

Property 360 Capitalized Advances and Workout Incentives Job Aid

Introduction

This job aid provides instructions for obtaining reports on claims for all workout incentives submitted in Property 360[™], and for capitalized advances submitted **prior** to Oct. 1, 2023.

NOTE: Reporting for capitalized advance claims submitted **after** Oct. 1, 2023, is currently being developed, and will soon be available in the Reconciliation Report (accessible through FM Connect and Property 360). This report will include both loan modifications and payment deferrals, as they both follow the same reimbursement process.

Review the <u>Property 360 Expense Reimbursement Job Aid</u> for additional information, including steps for requesting Read-Only access to Property 360 via your Technology Manager.

Capitalized Advances and Workout Incentives Report(s)

While auto-generation of claims for capitalized advances has been retired, claims for workout incentives will continue to be created with the P360AutoGenerated source type. Both capitalized advances and workout incentives are visible to servicers through the search and reporting features in Property 360.

- 1. Log in to the Property 360 Claims Portal.
- 2. Click on the **Search** tile.

🛞 Property 360"			Home Claims	FAQs
	Fa	nnie Mae Claims Po	rtal	
Dashboard >	Search >	Create New Claim >	ALL Bulk Import >	Pending Submitter Action >
Line Item Directory >	FMConnect >	AAA Matrix 2*		

- 3. Click on the **Reports** tab and enter the following information:
 - Search by: Choose the applicable date.
 - From / To: Select the applicable date range.
 - Claim Type: Select EAP.
 - Expense Subtype: Select Workout Incentive OR Modification Capitalized Advances, as applicable.



4. Click Generate Report to create the report.

NOTE: Allow time for the report to run, typically less than 30 seconds. Click **Refresh** until the report shows a status of **Complete** and download the file.

The process will start a search query	that will generate a report.	
iervicer Loan Number	Claim Number	Fannie Mae Loan Number
search by	From To	Parent Entity Name
Submitted Date Decision Date Check Date Created Date	mm/dd/yyyy	
laim Status	Claim Type	HECM Indicator
Accepted Acknowledged Approved	CL TAX HECM Recon EAP CUTATHIR Mondage	Yes No
xpense Type	Expense Subtype	Submitter
Attorney Fees Sourt Costs Deductible	Winterize - Winterize Add'l unit Winterize - Winterize Kad'l unit Winterize - Winterize Wet/Steam Heating System Winterizing Workout Incentive Yard Maintenance	•
laim ID	Transaction ID	Check/ACH Number
Reset Generate Report Report Processing Search quer cent Reports Downloaded	Each time you click Generate Report a new report will begin processing. y reports may take a few minutes to process. Once processing illes will be automatically deleted after 7 days from the report	ng is completed a file will be available for download.

- 5. After the report generates, review the report findings:
 - **Claim Tab**: Displays the Claim Number, Claim Status, Payment Amount, Check #, and the Denial/Curtail Reason. **NOTE**: Reference the <u>Denial/Curtail Reasons Table</u> for a list of rejection codes and descriptions.

1		1	B C		C)	F		F		
1	Claim Number	- C	laim ID 💌	Fannie Mae Lo	an Number 💌	Claim T	ype 🔻	Claim Status	- Statu	s Date 🔻	As
2	RPVINC0801202	1,1717031751 2	156765	1737033751		EAP		Paid	08	/04/2023	3
3	RPVINC0601202	3_4028130783	156766	4028130783		EAP Paid			08/04/2023		
4	RPVINC0601202	3_4013186101 2	156767	4013186101		EAP		Denied	08/01/2023		
5	RPVINC06012023 1713745792		156768	1713745792		EAP		Paid	08/04/2023		з 🦿
6	RPVINC0601202	3 4014001860 2	156769	4014001860		EAP	Denied		08/01/2023		
7	7			107700 1 0712337407		FAP Paid		08/04/2023			
	Claim	LineItem	+								
1	0	0 P AA		AP	>		AQ	AQ A			
ntity	 Requested Amount 	Reimbursemen Amount	t * Created	Date 🔽	Claim Source		Denied	/Curtailed Reason	•	Claim System	-
-	2500.00	0.00	and a second	02/26/2023	P360AUTOGENE	RATED	Cancell	ed		P360	
1	2500.00	0.00		02/27/2023	P360AUTOGENERATED P		Previously Paid		P360		
ð	2500.00	0.00		02/27/2023	P360AUTOGENE	RATED	Cancell	ed		P360	
8	2500.00	0.00		02/27/2023	P360AUTOGENERATED C		Cancelled		P360		
	2500.00	0.00		02/27/2023	P360AUTOGENE	RATED	Previou	sly Paid		P360	
1	2500.00	0.00		02/27/2023	P360AUTOGENE	RATED	Cancell	ed		P360	
-				the second second second second second		A 44 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4		A			

• LineItem Tab: Displays the HSSN case number in the Line Item Comments column, and the HSSN case closed or completed Date in the Service Start Date column.

	А	В	С	D	F		К	R
1	Claim Number	Fannie Ma	Fannie Ma	Transacti	ic Line Ite	n Service	Start Date	Line Item Comments
2	RPVINC060120	2156765	17170117	1	Approv	ed	06/01/2023	System Generated Claim - Incentive Payment for Repayment Plan Comple
3	RPVINC060120	2156766	4	1	Approv	ed	06/01/2023	System Generated Claim - Incentive Payment for Repayment Plan Comple
4	RPVINC060120	2156767	40111881	1	enied ر		06/01/2023	System Generated Claim - Incentive Payment for Repayment Plan Comple
5	RPYINC060120	2156768	17137457	1	Approve	ed	06/01/2023	System Generated Claim - Incentive Payment for Repayment Plan Compl
6	RPYINC060120	2156760	40140014	1 🔹	Jenied		06/01/2023	System Generated Claim - Incentive Payment for Repayment Plan Compl
7		. <u> </u>	4,	1	(nnrow	h	06/01/2023	System Generated Claim - Incentive Payment for Renayment Plan Compl
-	Claim	Linelten	n (+)					

Denial/Curtailment Reasons and Descriptions

Denial/Curtailment Reason	Description				
Government	Government Loan (FHA, VA, or Rural-HUD) is not eligible for disbursement.				
Non-FM Risk	Loan is Lender Risk or Shared Risk and is not eligible for disbursement.				
Previously Paid	Workout incentive for this loan has been previously paid.				
Cancelled	Workout attempt was cancelled and is not eligible for disbursement.				
Closed after Threshold	Workout attempt closed after Trial Period Payment Due Date threshold and is not eligible for disbursement.				
Reporting Unavailable	No delinquency information is available OR workout case closed in the same month as the Trial Period Plan Effective Date and is not eligible for disbursement.				
Ineligible Campaign	Workout campaign is not eligible for disbursement.				
Second Lien	Loan is a second lien and is not eligible for disbursement.				
Previously Paid Mod	Funds for previously paid modification(s) have not been received; therefore, claim is not eligible for reimbursement.				
Repurchase	Loan indicates there was a Servicer Repurchase: therefore, loan is not eligible for disbursement.				
Incentive Amount Cap Reached	Loan has met the \$1,000 incentive fee cap.				

For additional information, review the <u>Servicer Expense Reimbursement Job Aid</u> or submit a request using the <u>Inquiry Response</u> <u>Tool</u>.