deed In Lieu (Mortgage release) in progress?

Yes  
 No

**\* Short Sale Status**  
Is there an Active Short Sale?

Yes  
 No

**\* Litigation Status**  
Is there Active Litigation on this loan?

Yes  
 No

**\* Loss Mitigation Status**  
Is there Active Loss Mitigation on this loan?

Yes  
 No



\* What level of inspections is allowed on this loan?  
Active Loss Mit, do insp and preserv

\* Loss Mitigation Type  
N/A

\* Loss Mitigation Reason  
[Empty text box]

Loss Mitigation Last Update  
mm / dd / yyyy [Calendar icon]

\* Bankruptcy Status  
Is there Active Bankruptcy on this loan?  
 Yes  
 No

Back [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.

\* What level of inspections is allowed on this loan?  
Active Loss Mit, do insp and preserv  
Active Loss Mit, do insp and preserv  
Active Loss Mit, do exterior insp and no preserv  
Active Loss Mit, do curbside insp and no preserv  
Active Loss Mit, no insp and no preserv

\* Loss Mitigation Reason  
[Empty text box]

Loss Mitigation Last Update  
mm / dd / yyyy [Calendar icon]

\* Bankruptcy Status  
Is there Active Bankruptcy on this loan?  
 Yes  
 No

Back [Continue](#)





## 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**.

**Submit Pre-Foreclosure**

**Step 5 - Borrower Information** \* Required field

**\* 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

**\* SCRA / Military Status**  
Is the borrower part of the Service members Civil Relief Act or employed in military service?

Yes  
 No

**\* Borrower Threat**  
Has the borrower made any physical threats (via email, phone, in-person)?

Yes  
 No

Back



## Hazard Claim Information

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

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

2. Click **Continue**.

**Submit Pre-Foreclosure**

**Step 6 - Hazard Claim Information** \* Required field

**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?

## HOA Information

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

**Submit Pre-Foreclosure**

**Step 7 - HOA Information** \* Required field

**\* HOA Name**  
Is this property located within a HOA Jurisdiction?  
 Yes  
 No

If you have any questions or concerns related to Pre-Foreclosure process, please email to [prefcl\\_preservation@fanniemae.com](mailto:prefcl_preservation@fanniemae.com) for further assistance.



**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 **i** and **\*** indicate this information must be completed.
3. Click **Submit**.

### Loan Summary Data Review

Please review your information before submitting

\* Required field    **i** Key program data field

#### Program Information

**i** Edit Section

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

#### Property Information

**i** Edit Section

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

#### Loan Information

**i** Edit Section

* Servicer Loan Number	:		Loan Origination Amount	:	\$138,000.00
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### Miscellaneous Information

**i** Edit Section

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

**i** 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**

**i** If you have any questions or concerns related to Pre-Foreclosure process, please email to [prefcl\\_preservation@fanniemae.com](mailto: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.

Are you sure you want to submit? ×

Please make sure that the information that you provided is accurate.

[Go Back](#) [Submit](#)

## Loan Details

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

### 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 [Edit Section](#)

\* Required field \* Key program data field

#### Program Information

* FNMA Loan Number	:	[REDACTED]	* Servicer ID	:	[REDACTED]
* Last Paid Installment Date	:	05/01/2024	* Loan Status	:	Delinquent Loan

#### Property Information

* Property Structure Type	:	Other	* Property Unit Count	:	1
* Address 1	:	[REDACTED]	Address 2	:	N/A



## 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.

The screenshot shows the 'Loan Details' page. At the top, there are four cards: 'Fannie Mae Loan #', 'Servicer Loan Number', 'Property Address', and 'Investor Fannie Mae'. Below these is a navigation bar with tabs for 'Program', 'Inspection', 'Preservation', and 'Expense'. A 'Download XLSX' link is visible. The main content area is titled 'Pre-Foreclosure Preservation Program Loan information'. It includes a legend for 'Required field' and 'Key program data field'. The 'Program Information' section contains fields for 'FNMA Loan Number', 'Servicer ID', 'Last Paid Installment Date' (05/01/2024), and 'Loan Status' (Delinquent Loan). The 'Property Information' section contains fields for 'Property Structure Type' (Other), 'Property Unit Count' (1), 'Address 1', and 'Address 2' (N/A). A red box highlights the 'Edit Section' button in the top right corner of the main content area.

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

This screenshot shows the same 'Loan Details' page, but with a dark notification banner at the top stating: '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.' Below the banner, the 'Program Information' section is visible, showing input fields for 'FNMA Loan Number' and 'Servicer ID'. A red box highlights the 'Dismiss' and 'Submit Changes' buttons in the top right corner of the main content area.



## 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	<b>Inspection</b>	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	<b>Preservation</b>	Expense	Download XLSX	
Pre-Foreclosure Preservation Program Loan information					
Inspection Information					
Preservation Information					
● Preservation Status <b>Inactive</b>					
Occupancy Status <b>Unknown</b>					
Initial Secure Date					
Lock Box Code <b>None</b>					
Damage Indicator <b>None</b>					
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.
4. Enter a date range for the Inspection, Preservation and Expense Data Report.
5. Click **Submit**.

The screenshot shows the 'Property 360' interface for 'Pre-Foreclosures'. The top navigation bar includes 'Home', 'Pre-Foreclosure' (highlighted), and 'FAQs'. Below the navigation, there is a 'Search Loan' field and a 'Download Reports' button (highlighted). The main section is titled 'Request Report Files for Download' and includes a note: 'Time to generate reports may vary depending on file size.' There are two report options: 'Inspection, Preservation and Expenses Data' (checked) and 'Loan Status Portfolio Data (snapshot of loan data at time of request)'. A date range selector is set from '4/1/2023' to '4/4/2023'. A 'Submit' button is located below the report options. At the bottom, there is a 'Downloaded Files' section and a 'Refresh' button.

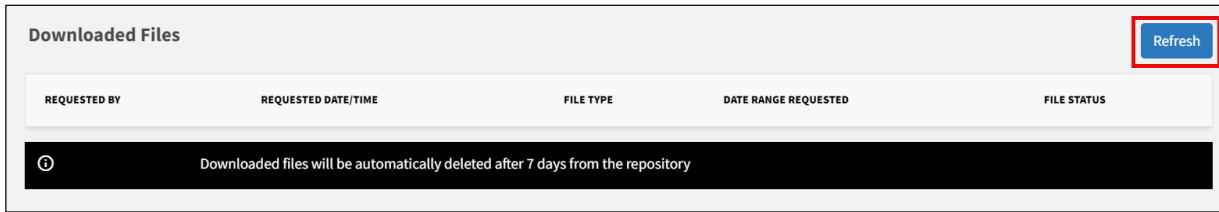
The **File Status** displays as **In Progress**.


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





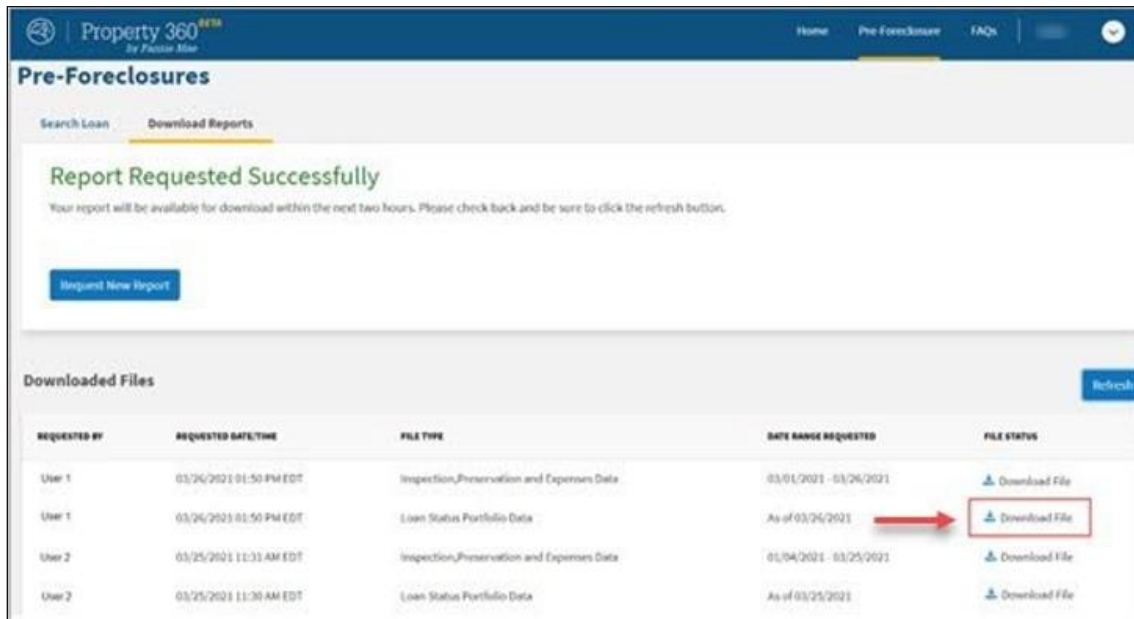
6. Click **Refresh** or exit and check back until the downloaded file(s) appear.



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.



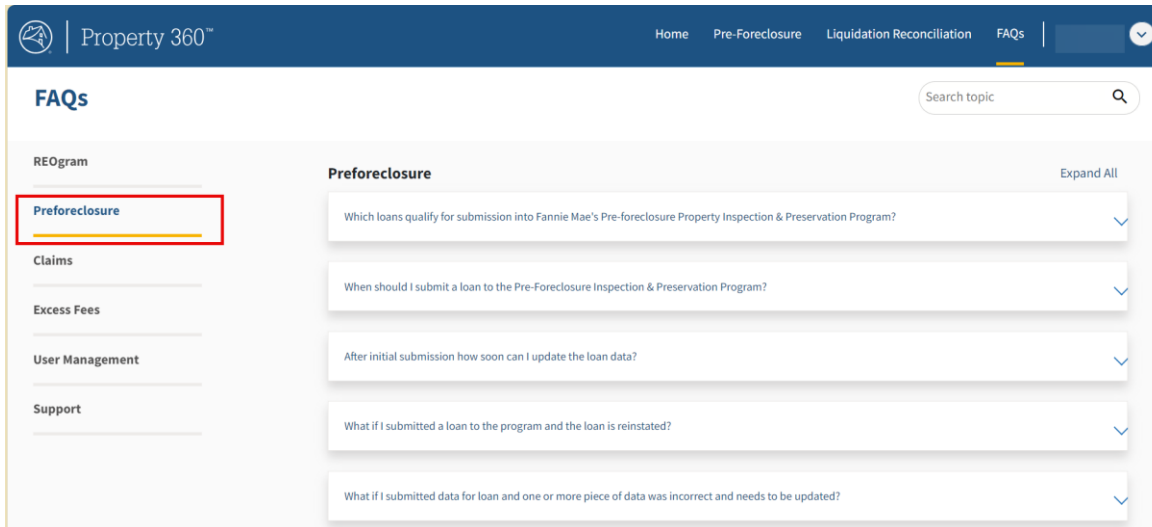
### Inspection and Preservation Report Codes

- 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](mailto: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.  If the servicer is not part of the Pre-Foreclosure Property Inspection and Preservation Program, contact: <a href="mailto:pfcinsppresprog_info@fanniemae.com">pfcinsppresprog_info@fanniemae.com</a> 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: <b>PREFCL_LOAN_PRSVN_REQUEST_USER</b> and <b>PREFCL_LOAN_SUBMISSION_USER</b> 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.