Fannie Mae

Property 360
Liquidation Reconciliation User Guide

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Purpose

This Guide provides an overview of how to manage Liquidation Reconciliation processes including Government Claims (GC) and Third Party Foreclosure Sales (TPS) in Property 360™. Servicers can access Property 360 to:

- Review cases.
- Update missing data.
- Review exceptions and take subsequent corrective actions.

Government Claims cases are created in Property 360 based on the following criteria:

- Loans liquidated from Servicing Investor Reporting (SIR) with loan action code 70, 71, and 72 that are insured by government agency (FHA, VA, Rural Housing), OR
- Loans liquidated from Whole Loan Remic (Consolidator) with loan action code 72.

Third Party Foreclosure Sale cases are created in Property 360 based on the following criteria:

- Loans liquidated from Servicing Investor Reporting (SIR) with loan action code 71, OR
- Foreclosure sale event (sold to third party sale) reported by attorney in the Default Reporting Application (DRA).

Important: Most of the screenshots in this document are examples of TPS case screens. Note that while there are minor differences in the Government Claim case screens (e.g., Reconciliation tab vs. Sale Reconciliation), the functionality is the same.

System and Access Requirements

If you are already a registered user for Fannie Mae application(s), ensure your Corporate Administrator has registered you with the appropriate Property 360 role via Fannie Mae Technology Manager. If not, make sure you have registered and received a username and password credentials from your Corporate Administrator for accessing Property 360. For additional details, please refer to the Fannie Mae Technology Manager homepage.

NOTE: Use Google Chrome or Microsoft Edge when accessing Property 360 for optimal use.

Application: Property 360

Application code: PROP360

Government Claims

Below are the roles for the GC functionality in Property 360:

- **PROP360-PROD-GOVCLAIMS-READONLY** – Read-only access
- **PROP360-PROD-GOVCLAIMS-DECISION** – User can update data, request override on exceptions, upload documents and add comments.

Third Party Foreclosure Sales

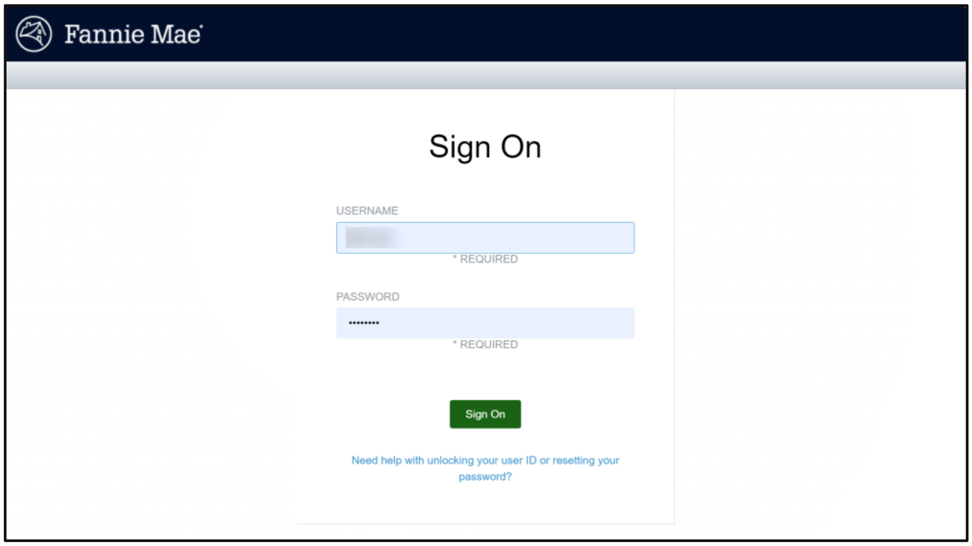
Below are the roles for the TPS functionality in Property 360:

- **PROP360-PROD-TPS-READONLY** – Read-only access
- **PROP360-PROD-TPS-DECISION** – User can update data, request override on exceptions, upload documents and add comments.

Log in to Property 360

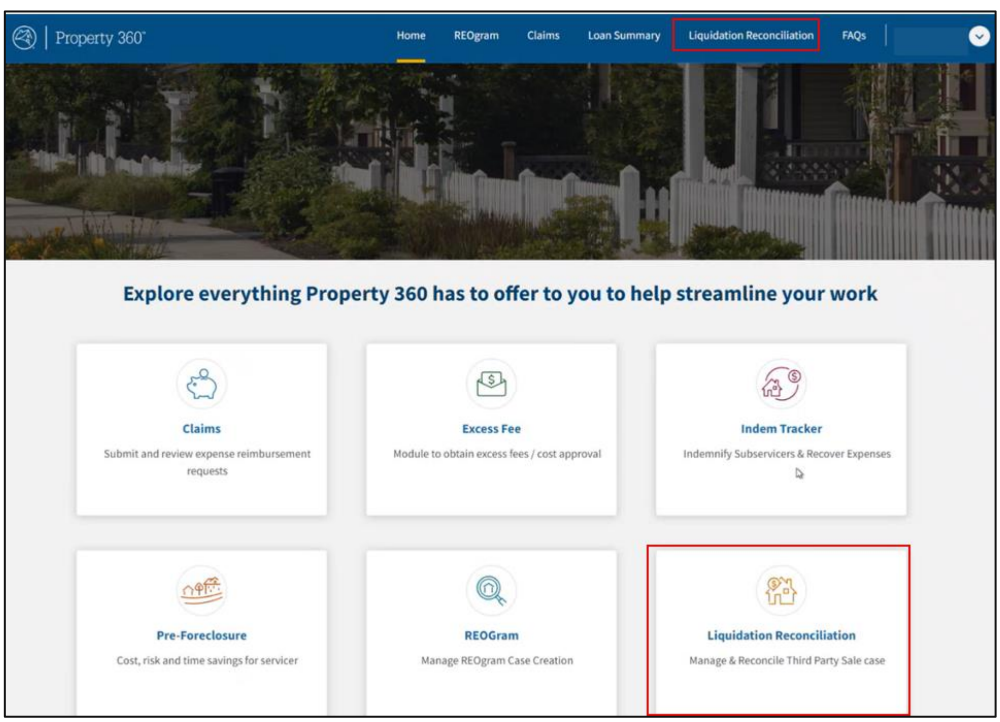
Perform the following steps to access Property 360:
NOTE: Property 360 is a Single Sign On (SSO) system.

1. Access Property 360.
2. Enter the **USERNAME** and **PASSWORD**.
3. Click **Sign On**.



4. Click on the **Liquidation Reconciliation** tile or tab to open the application.

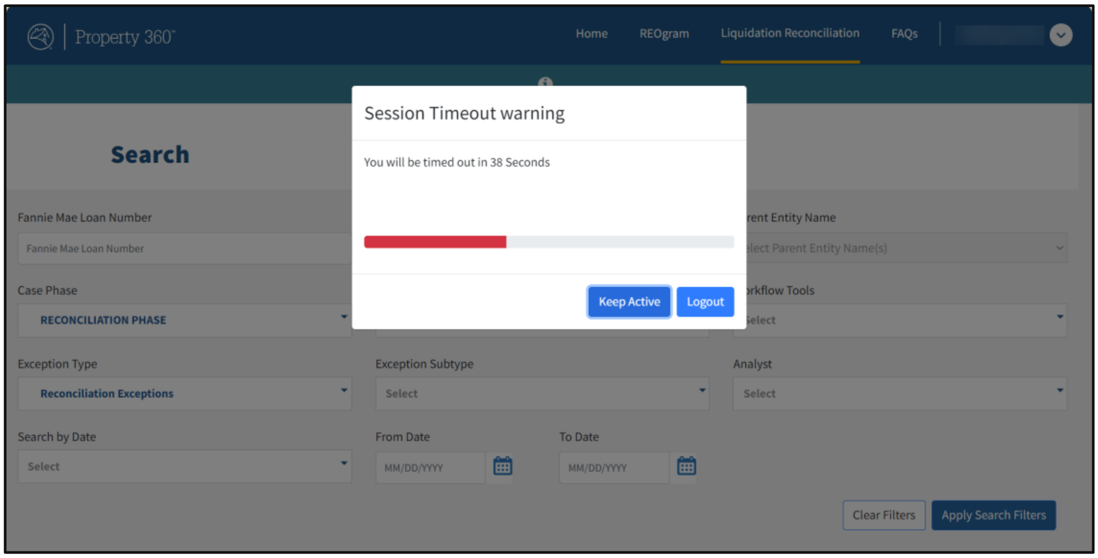
Note: Application tiles or tabs only display if the user has access.



System Log Off

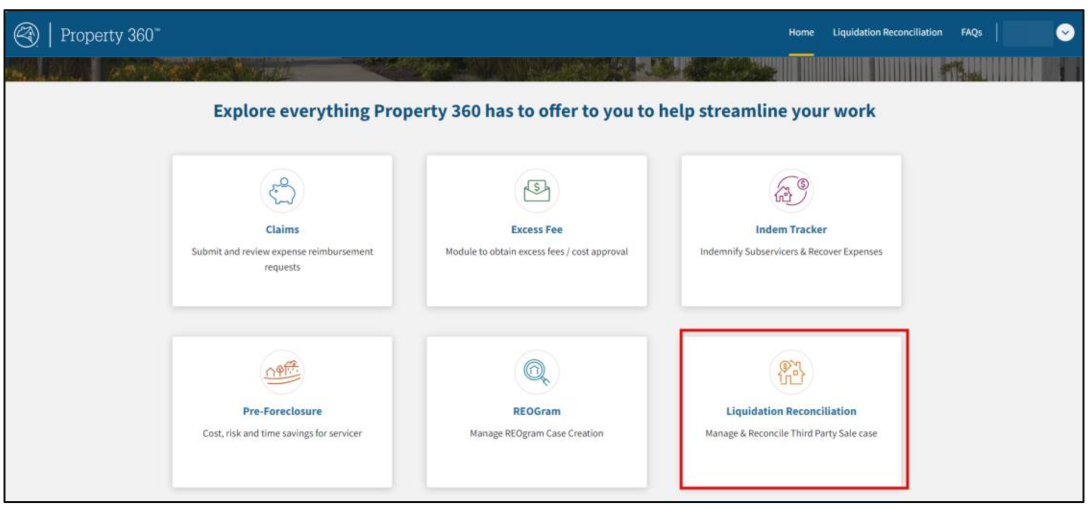
The system automatically logs off after 30 minutes of inactivity. A warning message displays at 28 minutes indicating the upcoming log off. A Session Timeout warning displays as the system shuts down.

NOTE: Click **Keep Active** to keep Property 360 open or click **Logout**.



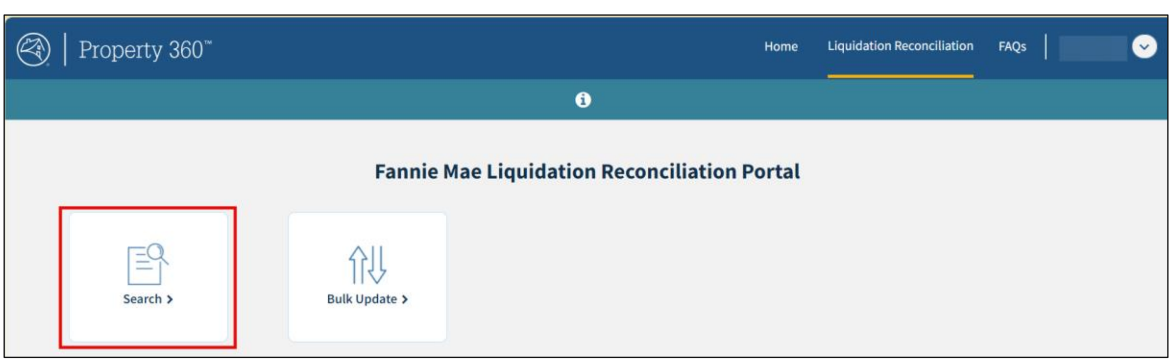
Searching for a GC or TPS Case

1. From the Property 360 homepage, click on the **Liquidation Reconciliation** tile.



2. Click **Search**.

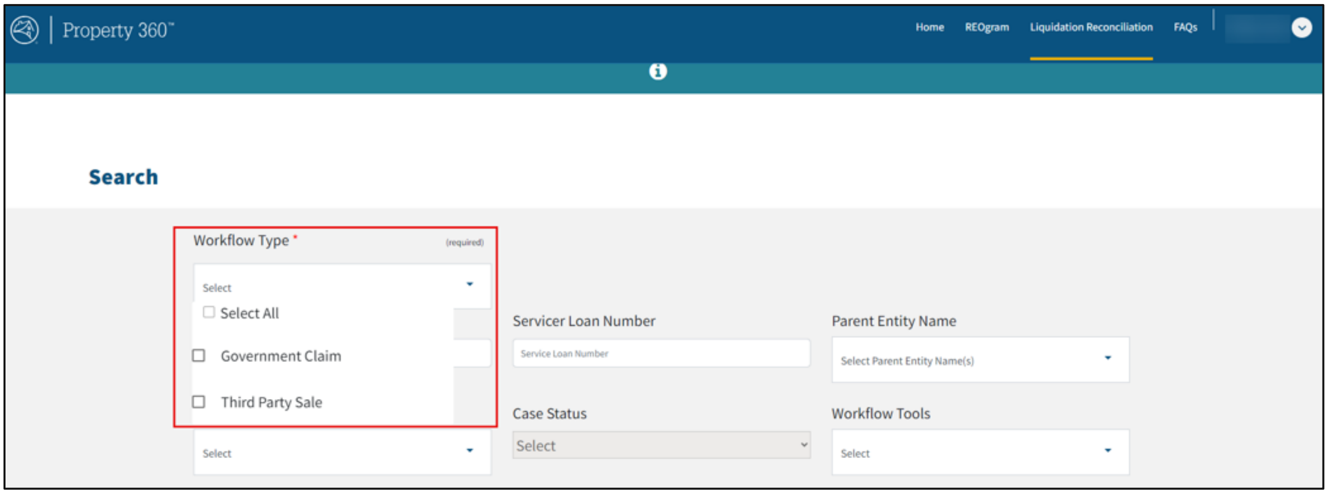
NOTE: The **Bulk Update** tile is not visible for GC cases.



The **Search** screen displays.

3. Select the appropriate **Workflow Type** (Government Claims or Third Party Foreclosure Sale) from the dropdown menu.

NOTE: For users with access to both workflow types, select only one or the search result will yield all loans for both workflow types.

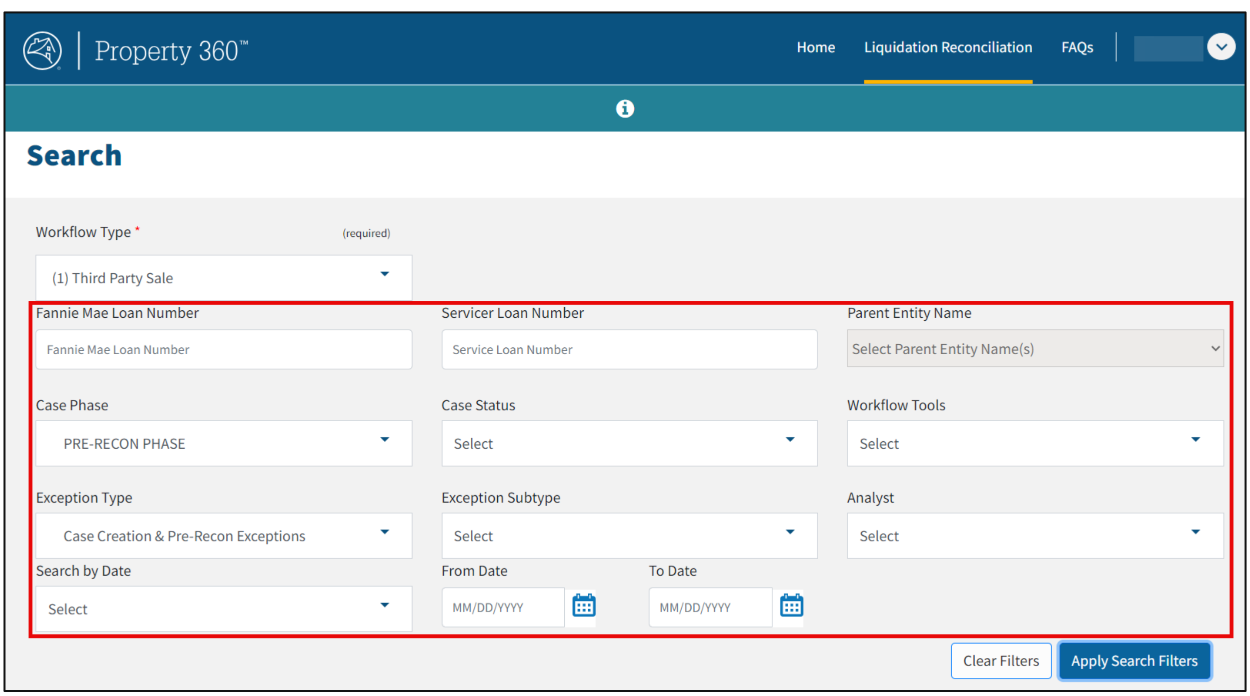


4. Enter applicable information in the search fields provided.

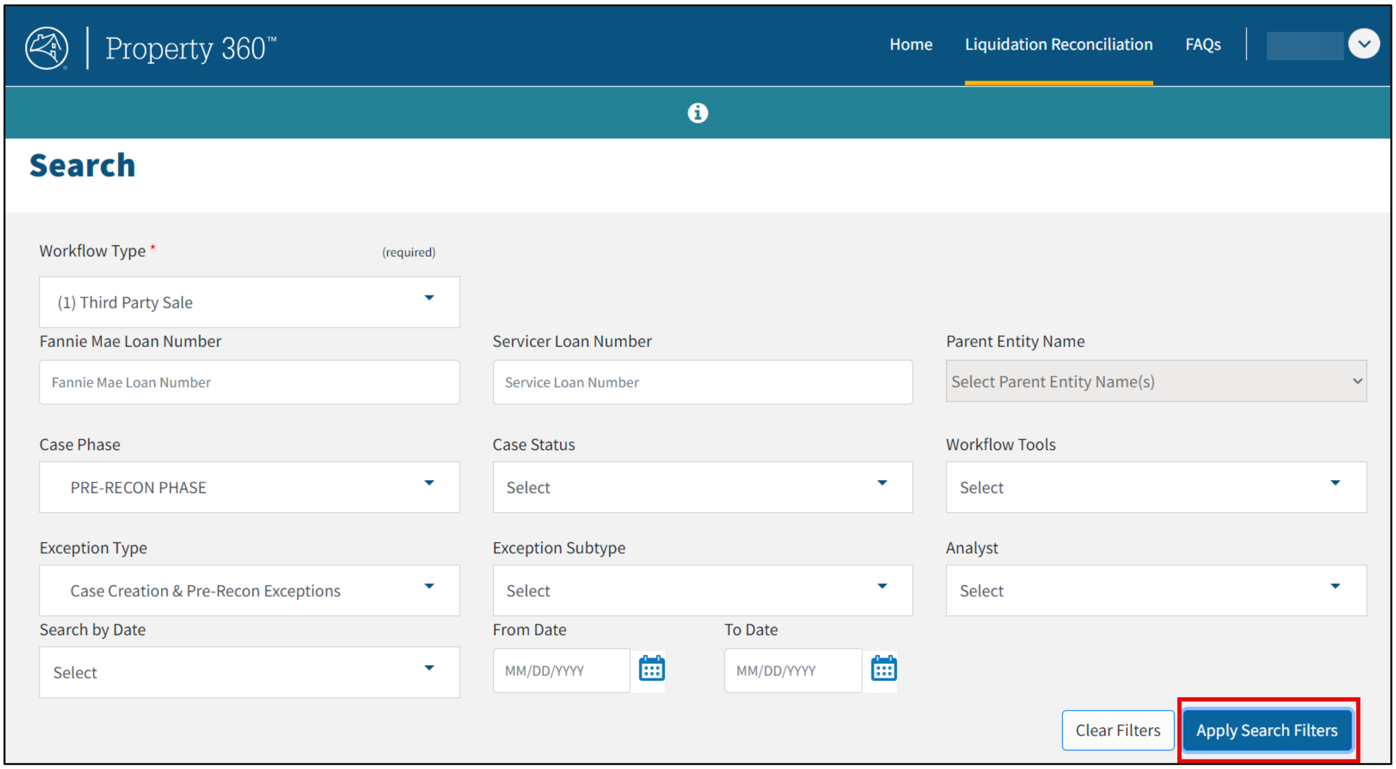
   NOTE: Users can enter information in one or multiple search fields. Refer to the Case Search Fields section.

   - Workflow Type
   - Fannie Mae Loan Number
   - Servicer Loan Number
   - Case Phase
   - Case Status
   - Workflow Tools
   - Exception Type
   - Exception Subtype
   - Analyst
   - Search by Date
   - From Date/To Date

   NOTE: The **Parent Entity Name** field is not a searchable field for servicers.

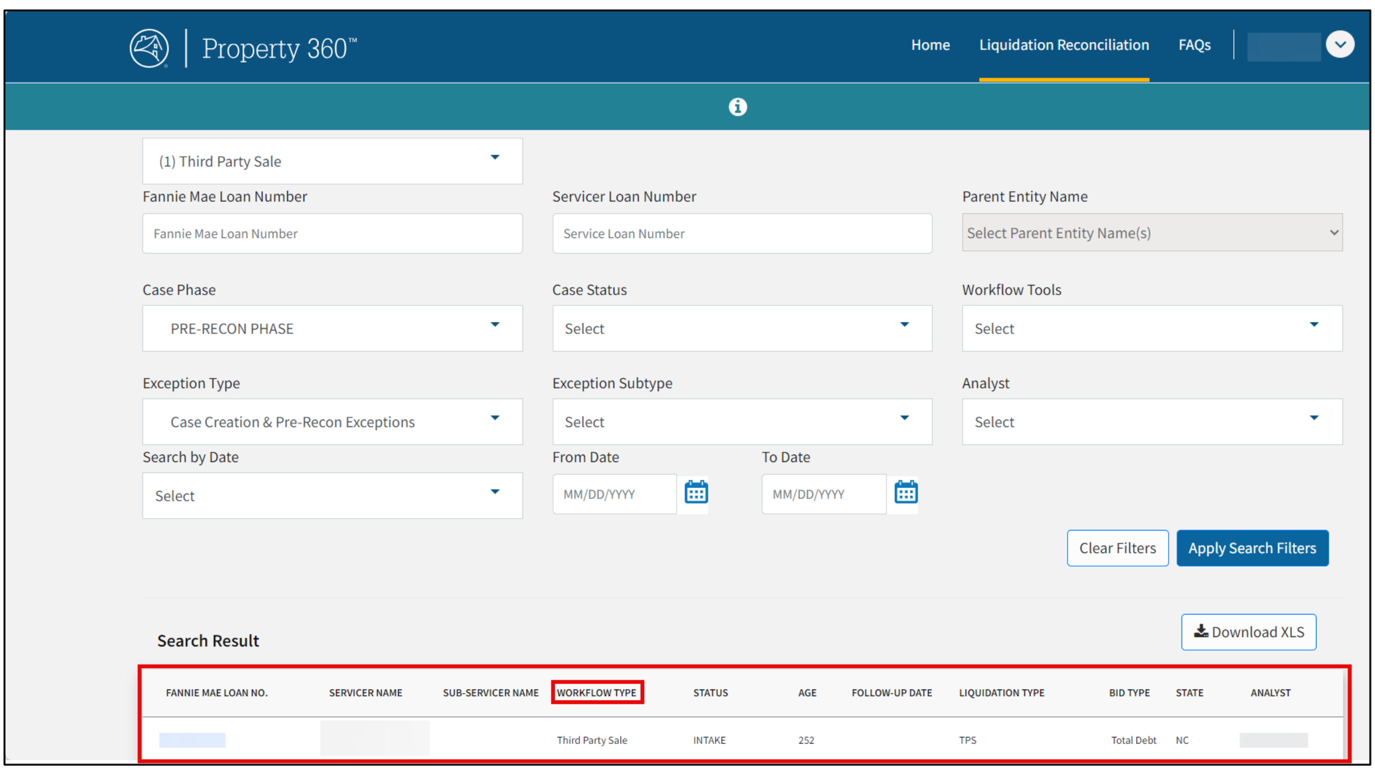


5. Click **Apply Search Filters**.

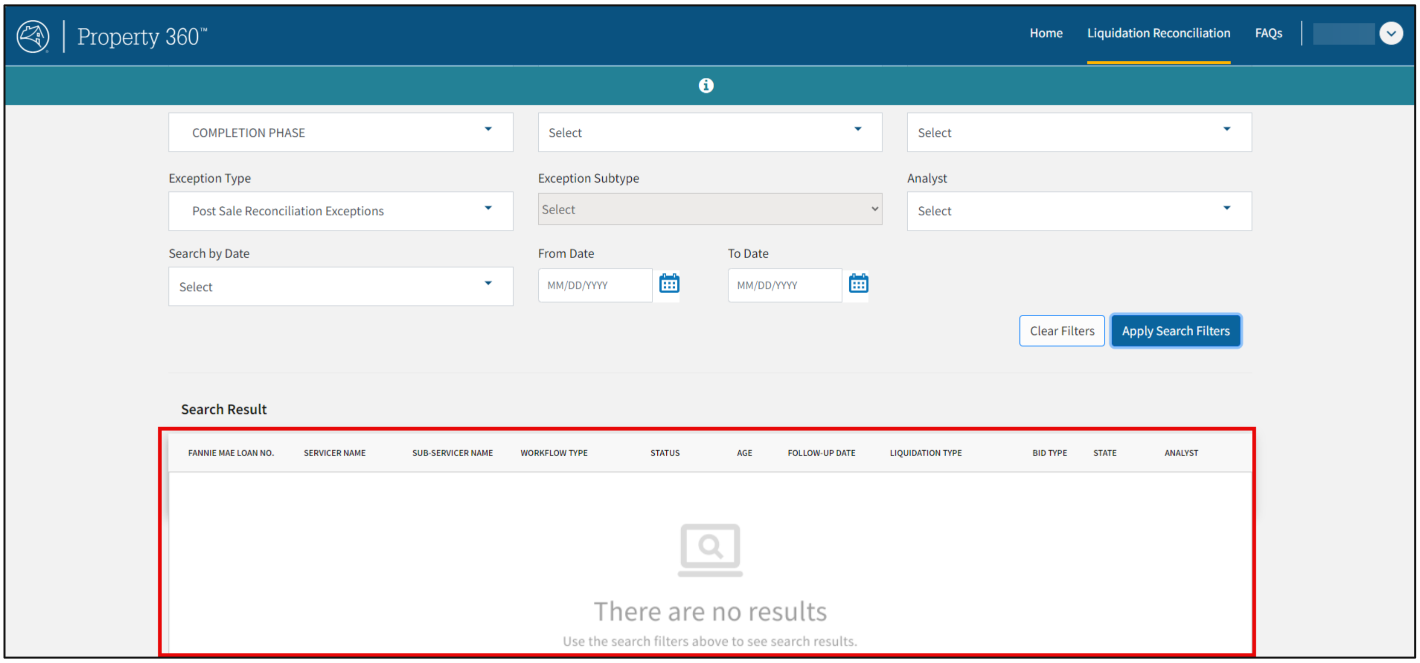


Loans that match the search criteria display.

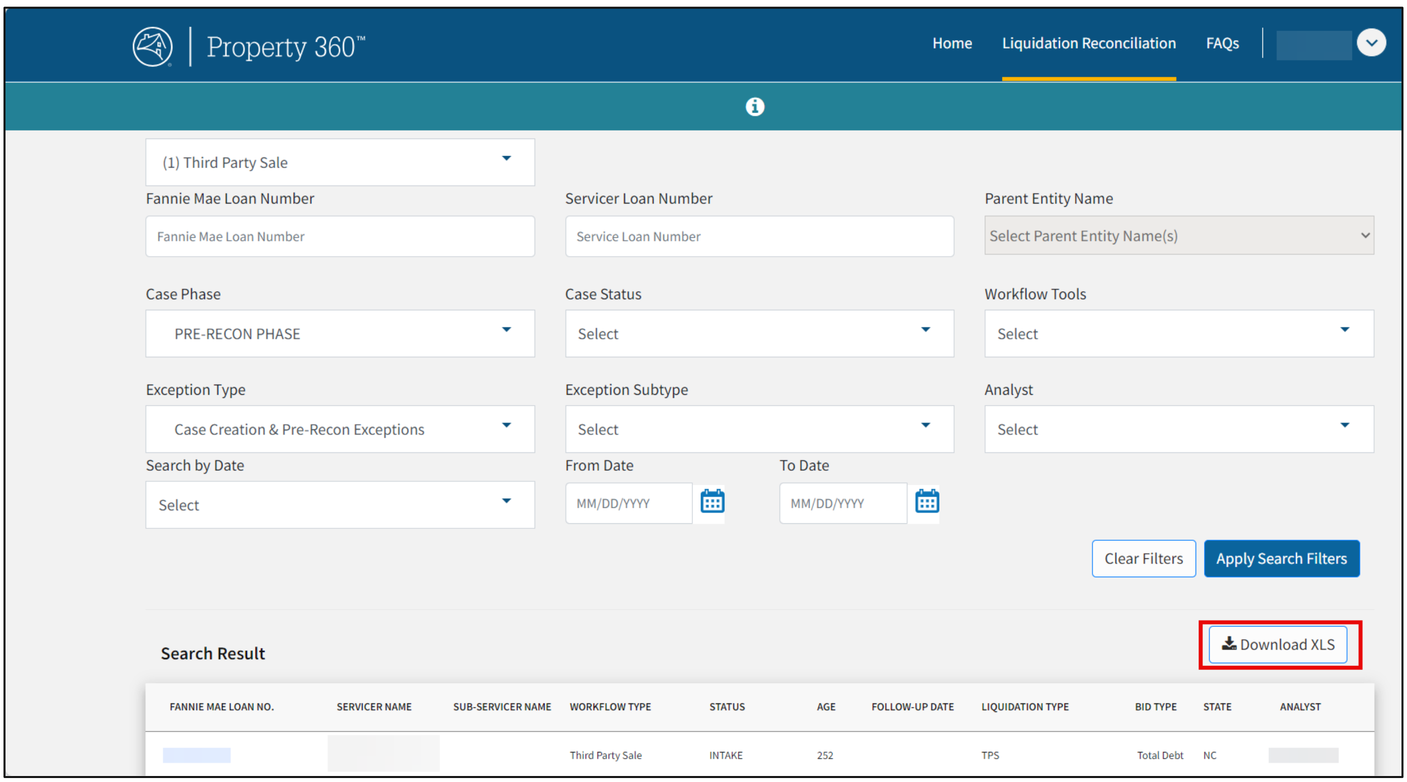
NOTE: The applicable workflow type appears in the Search Result section. The screenshots in this section are examples of TPS case screens.



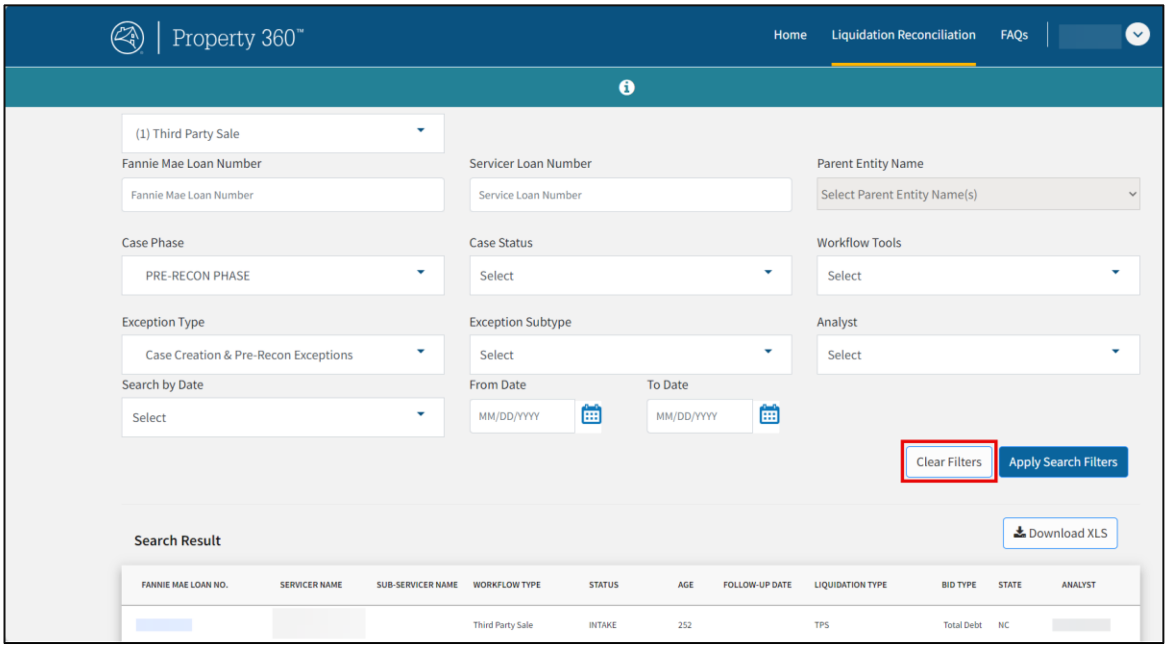
NOTE: The **Search Result** section appears blank if there are no loans that match the search criteria.



6. Click **Download XLS** to download search results.

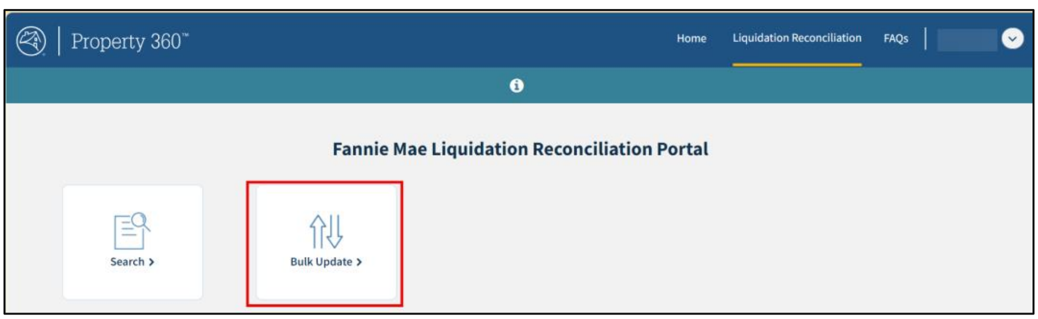


7. Click **Clear Filters** to clear existing search conditions.



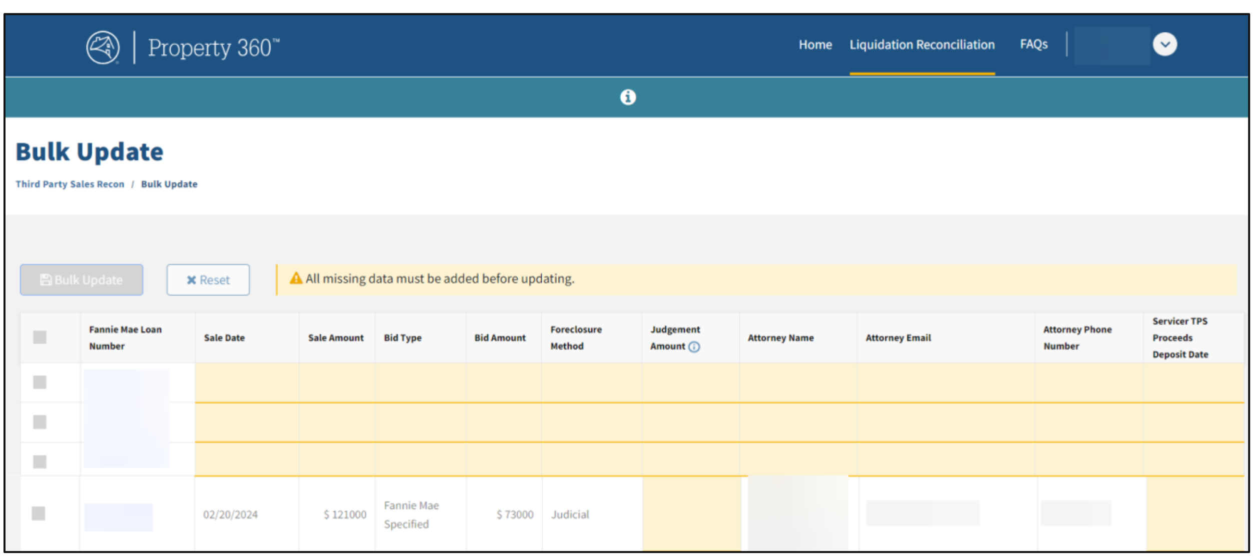
Bulk Update (TPS Only)

Users can update case information individually or for multiple loans. Perform the steps in this section to update multiple loans via the bulk update process.

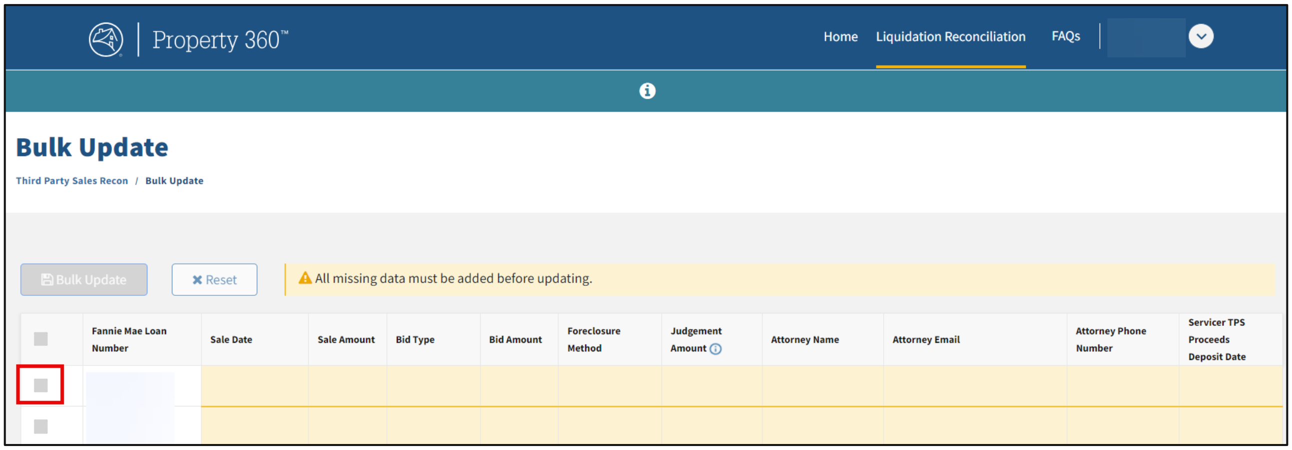


Fields highlighted in yellow indicate cases that are missing data. Users can update multiple fields at once or can access each case individually by clicking the loan number hyperlinks.

Note: The **Judgement Amount** is required if the **Foreclosure Method** is **Judicial**.

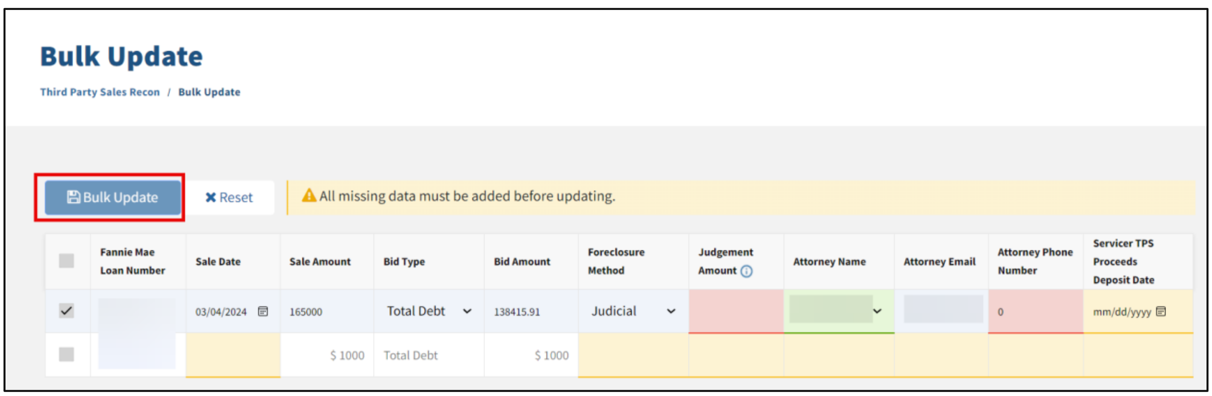


1. Click in the checkbox for the loan(s) that need to be updated.

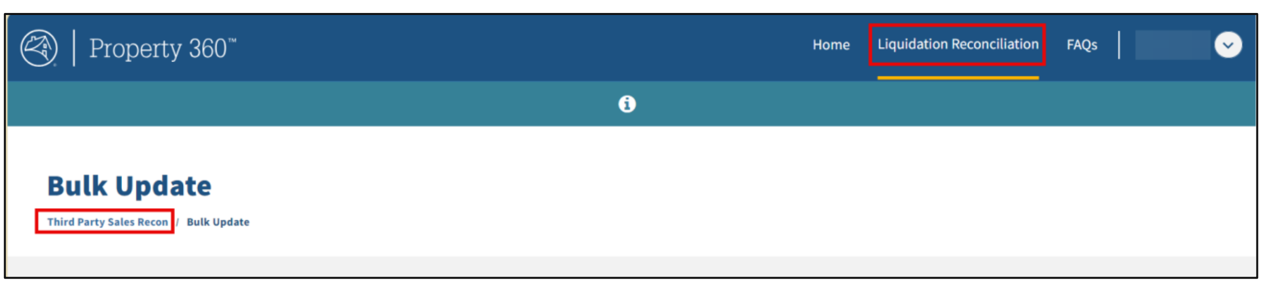


2. Enter the missing information.
   Note:
   - Some of the fields have dropdown menus (e.g. Attorney Name) where users can make the appropriate selection.
   - Fields turn green when missing data has been entered.
   - Fields that are red indicate invalid data.

3. Once all information has been entered, click **Bulk Update**.
   Note: When all missing data has been entered, the loan no longer appears on the list.



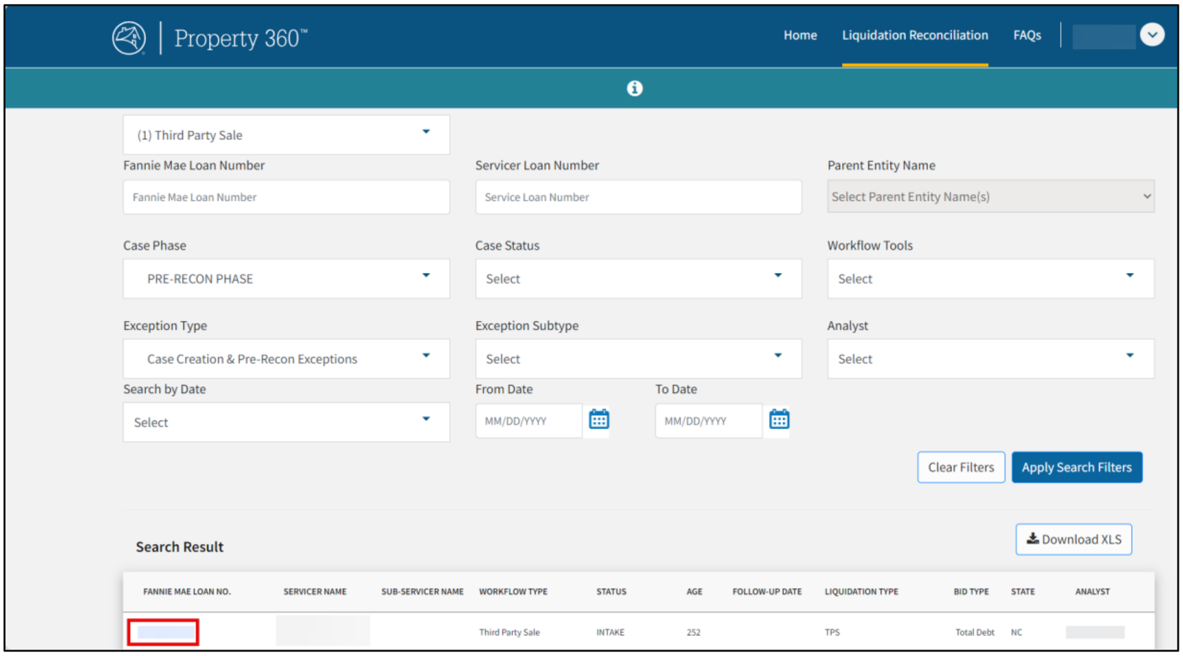
4. Click on the **Third Party Sales Recon** link or the **Liquidation Reconciliation** tab to navigate back to the TPS home page.

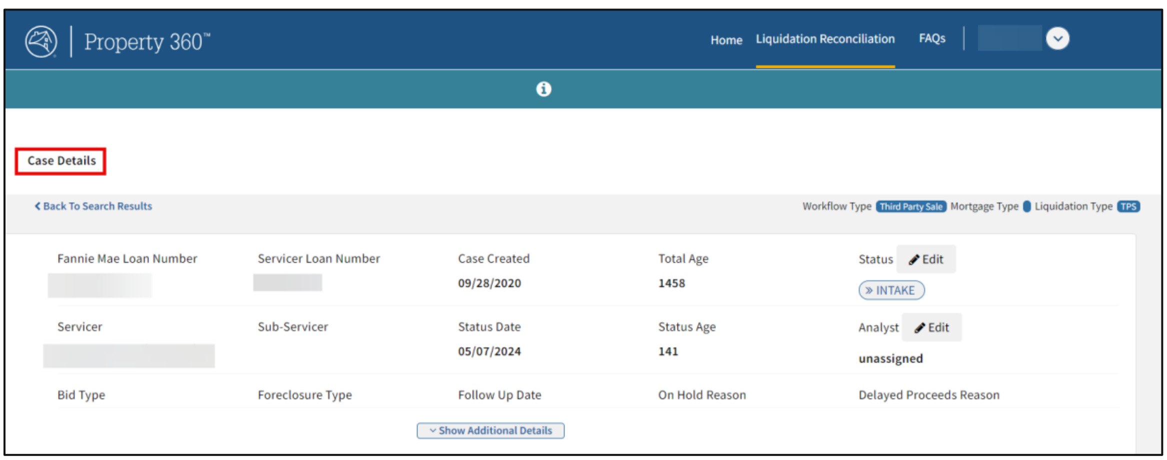


Case Details

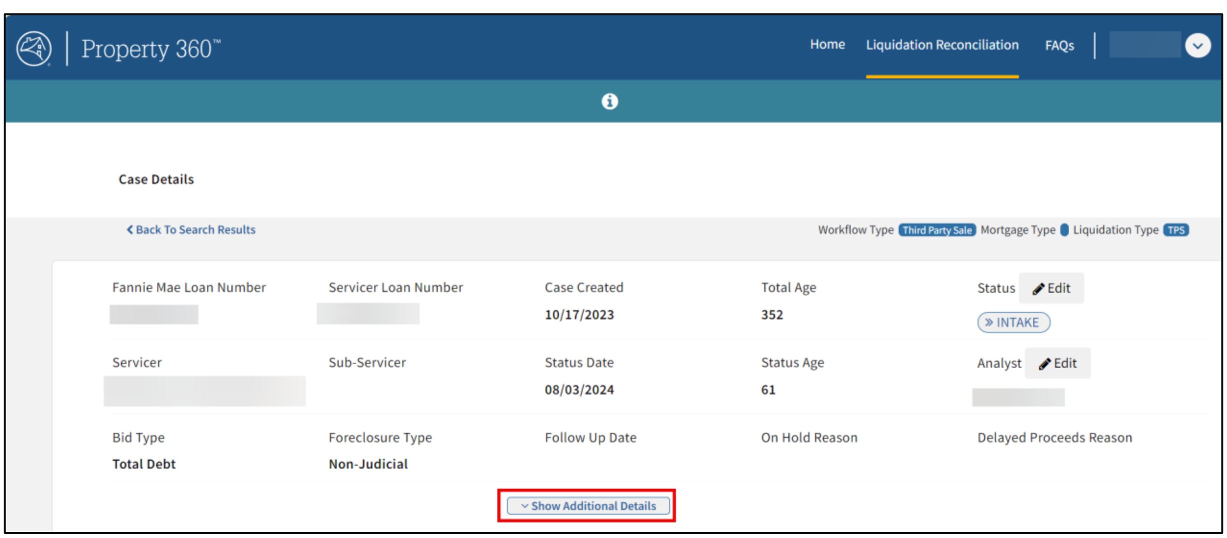
NOTE: The screenshots in this section are examples of TPS case screens.

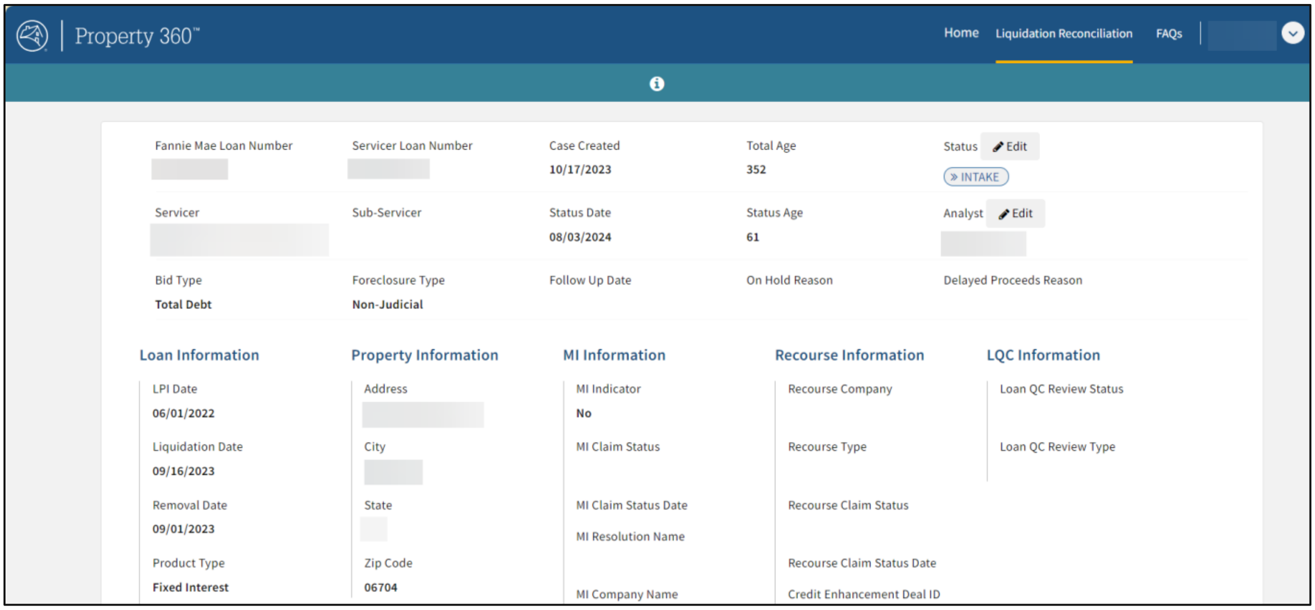
1. Click on the **Fannie Mae Loan No.** hyperlink to display the Case Details screen.



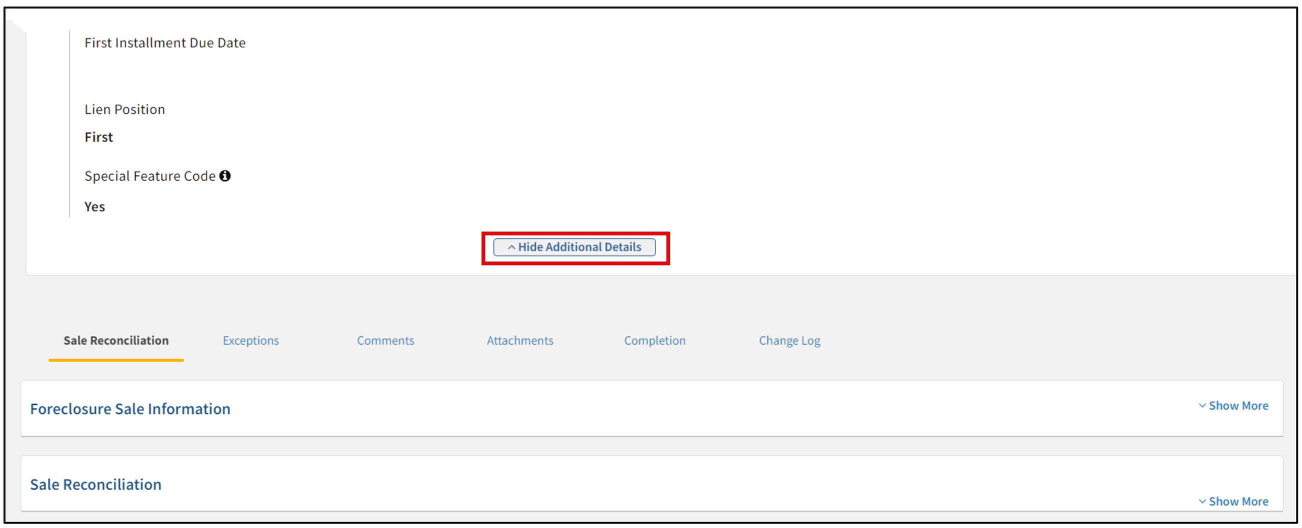


2. Click **Show Additional Details** to display more case information.





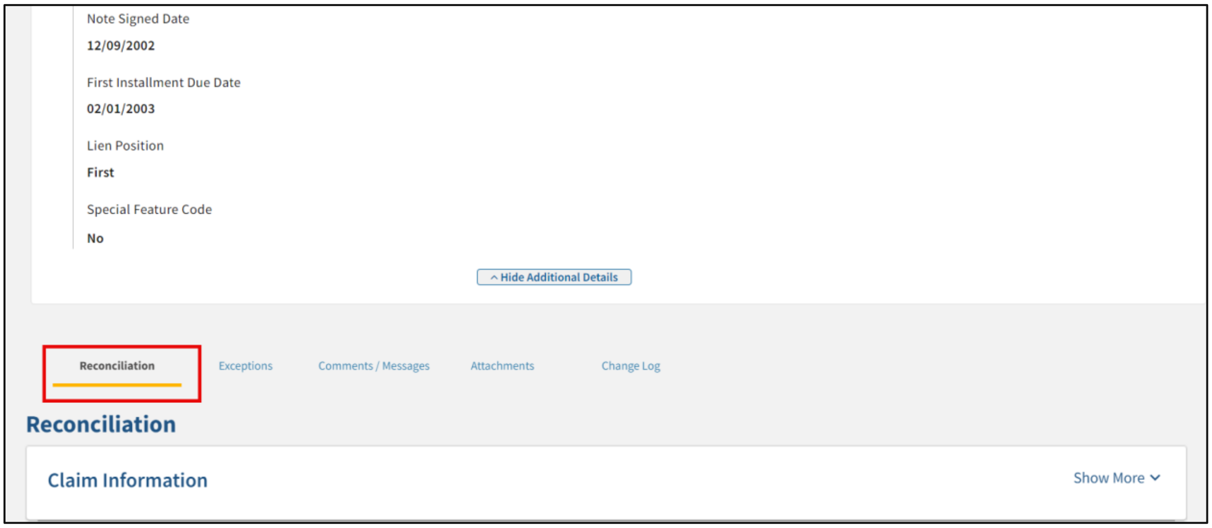
3. Click **Hide Additional Details** to condense the details shown.



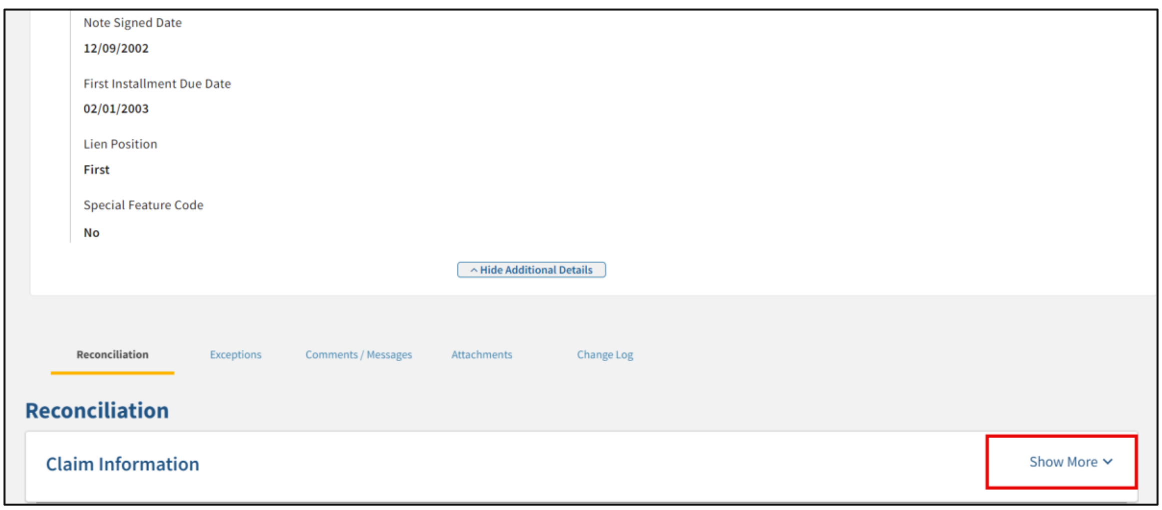
Reconciliation

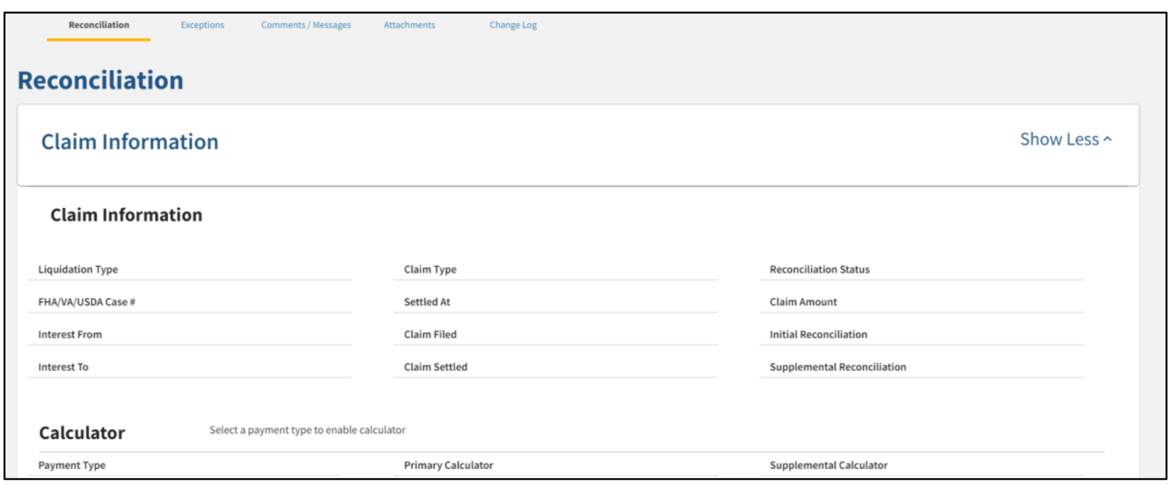
Review Claim Information (GC Only)

1. Click on the **Reconciliation** tab.



2. Click on **Show More** to display additional claim information.





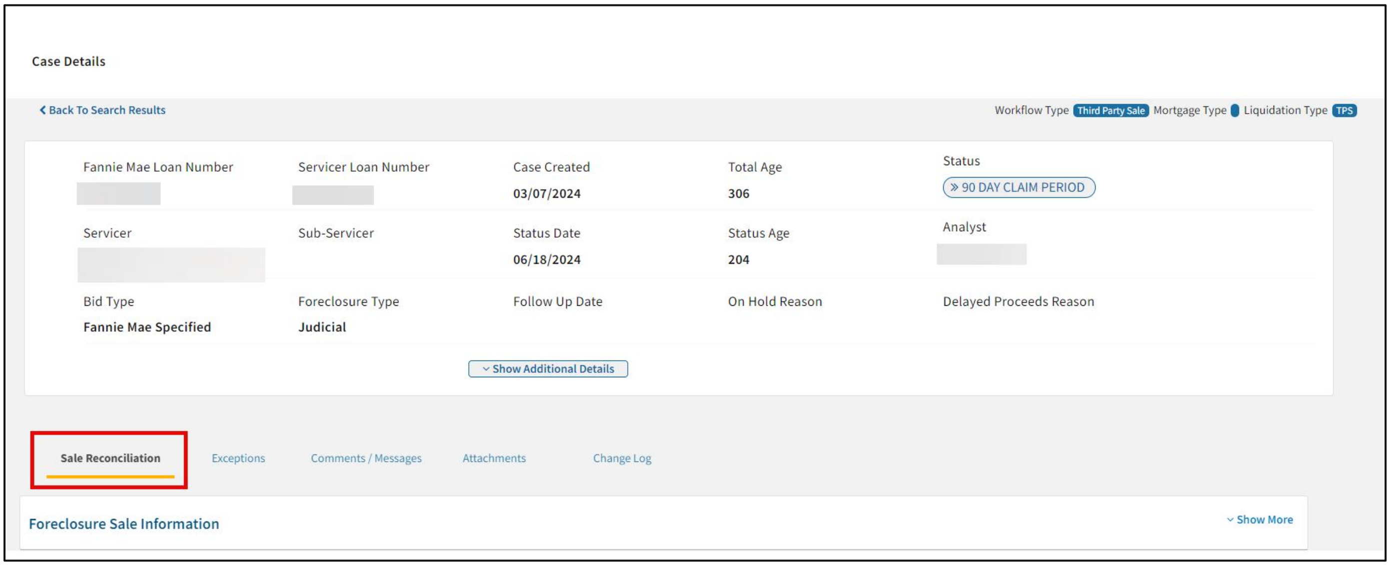
3. Proceed to the Exceptions section for additional information on how to view/manage exceptions.

Foreclosure Sale Information (TPS Only)

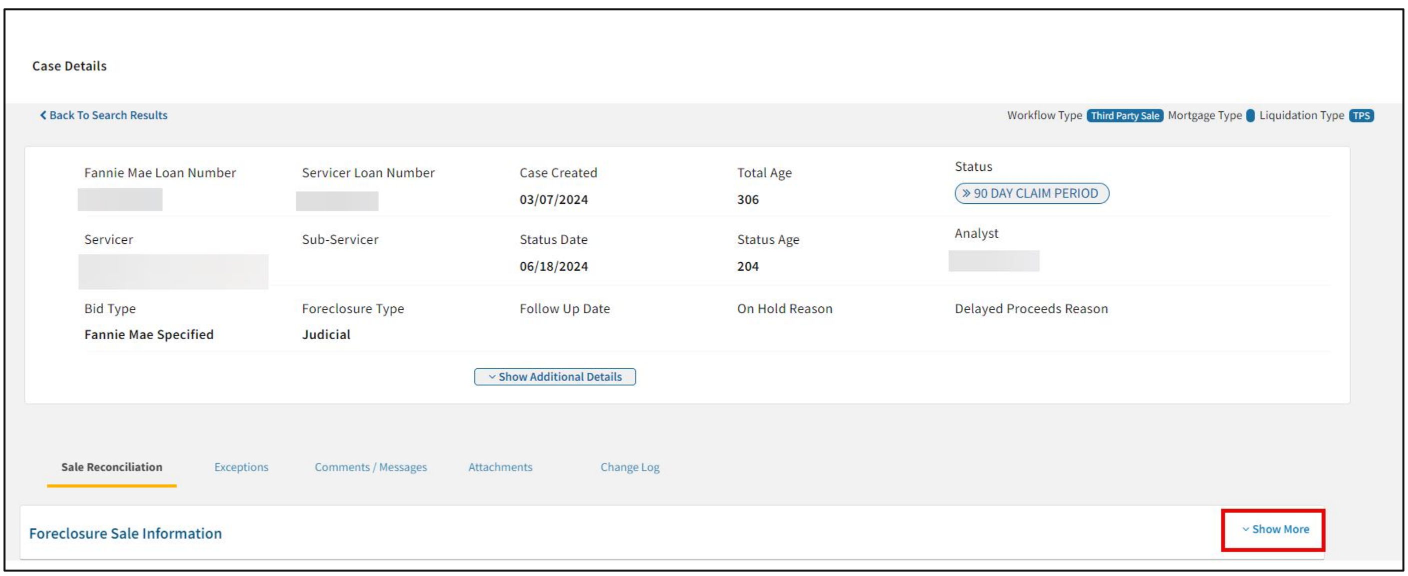
Perform the steps outlined in this section to update missing and/or incorrect foreclosure sale or attorney information.

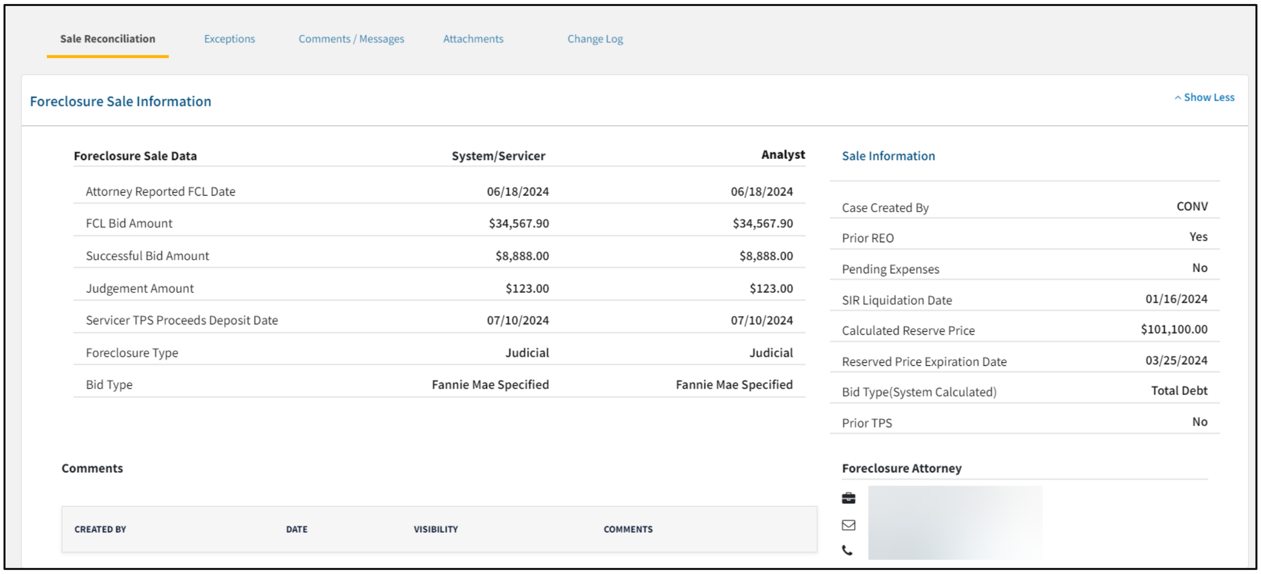
Update Foreclosure Sale Information

1. Click on the **Sale Reconciliation** tab.

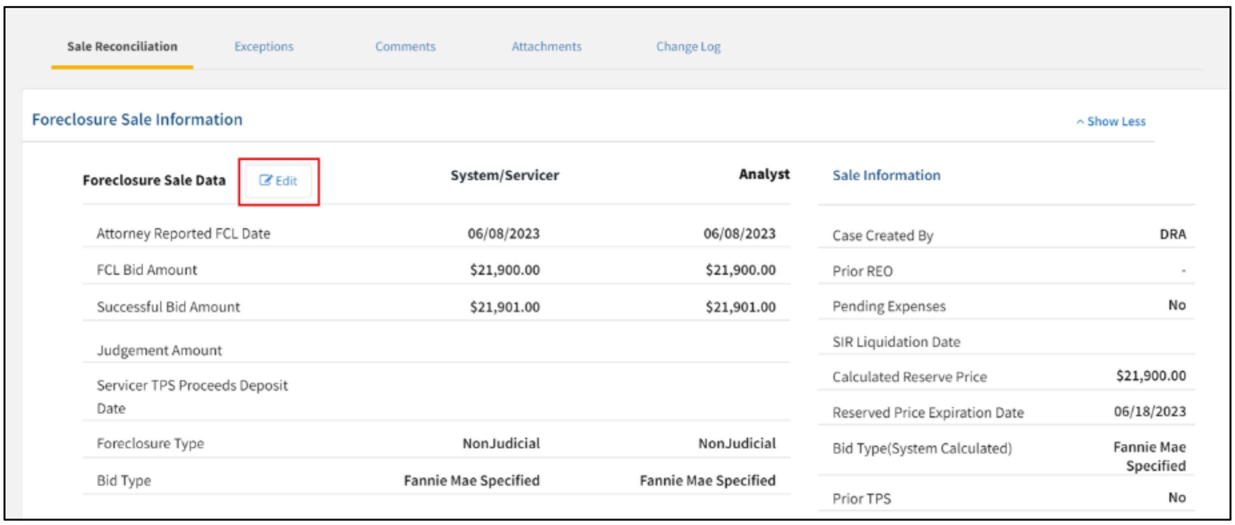


2. Click on **Show More** to display the Foreclosure Sale Information.

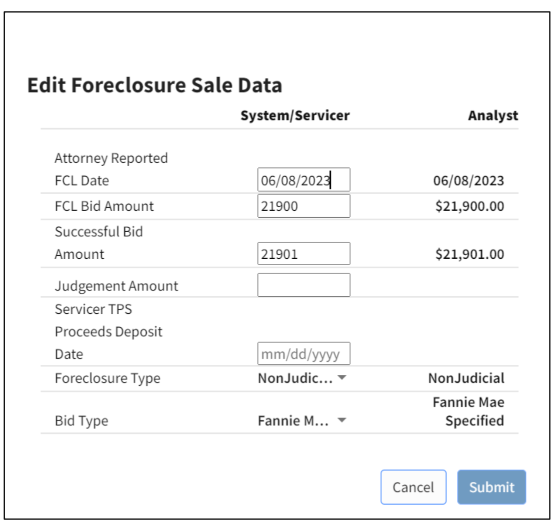




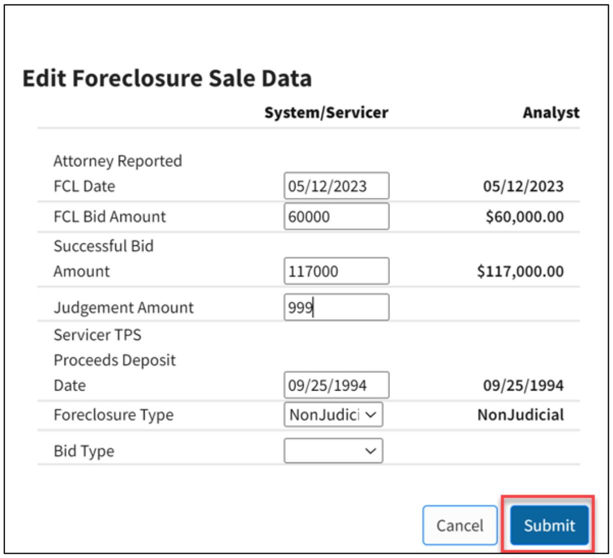
3. Click **Edit** to the right of **Foreclosure Sale Data** to enter/update missing or incorrect data.



The **Edit Foreclosure Sale Data** screen displays.

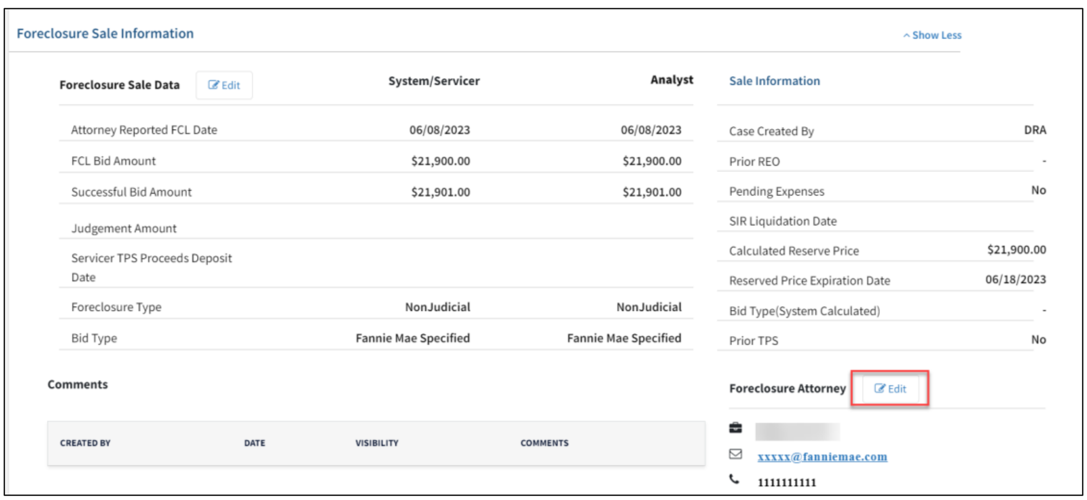


4. Edit the fields, as applicable, and click **Submit**.

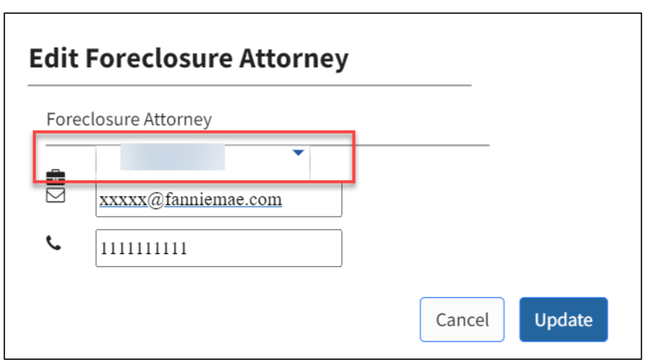


Update Foreclosure Attorney Information

1. Click **Edit** to the right of **Foreclosure Attorney** to update or enter foreclosure attorney information.

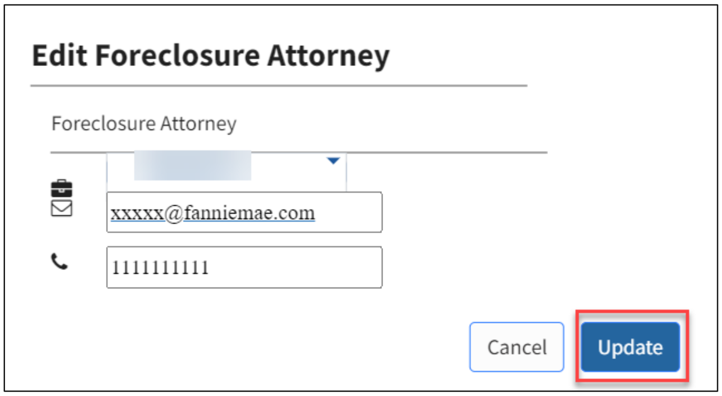


2. Select the applicable attorney from the drop-down menu.



3. Click **Update**.

NOTE: The attorney email address and phone number fields can be updated, as needed.



Exceptions

The Exceptions screen displays exceptions that have triggered on a GC or TPS case. Perform the steps in this section, as applicable, to remedy the exception.

Government Claims

- Request override in Property 360 if the exception can be overridden.
- Upload appropriate documentation.

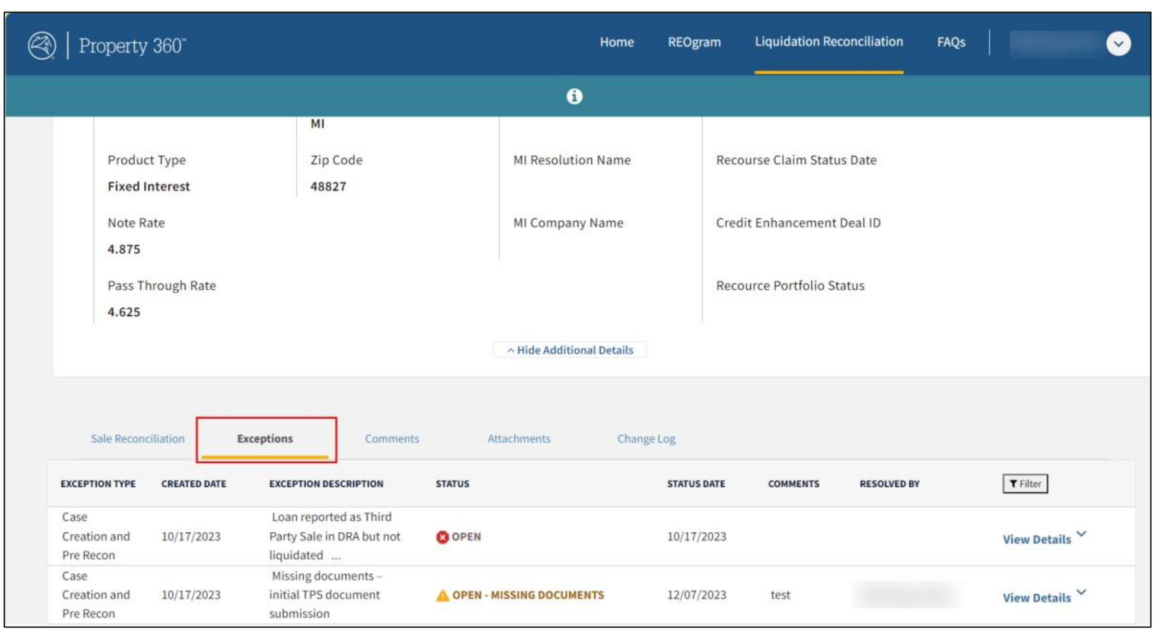
Third Party Foreclosure Sales

- Update data in Investor Reporting or DRA
- Update loan data in the Foreclosure Sale Information section of Property 360
- Remit sale proceeds (Remit Code 311 or 314)
- Request override in Property 360 if the exception can be overridden

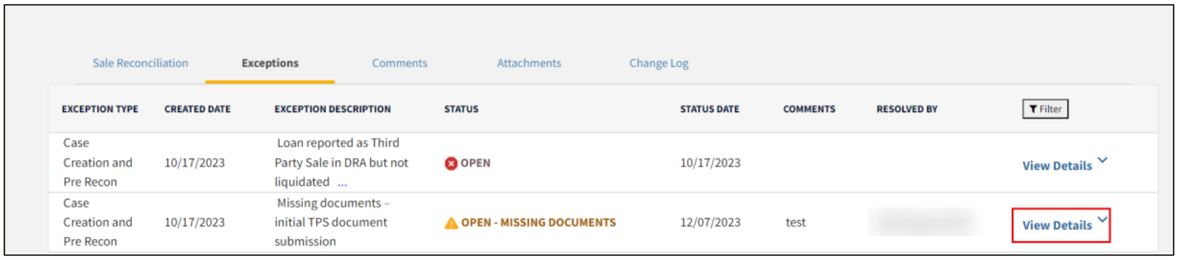
Manage Exceptions

1. Click on the **Exceptions** tab.

NOTE: Refer to the Exception Types table for a full list of exception types.



2. Click **View Details** to expand the exception information.



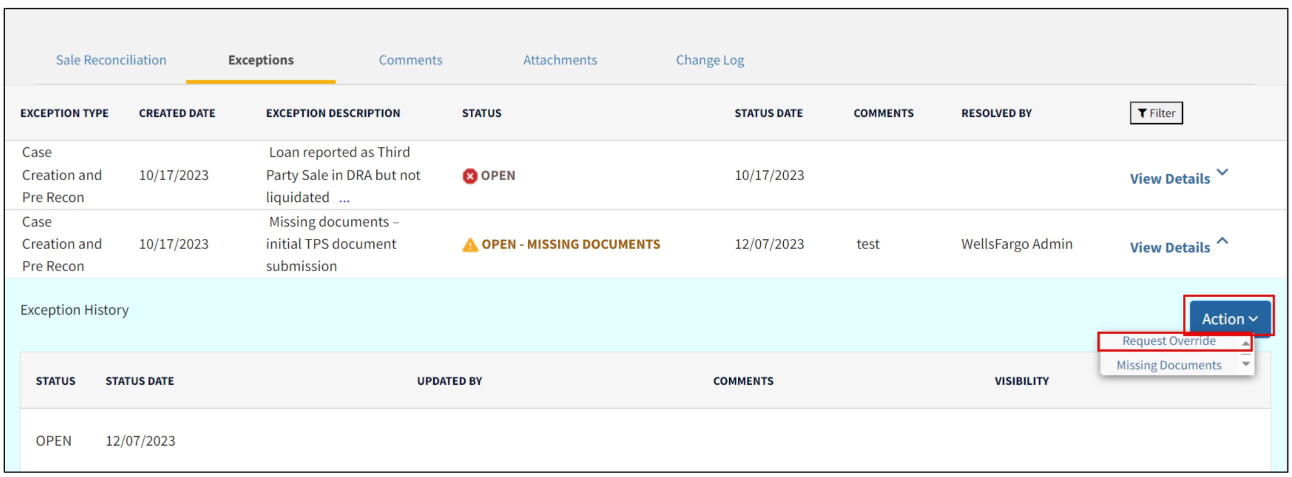
3. Proceed to the applicable section to resolve the exception.
   - Delayed Proceeds (TPS only)
   - Missing Documents (TPS only)
   - Request Override (GC and TPS)
   - Refer to the Attachments Tab section for steps on how to upload applicable documentation (GC and TPS)

Request Override

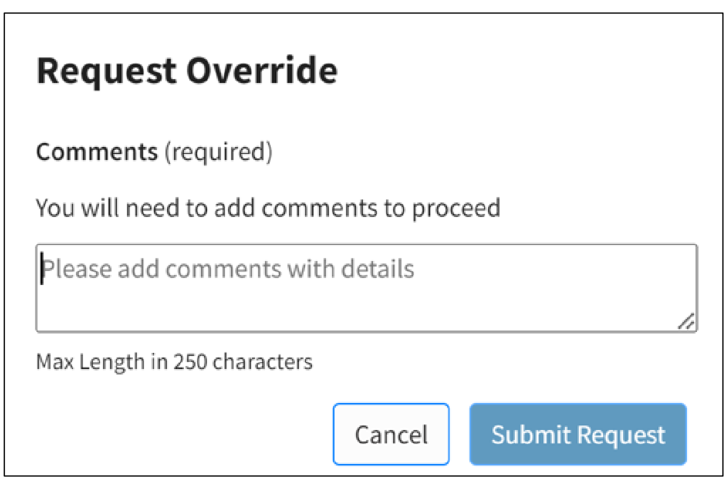
Perform the steps in this section to request the exception to be overridden. The request is reviewed by an internal Fannie Mae analyst and resolved appropriately.

NOTE (TPS only): Exceptions that cannot be overridden must be cleared by taking corrective action in Fannie Mae source systems such as Investor Reporting, DRA, or by updating the Foreclosure Sale Information in Property 360.

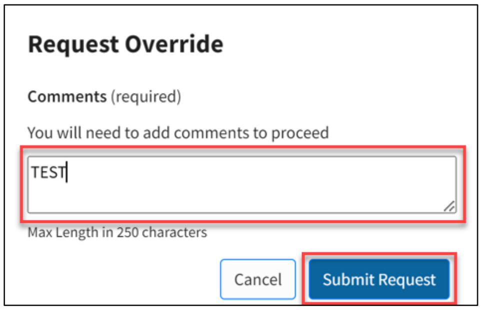
1. Click **Action** and select **Request Override**.



The **Override** message box displays.



2. Enter the reason(s) for requesting an exception override and click **Submit Request**.



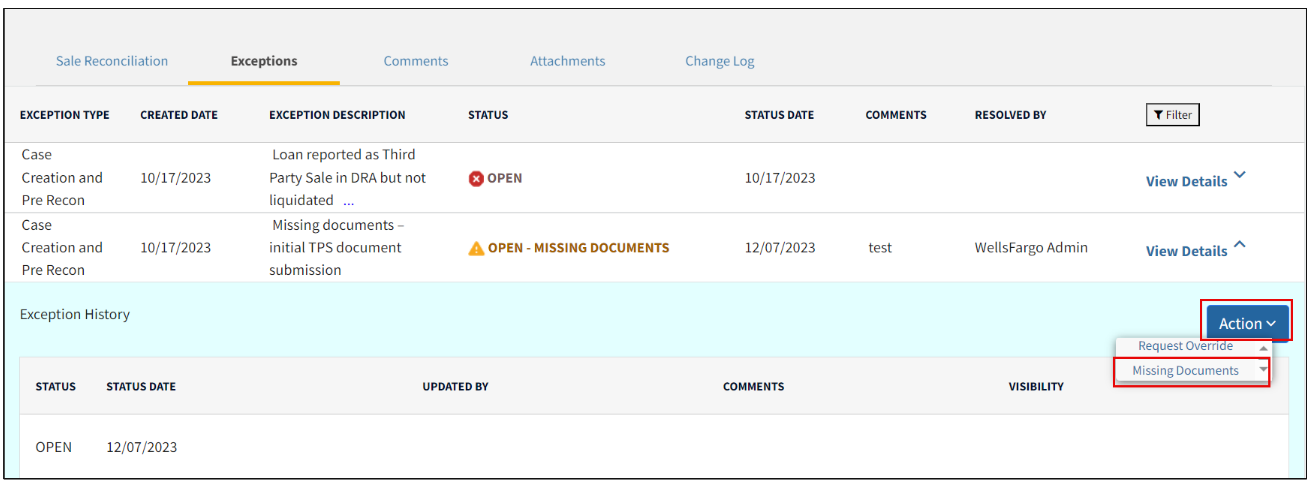
NOTE: The exception status updates to **Override Requested**.

Fannie Mae overrides or denies the request.

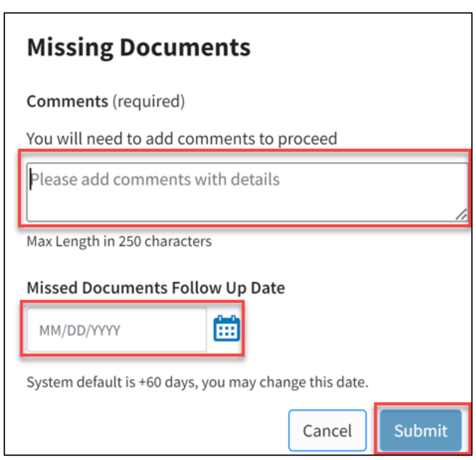
- **Override** – The status of the exception updates to **Overridden.**
- **Denial** – The status of the exception updates to **Denied.** The Servicer has the option to provide additional documentation and request override again.

Missing Documents (TPS Only)

1. Click **Action** and select **Missing Documents** from the drop-down menu.



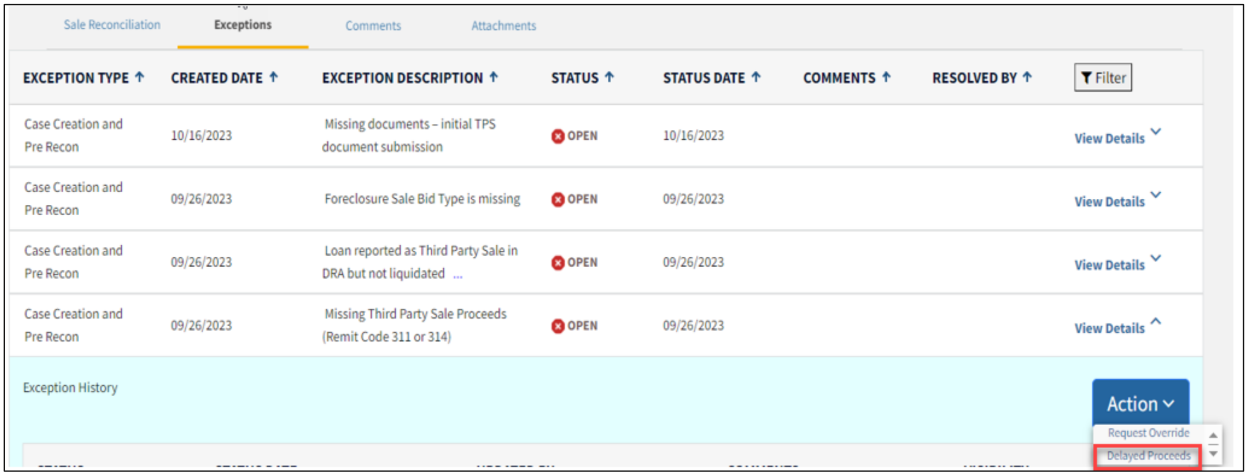
2. Enter comments to indicate the reason for the missing documents.
3. Click on the calendar icon to select a **Follow Up Date**.
4. Click **Submit**.



NOTE: The exception status updates to **Open-Missing Documents**.

Delayed Proceeds (TPS Only)

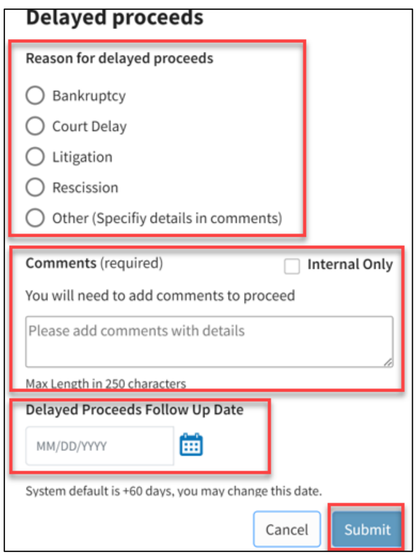
1. Click **Action** and select **Delayed Proceeds** from the drop-down menu.



2. Select the applicable reason for the delayed proceeds.
3. Enter comments that indicate the reason for delayed proceeds.
4. Click on the calendar icon and select a **Follow Up Date**.

NOTE: Users cannot select a Follow Up Date that is more than 60 days out. In instances where a response is not received within the initial 60 days, users should provide Fannie Mae with an update and subsequently select a new Follow Up Date.

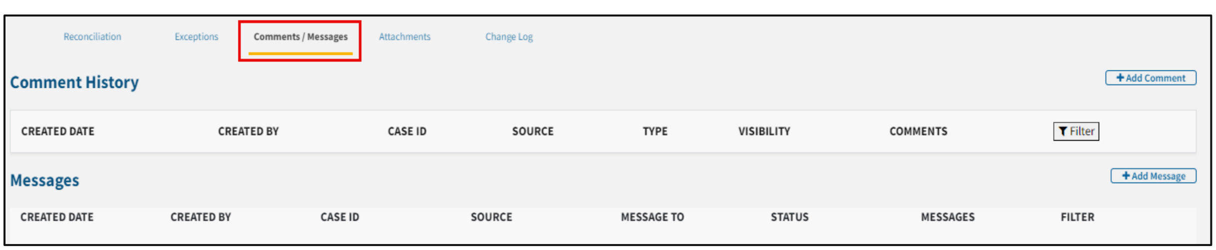
5. Click **Submit**.



NOTE: The exception status updates to **Open-Delayed Proceeds**.

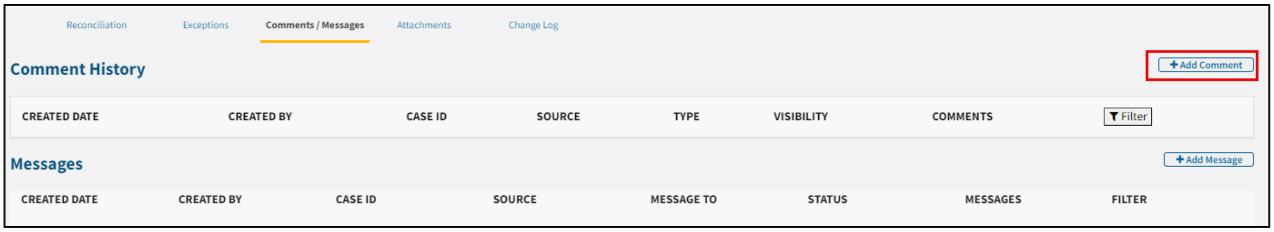
Comments/Messages Tab

Click on the **Comments** tab to view and add comments, as applicable.



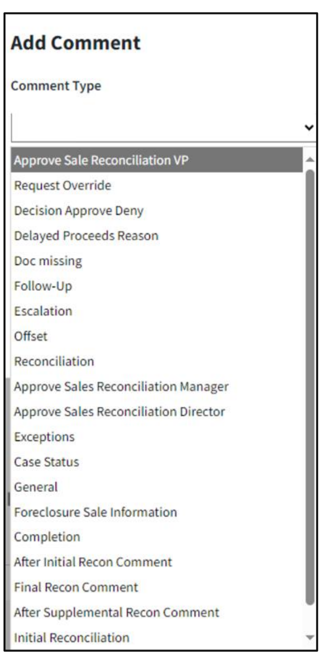
Adding a New Comment

1. Click **Add Comment**.



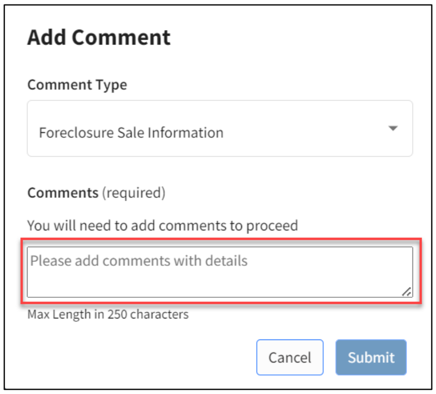
2. Select the applicable **Comment Type** from the drop-down menu.
   - Approve Sale Reconciliation VP
   - Request Override
   - Decision Approve Deny
   - Delayed Proceeds Reason
   - Doc missing
   - Follow-up
   - Escalation
   - Offset
   - Reconciliation
   - Approve Sales Reconciliation Manager
   - Approve Sales Reconciliation Director
   - Exceptions
   - Case Status
   - General
   - Foreclosure Sale Information

   NOTE: The following Comment Types are for GC cases only.
   - Completion
   - After Initial Recon Comment
   - Final Recon Comment
   - After Supplemental Recon Comment
   - Initial Reconciliation
   - Lender Liquidation



3. Enter a comment(s) that provides all applicable detail related to the comment type selected.

NOTE: The maximum character count is 250. Comments with more than 250 characters will be truncated to the first 250 characters.

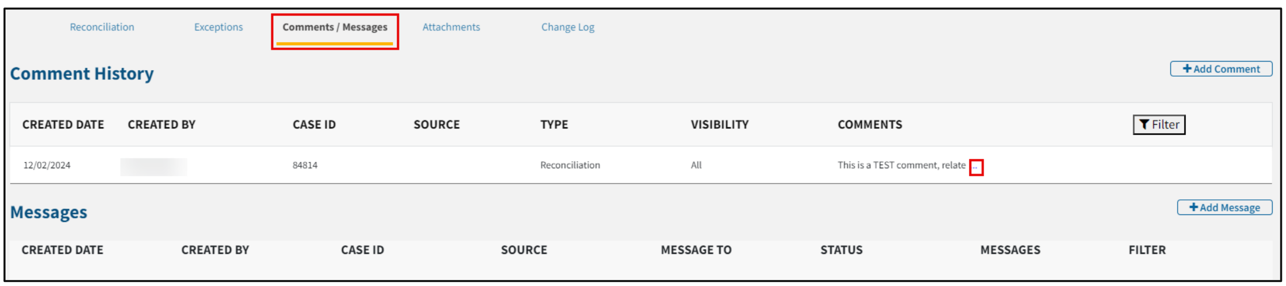


4. Click **Submit**.

View Comments

1. Click on the **Comments/Messages** tab to view comments associated with the loan number.

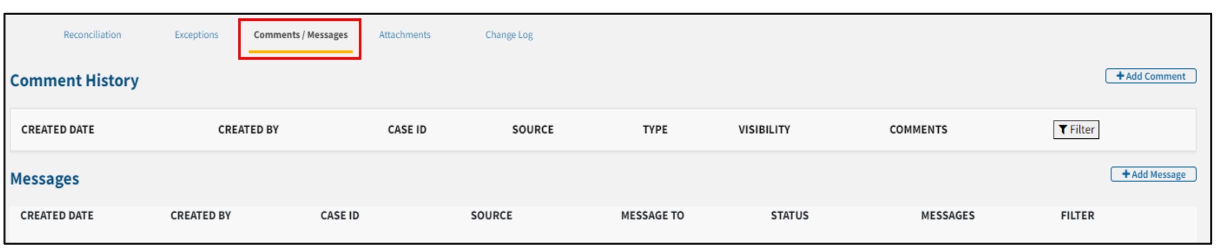
NOTE: Comments not displayed in their entirety in this view can be accessed by clicking on the 3 ellipses (…) at the end of the comment.



Send and Receive Messages

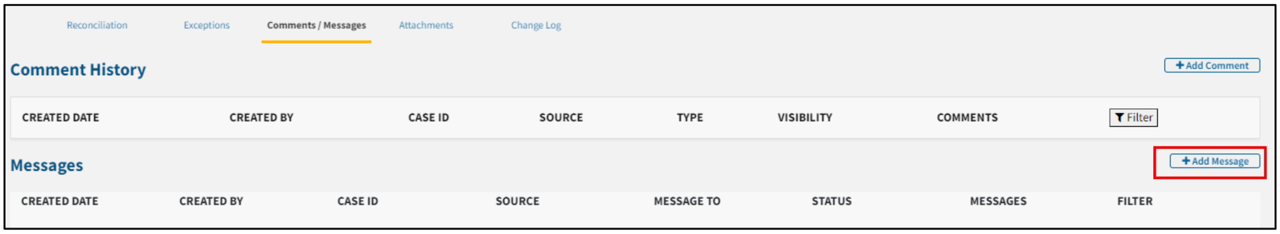
Perform the steps in this section to send and receive messages with Fannie Mae.

1. Click on the **Comments/Messages** tab.



Add Message

1. Click on **Add Message**.

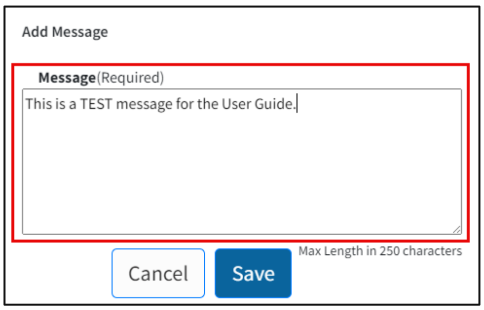


2. Enter a message(s) that provides all applicable details.

NOTE: The maximum character count is 250. Messages with more than 250 characters will be truncated to the first 250 characters.

3. Click **Save**.

NOTE: Messages cannot be deleted or revised once saved.



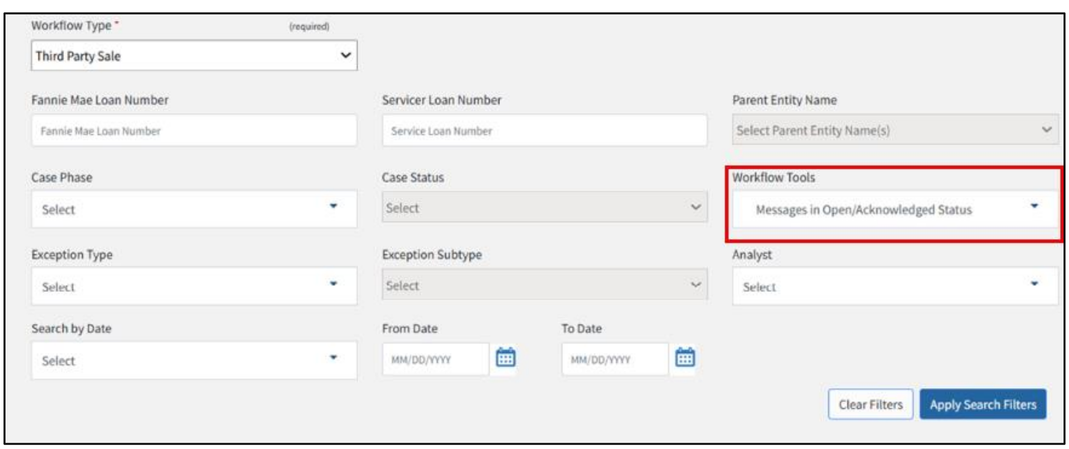
Search and View Messages

Perform the steps in this section to utilize the Workflow Tools to search and view messages.

NOTE: Users should utilize these workflows regularly to identify messages that may require attention. The two additional Workflow Tools that are available to select are outlined below.

- **Messages in Open/Acknowledged Status** – this workflow displays messages in the following statuses: New, Acknowledged, Awaiting Servicer Response, and Reopened.
- **Messages Recently Closed** – this workflow displays messages that moved to a completed status within the last 15 days.

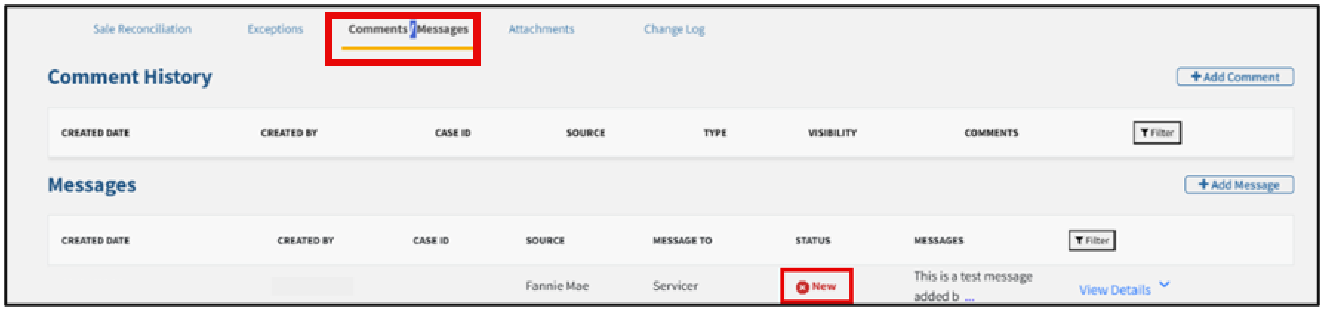
1. Select the applicable workflow tool from the dropdown menu.
2. Click **Apply Search Filters**.



The Search Results screen displays cases based on Workflow Tool selected.

3. Click on the **Fannie Mae Loan No**.

4. Click on the **Comments/Messages** tab.



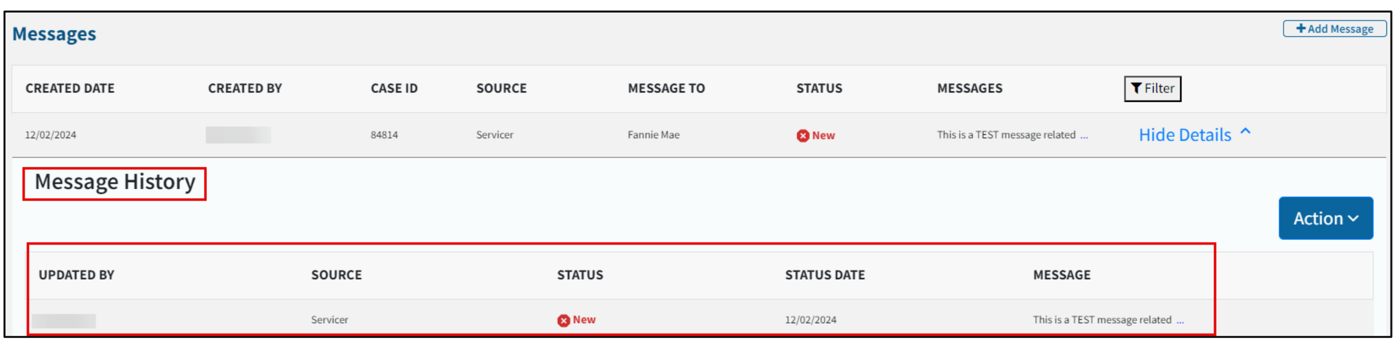
Acknowledge/Reply to Messages

Perform the steps in this section to acknowledge and reply to messages.

NOTE: Users should review messages in the open/acknowledged/reopened statuses frequently to determine if any action is needed.

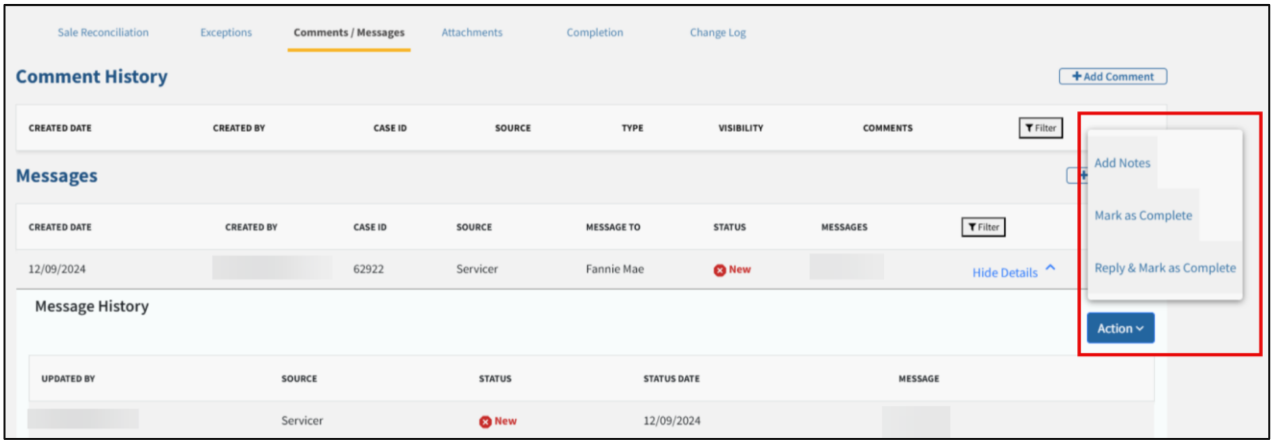
1. Click **View Details**.

The Message History and Status displays.



2. Click **Action** and select the applicable option from the dropdown menu.
NOTE: The Action dropdown menu includes the following options:

- Add Notes
- Acknowledge
- Mark as Complete
- Reply & Mark as Complete



Attachments Tab

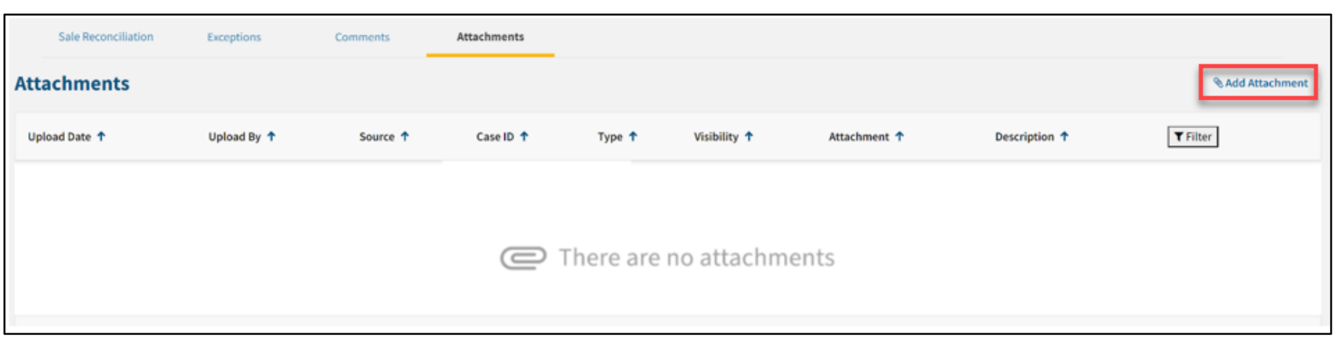
Perform the steps in this section to view or upload required documents for the TPS case.

1. Click on the **Attachments** tab to add or view existing attachments.

Adding a New Attachment

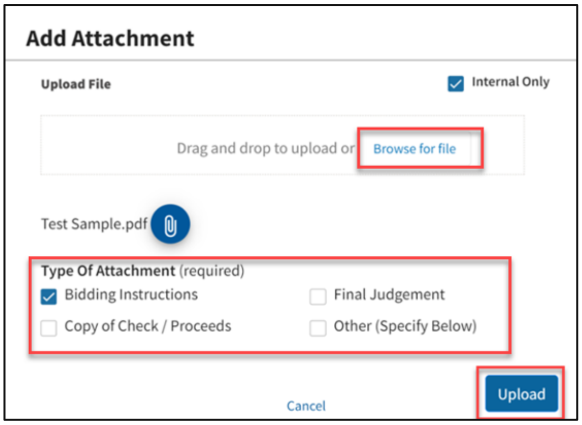
Use the steps in this section to add an attachment for both GC and TPS cases. Note that while the process of adding an attachment is the same for both GC and TPS cases, the attachment types are different, as outlined later in this section.

1. Click **Add Attachment.**

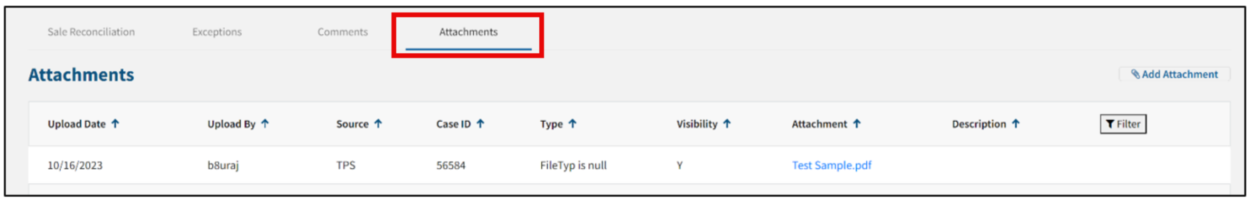


2. Click **Browse for file** and navigate to the applicable file for upload.
3. Select the applicable attachment type.

4. Click **Upload**.

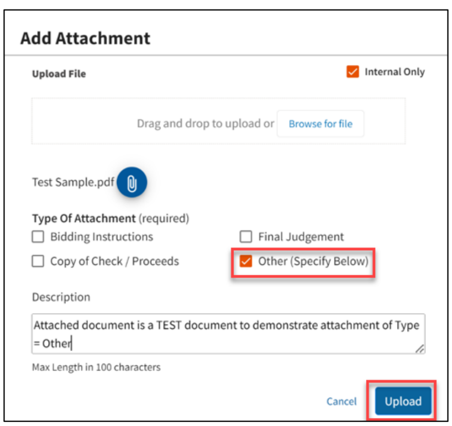


Uploaded documents are displayed in the **Attachments** tab.

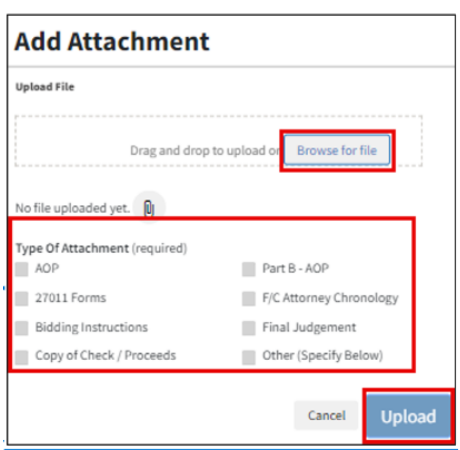


NOTE: To attach a document other than the ones specified, select **Other** and enter the description of the document in the field provided. Click **Upload**.

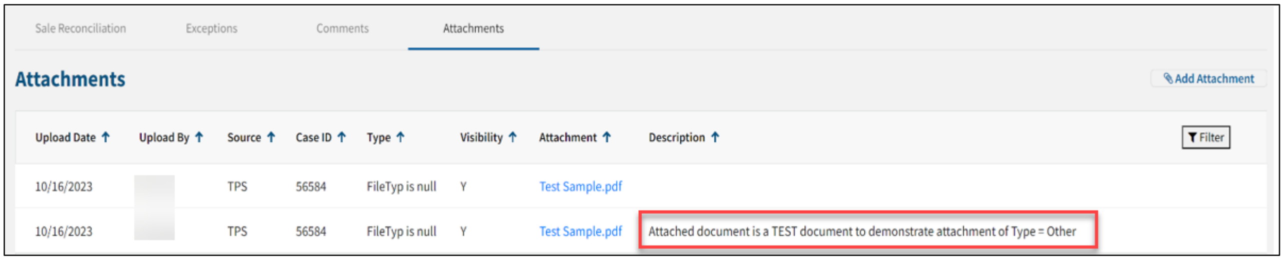
Example of TPS screen



Example of GC screen

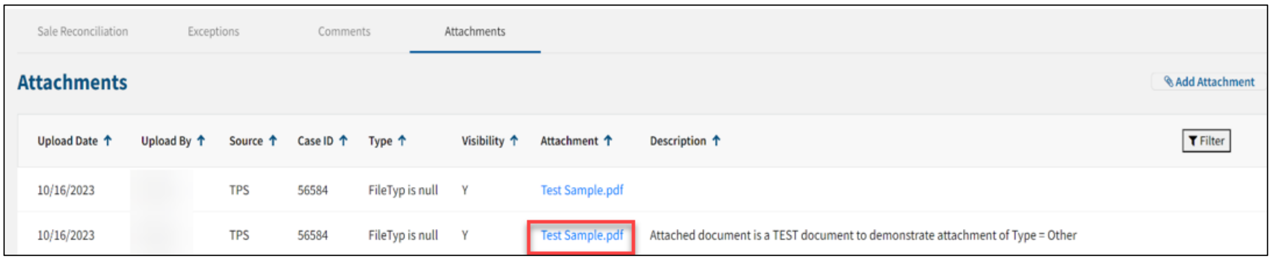


NOTE: The description of the uploaded document displays.



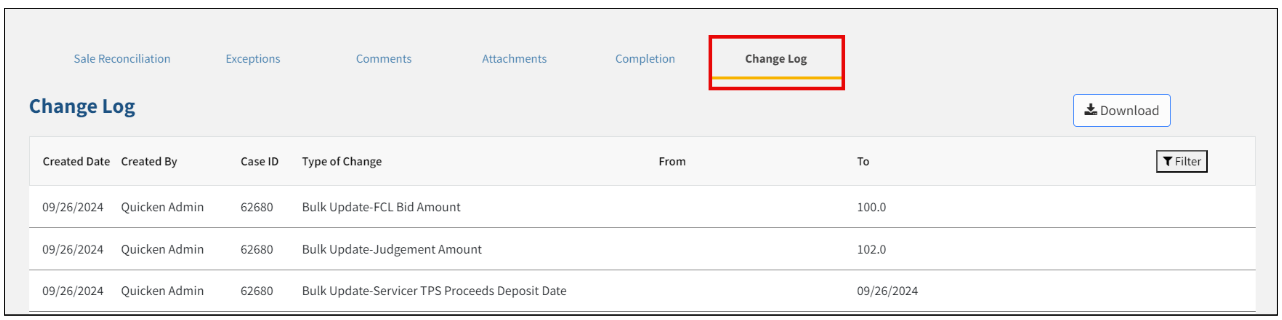
View Attachments

1. Click on the **Attachment** hyperlink to view and/or save the document.



Change Log Tab

The **Change Log** tab displays the history of changes made on critical data attributes.



System Notifications (TPS Only)

The Property 360 Liquidation Reconciliation application sends an email notification(s) to user(s) that have the TPS decision role for any new activity or for aged cases. This email notification provides a summary/count of loans onboarded per status queue.

NOTE: Users are automatically enrolled to receive notifications when a profile is created.

Weekly Notification

Weekly notifications are sent every Monday. This email includes the count of Fannie Mae loan numbers that have an exception(s) in the Open or Open-Delayed Proceeds status and are aged greater than seven (7) calendar days.

NOTE: The weekly notification includes a line item with the count of open exceptions that needs to be reviewed by the servicer.

Fannie Mae Property360 TPS Weekly Notification for Open Exceptions 11-11-2024

D DoNotReply@fanniemae.com
To

You forwarded this message on 11/12/2024 7:44 AM.

Hello P360 TPS User,

Below count indicates Third Party Sale (TPS) cases that have unresolved exceptions and aged greater than 7 calendar days:

Count of TPS Cases with Open Exceptions that need to be reviewed/addressed by Servicer= 442

Please login to Property360 application (https://property360.fanniemae.com) to review and/or take appropriate action to resolve the exception(s). For reference, the Job Aid for Property360 Liquidation Reconciliation Services (TPS) can be found at: https://singlefamily.fanniemae.com/media/document/pdf/property-360-third-party-sale-user-guide

This mail is sent from an unmonitored mailbox, please DO NOT reply to this mail. If you have any questions regarding this mail or its contents, please email: claims_npdc@fanniemae.com

This e-mail and its attachments are confidential and solely for the intended addressee(s). Do not share or use them without Fannie Mae's approval. If received in error, delete the message and contact the sender.

Monthly Notification

Monthly notifications are sent on the first Monday of every month. This email includes the count of Fannie Mae loan numbers that have unresolved exceptions related to Missing/Delayed TPS Proceeds and/or Missing Documents and are aged greater than thirty (30) calendar days.

NOTE: The monthly notification includes a line item with the count of open exceptions that needs to be reviewed by the servicer.

From: DoNotReply@fanniemae.com <DoNotReply@fanniemae.com>
Sent: Thursday, November 7, 2024 1:22:59 PM
To: < >
Subject: Fannie Mae Property360 TPS Monthly Notification for Aged Exceptions on TPS Proceeds and Docs 11-07-2024

Hello P360 TPS User,

Below count indicates Third Party Sale (TPS) cases that have unresolved exceptions related to Missing/Delayed TPS Proceeds and/or Missing Documents and aged greater than 30 calendar days:

Count of TPS Cases with Missing/Delayed TPS Proceed = 16

Count of TPS Cases with Missing/Additional Documents requested = 82

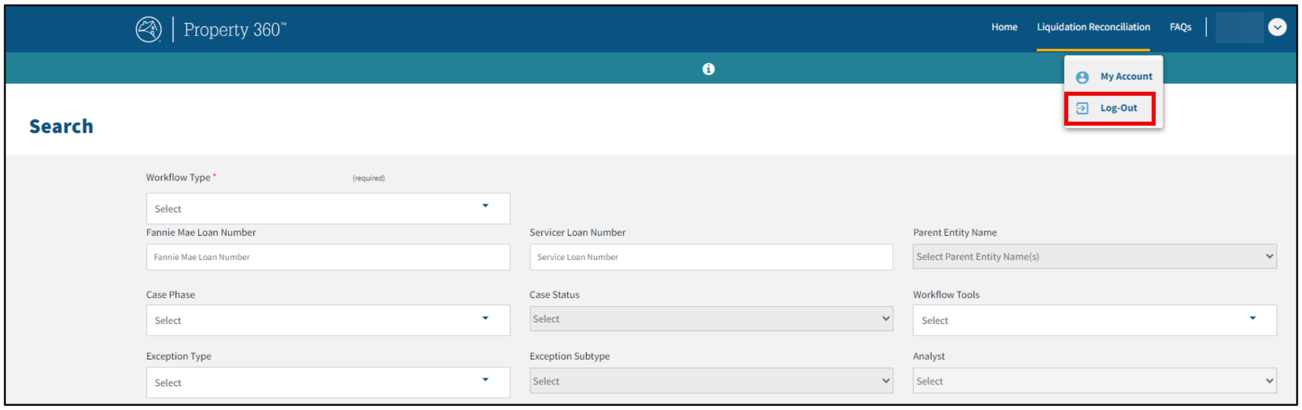
Please login to Property360 application (https://property360.fanniemae.com) to review and/or take appropriate action to resolve the exception(s). For reference, the Job Aid for Property360 Liquidation Reconciliation Services (TPS) can be found at: https://singlefamily.fanniemae.com/media/document/pdf/property-360-third-party-sale-user-guide

This mail is sent from an unmonitored mailbox, please DO NOT reply to this mail. If you have any questions regarding this mail or its contents, please email: claims_npdc@fanniemae.com

This e-mail and its attachments are confidential and solely for the intended addressee(s). Do not share or use them without Fannie Mae's approval. If received in error, delete the message and contact the sender.

Logging out of Property 360

1. Click the drop-down arrow located in the upper-right corner of the screen.
2. Click **Log Out**.



Appendix

Case Search Fields

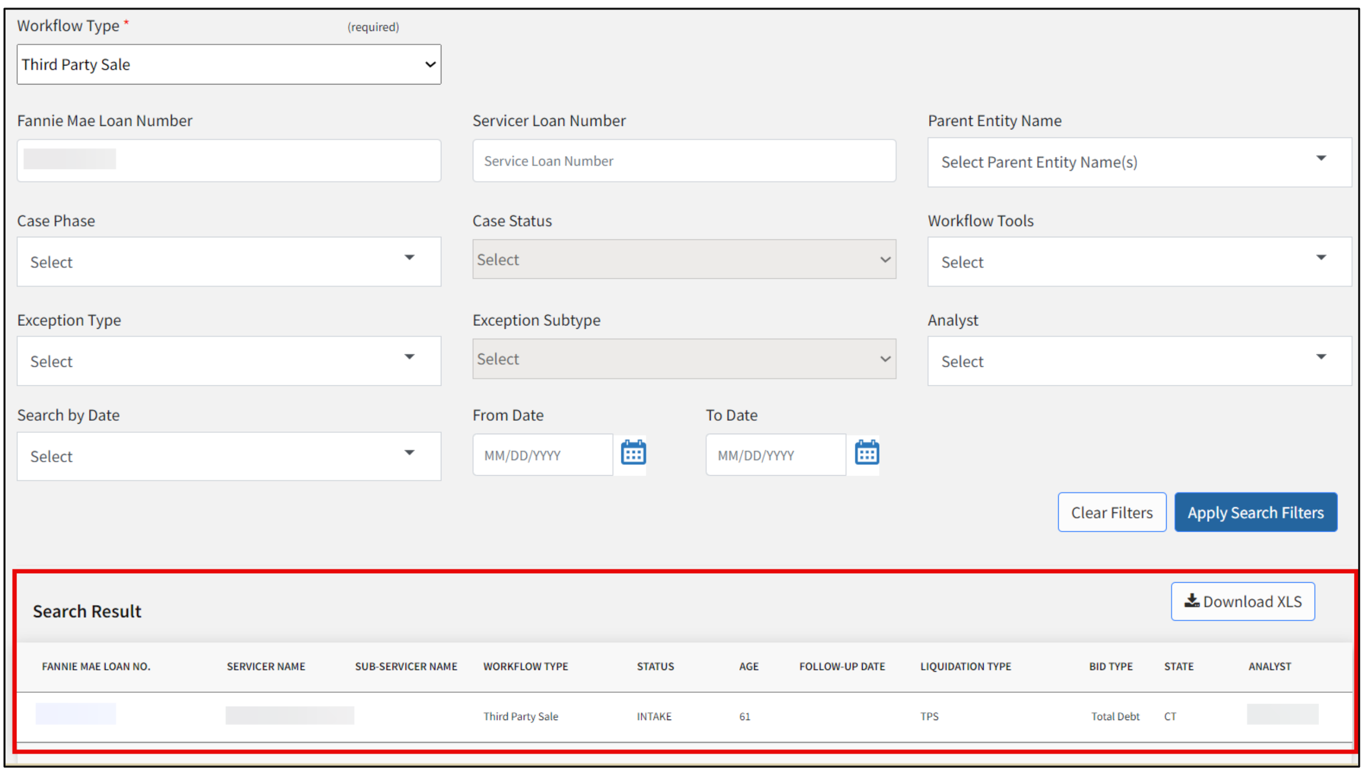
GC/TPS case search fields that can be used individually or in combination.

Fields with an asterisk (*) display information relevant to internal Fannie Mae users only.

Case Type	Search Fields	Description
GC/TPS	Analyst	Users can search by the name of the internal Fannie Mae Analyst assigned to the case.
GC/TPS	Case Phase/Case Status	The Case Phase must be chosen prior to selecting a Case Status. The Case Status is conditional to each of the Case Phase.
GC/TPS	Completed Date	The date the GC/TPS case was completed.
GC/TPS	Completion Phase*	Completed
GC/TPS	Exception Type / Exception Subtype	Exception Type must be chosen prior to selecting an Exception Subtype. Exception Subtype is conditional to each of the Exception Types selected. **NOTE**: Refer to the Exception Types table.
GC/TPS	Fannie Mae Loan Number	10-digit Fannie Mae loan number
GC/TPS	Follow Up Date	The date selected to follow up on the GC/TPS case.
GC/TPS	Liquidated Date	The date when the loan was liquidated from Investor Reporting.
GC/TPS	Parent Entity Name*	Assigned servicer name
GC/TPS	Pre-Recon Phase	Inactive
GC/TPS	Pre-Recon Phase	Intake
GC/TPS	Recon Phase	90-day claim period
GC/TPS	Recon Phase	Recon ready
GC/TPS	Recon Phase	Recon in Progress
GC/TPS	Recon Phase	On hold - additional documents requested
GC/TPS	Recon Phase	On hold - Partial sales proceeds
GC/TPS	Recon Phase	On hold - Pending 571
GC/TPS	Recon Phase	On hold - Pending loan Re-add
GC only	Recon Phase *	On Hold – Pending QC Review
GC/TPS	Recon Phase*	Servicer billed
GC/TPS	Recon Phase	Reconciled
GC/TPS	Recon Phase*	Awaiting Recon Manager approval
GC/TPS	Recon Phase*	Awaiting Recon Director approval
GC/TPS	Recon Phase*	Awaiting Recon VP approval
GC/TPS	Recon Phase*	Recon approval Denied
GC/TPS	Reconciled Date	The date when the GC/TPS case was reconciled.
GC/TPS	Search by Date / From Date/To Date	Search by Date field must be selected prior to selecting the From and To Date. From and To Date is conditional to the Search by Date field.
GC/TPS	Servicer Loan Number	Servicer assigned loan number
TPS only	Workflow Tools	**Missing Documents Follow Up Date is in the Past -** This work queue displays cases where the follow up date on the missing docs exception is in the past.
TPS only	Workflow Tools	**Delayed Proceeds Follow Up Date is in the Past -** This work queue displays cases where the follow up date on delayed proceeds exception is in the past.

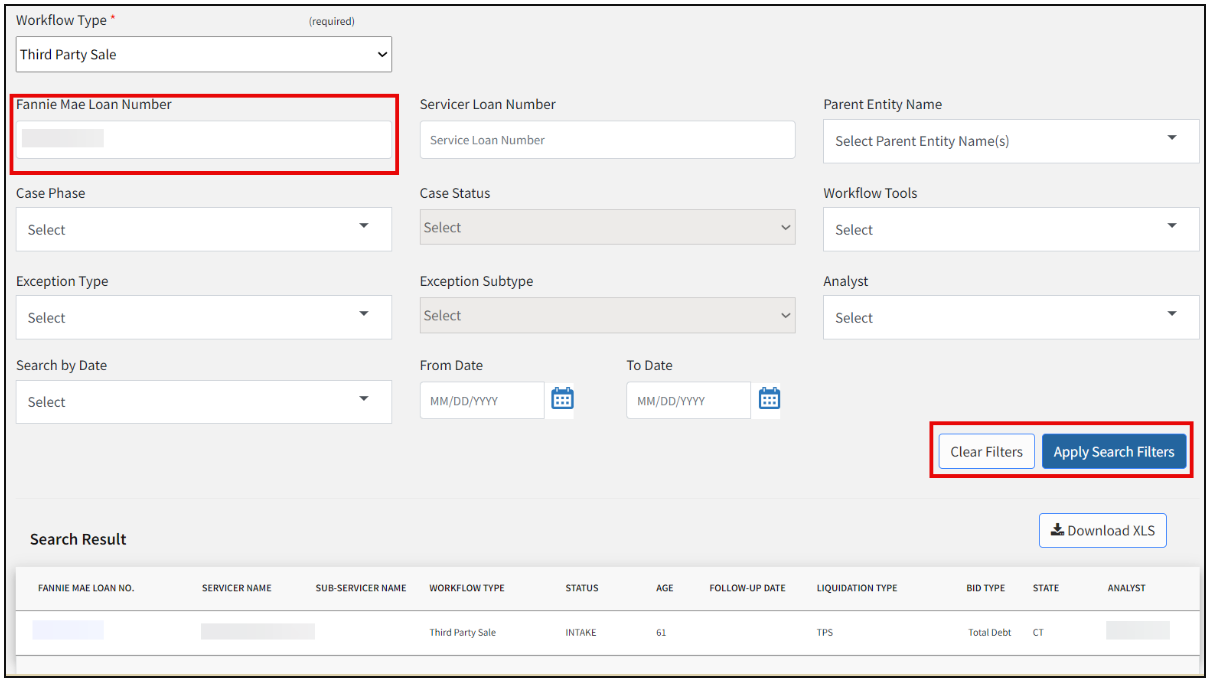
GC/TPS	Workflow Tools	**Messages in Open/Acknowledged Status** - this workflow displays messages in the following statuses: New, Acknowledged, Awaiting Servicer Response, and Reopened.
GC/TPS	Workflow Tools	**Messages Recently Closed** – this workflow displays messages in completed status.
GC only	Workflow Type	Government Claims
TPS only	Workflow Type	Third Party Foreclosure Sale

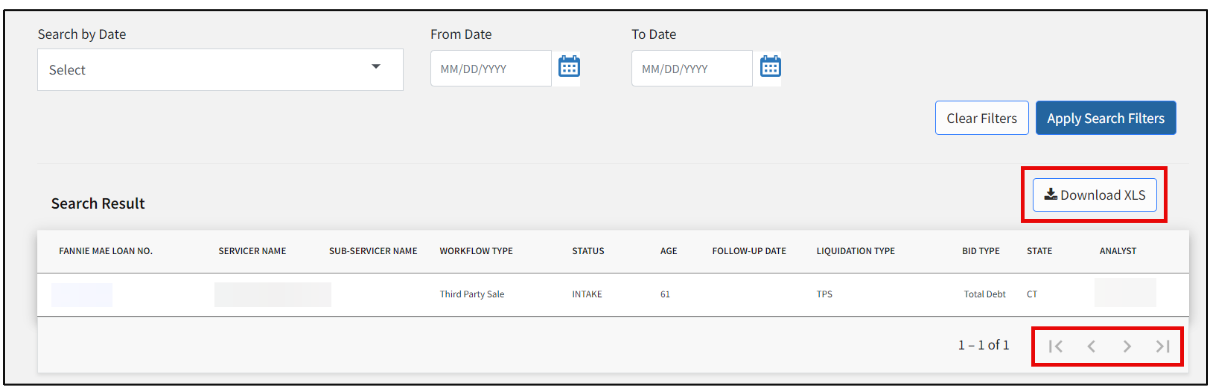
Field Names	Description
Age	Number of days the case is in the current Status
Analyst	Fannie Mae Analyst assigned to the TPS Case
Bid Type	Displays Bid Type on the TPS Case
Fannie Mae Loan No.	Displays Fannie Mae loan number
Follow Up Date	Not applicable
Liquidation Type	Displays Type of Liquidation
Servicer Name	Name of the Servicer on the loan
State	Displays the geographical state where the property is located
Status	Current Status of the TPS case.
Sub-Servicer Name	Name of the Sub-Servicer on the loan (if applicable)
Workflow Type	Government Claim or Third Party Foreclosure Sale



Common Features on Search Screen

Feature	Description
Apply Search Filters	Click **Apply Search Filters** to filter information across multiple column headings.
Clear Filters	Click **Clear Filters** to remove the filter.
Download XLS	Download select or all loans in an Excel format.
Page scrolling pagination	Displays when the number of records exceeds 10. Allows user to scroll through pages





Editable Fields (TPS Only)

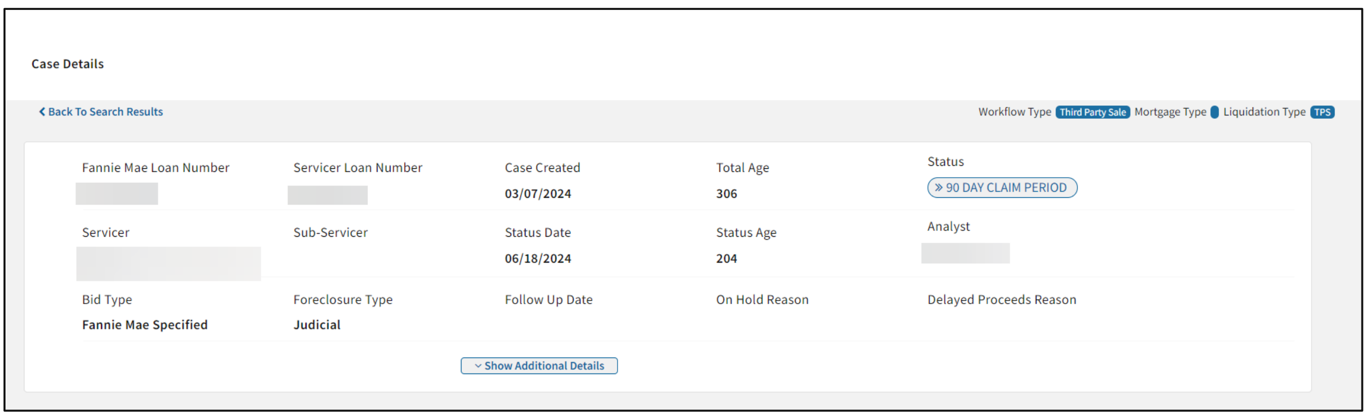
Refer to the table below for a list of editable fields in the Property 360 TPS application.

Field Name	Details
Attorney Reported FCL Date	Required field – cannot be blank
Bid Type	Required field – cannot be blank
FCL Bid Amount	Required field – cannot be blank
Foreclosure Attorney	Required field – cannot be blank
Foreclosure Attorney Email	Required field – cannot be blank
Foreclosure Attorney Telephone	Required field – cannot be blank

Foreclosure Type	Required field – cannot be blank
Judgement Amount	Required field ‘IF’ Foreclosure Type = Judicial
Servicer TPS Proceeds Deposit Date	Optional
Successful Bid Amount	Required field – cannot be blank

Data Attributes on Case Details Screen

Field Name	Description
Analyst	Fannie Mae Analyst assigned to the GC/TPS Case
Bid Type	Displays Bid Type on the TPS Case
Case Created	Date the GC/TPS case was created
Delayed Proceeds Reason	Displays the reason for the delay in remittance of the sales proceeds to Fannie Mae
Fannie Mae Loan Number	Displays Fannie Mae loan number
Follow Up Date	Not Applicable
Foreclosure Type	Displays Foreclosure Type (Judicial or Non-Judicial)
On Hold Reason	Displays the reason for the sale reconciliation to be on hold
Servicer Loan Number	Displays servicer loan number
Servicer	Displays the servicer ID and servicer name on the loan
Status Age	Age of the GC/TPS case in its current status
Status Date	Date the GC/TPS case moved to its current status
Status	Current status of the GC/TPS case
Sub-Servicer	Displays Sub-Servicer ID and Sub-Servicer Name on the loan, if applicable
Total Age	Age of the GC/TPS case from case creation date



Exception Types

Government Claims

Exception type messages and the business rules validations.

Exception Type	Exception Code	Exception Message Displayed	Recommended Servicer Action	Override Requestable By Servicer	Overridable By Internal User
Case Creation & Pre Recon	609	Active DARTS case exists	If loan is truly a Liquidation, request the active Loss Mitigation Workout case to be Cancelled OR if loan is actively undergoing Loss Mitigation Workout:, Re-instate the loan to SIR	N	Y
Case Creation & Pre Recon	610	Missing Advice of Payment (AOP)	Upload the AOP documents in the Attachments screen. OR Request the Exception to be overridden, as appropriate	Y	Y
Case Creation & Pre Recon	611	Missing 27011 Document	Upload the 27011 documents in the Attachments screen. OR Request the Exception to be overridden, as appropriate	Y	Y
Case Creation & Pre Recon	612	Missing Third Party Sale Proceeds	Remit Third Party Foreclosure Sales Proceeds (Remit Code 311) OR Request the Exception to be overridden, as appropriate.	Y	Y
Case Creation & Pre Recon	613	Missing Short Sale Proceeds	Remit Short Sale Proceeds (Remit Code 310) OR Request the Exception to be overridden, as appropriate.	Y	Y
Case Creation & Pre Recon	614	Missing Part A Claim Proceeds	Remit Part A Claim Proceeds (Remit Code XXX) OR Request the Exception to be overridden, as appropriate.	Y	Y

Case Creation & Pre Recon	615	Missing Part B Claims Proceeds	Remit Part B Claim Proceeds (Remit Code XXX) OR Request the Exception to be overridden, as appropriate.	Y	Y
Case Creation & Pre Recon	616	Missing Make Whole Proceeds	Remit Make Whole Proceeds (Remit Code XXX) OR Request the Exception to be overridden, as appropriate.	Y	Y
Reconciliation	803	Reconciliation On Hold - Pending 571's	Review the Servicer Billing in Fannie Mae Invoicing system and take appropriate action OR Request the Exception to be overridden, as appropriate.	Y	N
Reconciliation	804	Reconciliation On Hold - Additional docs requested	Upload the requested additional documents in the Attachments screen OR Request the Exception to be overridden, as appropriate.	Y	N
Reconciliation	805	Reconciliation On Hold - Partial proceeds	Remit the remainder of the Sales/Claims Proceeds OR Request the Exception to be overridden, as appropriate.	Y	N

Third Party Foreclosure Sales

Exception type messages and the business rules validations.

Exception Type	Exception Code	Exception Message Displayed	Recommended Servicer Action	Override Requestable By Servicer	Overridable By Internal User
Case Creation and Pre Recon	201	Loan reported as Third Party Foreclosure Sale in DRA but not liquidated with Action Code 71 in Investor Reporting	Submit LAR 71 in SIR OR Request the Attorney to Cancel Foreclosure Sale Reporting in DRA, as appropriate	N	Y
Case Creation and Pre Recon	207	Foreclosure Sale Date is missing	Update the Attorney Reported FCL Date from the Foreclosure Sale Information screen.	N	Y

Case Creation and Pre Recon	209	Foreclosure Bid Amount reported by Servicer is missing	Update the FCL Bid Amount from the Foreclosure Sale Information screen.	N	Y
Case Creation and Pre Recon	208	Successful Bid Amount is missing	Update the Successful Bid Amount from the Foreclosure Sale Information screen.	N	Y
Case Creation and Pre Recon	212	Judgement Amount is missing	Update the Judgement Amount from the Foreclosure Sale Information screen.	N	Y
Case Creation and Pre Recon	206	Foreclosure Sale Bid Type is missing	Update the Bid Type from the Foreclosure Sale Information screen.	N	N
Case Creation and Pre Recon	213	Foreclosure Attorney info is missing	Update the Foreclosure Attorney information (Attorney Firm Name, Email Address and Phone Number) from the Foreclosure Attorney screen.	N	Y
Case Creation and Pre Recon	215	Liquidation Date mismatch	Re-instate the loan to SIR, update the Liquidation Date and Submit LAR 71 in SIR.	N	Y
Case Creation and Pre Recon	216	Liquidation month mismatch	Re-instate the loan to SIR, update the Liquidation Date and Submit LAR 71 in SIR OR Request the Exception to be overridden, as appropriate.	Y	Y
Sales Recon	306	Loan awaiting Reinstatement (re-add) by Servicer	Re-instate the loan to SIR, update/correct the appropriate loan attribute in SIR and Submit LAR 71 in SIR OR Request the Exception to be overridden, as appropriate.	Y	Y
Case Creation and Pre Recon	217	Missing Third Party Sale Proceeds (Remit Code 311 or 314)	Remit Third Party Foreclosure Sale Proceeds (Remit Code 311) OR Request the Exception to be overridden, as appropriate.	Y	Y
Sales Recon	305	Partial sales proceeds	Remit the remainder of the Third Party Foreclosure Sale Proceeds (Remit Code 311) OR Request the Exception to be overridden, as appropriate.	Y	Y
Sales Recon	302	Missing Third Party Sale Proceeds (Remit Code 311 and 314) while case is in RECONCILIATION phase	Remit Third Party Foreclosure Sale Proceeds (Remit Code 311) OR Request the Exception to be overridden, as appropriate.	Y	Y

Case Creation and Pre Recon	219	Missing documents - initial TPS document submission	Upload the required documents in the Attachments screen. • If Foreclosure Type = Judicial, Bidding Instructions, Copy of Check/Proceeds AND Final Judgement are required. • For all other foreclosure types, only Bidding Instructions and Copy of Check/Proceeds are required. OR Request the Exception to be overridden, as appropriate.	Y	Y
Sales Recon	307	Additional Supporting docs (provide supporting docs on detailed expenses incurred during sale, etc.)	Upload the requested additional documents in the Attachments screen OR Request the Exception to be overridden, as appropriate.	Y	Y
Sales Recon	304	Servicer Billing exist in Pending status in Fannie Mae Invoicing	Review the Servicer Billing in Fannie Mae Invoicing system and take appropriate action OR Request the Exception to be overridden, as appropriate.	Y	Y
Case Creation and Pre Recon	202	Active REO case exists	If loan is a Third Party Foreclosure Sale, request the REO to be eliminated OR if loan is REO: 1. Re-instate the loan to SIR and Submit LAR 71 in SIR OR 2. Request the Attorney to update Foreclosure Sale Reporting in DRA OR Request the Exception to be overridden, as appropriate.	Y	Y
Case Creation and Pre Recon	214	Active DARTS case exists	If loan is a Third Party Foreclosure Sale, request the active Loss Mitigation Workout case to be Cancelled OR if loan is actively undergoing Loss Mitigation Workout: 1. Re-instate the loan to SIR OR 2. Request the Attorney to	N	Y

			update Foreclosure Sale Reporting in DRA		
Case Creation and Pre Recon	225	Foreclosure Type is missing	Update the Foreclosure Type from the Foreclosure Sale Information screen.	N	Y