Servicer Onboarding:
Investor Reporting Training Plan

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Overview

This training plan is designed to provide materials to meet the specific needs of your institution. You may select topics that benefit the development goals of your staff members and enhance their understanding of Fannie Mae systems and processes and can be used in part or in whole enabling you to customize goals and objectives. This training plan consists of eLearning courses and job aids. eLearning courses provide foundational and step-by-step self-guided information about each course topic. Various job aids/user guides provide step-by-step instructions and address frequently asked questions.

Introduction to Fannie Mae

1. **Introduction to Servicing: Intro to Fannie Mae Systems eLearning** *(15 – 30 min)*
   This eLearning course provides an overview of the applications frequently used when interacting with Fannie Mae. Topics include how to get access and find resources for each application.

2. **Introduction to Servicing Guide eLearning** *(39 min)*
   This eLearning course provides an understanding of how to use the Servicing Guide in everyday servicing work. Topics include how the guide was organized and how to search for content.

3. **Introduction to Servicing: Required Forms and Access to Information eLearning** *(30 min)*
   This eLearning provides an understanding of the purpose of the forms required for working with Fannie Mae, and how to access the Servicing News and other helpful information.

4. **Technology Manager Job Aids** *(15 min)*
   This series of job aids are fully searchable step-by-step task-based instructions that provide the commonly used functions of the Technology Manager application.

Loan Servicing Data Utility (LSDU)

5. **LSDU – How to Use LSDU eLearning** *(39 min)*
   This eLearning course provides step-by-step instructions on how to use Loan Servicing Data Utility (LSDU) to look up loan data, conduct loan activity searches, and submit Loan Activity Reports (LARs).

6. **Loan Servicing Data Utility (LSDU) User Guide** *(65 min)*
   This user guide provides step-by-step instructions for using the Loan Servicing Data Utility (LSDU) to look up loan data, conduct loan activity searches and submit Loan Activity Reports (LARs).

Reporting

7. **Introduction to Investor Accounting Series: Overview and Setup, Remitting Reporting, and Reconciling for Actual/Actual Loans eLearning** *(34.5 min)*
   This eLearning series introduces investor accounting procedures that apply to loans that were sold to Fannie Mae for cash under the Actual/Actual remittance type.

8. **Investor Reporting Manual User Manual** (65 min)
   This manual provides step-by-step instructions on various investor reporting processes.

9. **Investor Reporting Transaction Type 96 – Loan Activity Reporting User Guide** (10 min)
   This user guide provides step-by-step instructions on various Transaction Type 96 -Loan Activity Reporting (LAR96) reporting requirements.

10. **Remitting and Reporting Liquidations Action Codes 70 & 72 Job Aid** *(15 min)*
    This job aid provides a brief overview for using action codes 70 & 72 when remitting liquidation proceeds and reporting liquidation activity.

11. **Remitting and Reporting Short Sale Action Code 71 Job Aid** *(2 min)*
    This job aid provides a brief overview for using action code 71 when remitting short sale proceeds and reporting short sale activity.

12. **Hard and Soft Rejects: Understanding the Root Cause to Prevent Reoccurrence (Actual/Actual) eLearning** *(4 min)*
    This eLearning course provides mortgage servicing staff help determining the root cause of hard and soft reject occurrences when submitting Loan Activity Reports (LARs)for Actual/Actual loans and preventing them from in the future.

13. **Transaction Type 83 eLearning** *(6 min)*
    This eLearning course provides an overview of interest rate and payment change reporting requirements.

14. **Transaction Type 89 eLearning** *(4 min)*
    This eLearning course provides an overview of Fannie Mae's mortgage insurance discontinuance reporting requirements.

15. **Master Servicing Frequently Asked Questions Job Aid** *(10 min)*
    This job aid provides a list of Master Servicing frequently asked questions.

16. **Loan Reclassification eLearning** *(4 min)*
    This eLearning course provides an overview of suggested steps and resources servicers may use when reviewing their investor reporting transactions.

17. **Loan Reinstatement and Readd Process eLearning** *(2 min)*
    This eLearning course provides an overview of suggested steps and resources servicers may use to provide clarification on how loans will be reinstated in the reporting environment.

Default Management and Delinquency Prevention

18. **Introduction to Servicing: Default Management Scenarios for Servicers eLearning** *(20 min)*
    This eLearning course provides interactive timelines for default scenarios.

19. **Introduction to Servicing: Default Management & Delinquency Prevention eLearning** *(20 min)*
    This eLearning course provides an understanding of Fannie Mae's default management and delinquency prevention including evaluating borrowers for workouts and call scripts.

20. **How Modifications Affect Investor Reporting eLearning** *(4 min)*
    This eLearning course provides mortgage servicing staff who are either new to the role of investor accounting or looking for a refresher for loans sold to Fannie Mae for cash, or learning more about remitting, reporting, and reconciling for Actual/Actual and Scheduled/Scheduled remittance type loans.

21. **Resolving Failed Business Rules for Modified Loans eLearning** *(5 min)*
    This microlearning course provides project documentation requirements, types, characteristics when a project review may be waived, what makes a project ineligible, and explains the project review options.

22. **Delinquent Loan Reporting and Reclassification Timeline Job Aid** *(2 min)*
    This job aid provides a timeline for reporting delinquent loan reporting and MBS reclassification activities for the current month.

23. **Servicemembers Civil Relief Act (SCRA) Process eLearning** *(4 min)*
    This microlearning course provides an overview of suggested steps and resources servicers may use to submit their Servicemembers Civil Relief Act (SCRA) requests for Cash, Pooled for Portfolio, and MBS loans.

Bankruptcy and Foreclosure

24. **Introduction to Servicing Bankruptcy and Foreclosure eLearning** *(20 min)*
    This eLearning course provides servicers with an understanding of Fannie Mae's bankruptcy and foreclosure standards.

Reconciliation

25. **Introduction to Reconciling Custodial Bank Accounts Series eLearning** (75 min)
    This series consists of three separate elearning courses which provide a high-level overview and examples of the completion process for monthly P&I and T&I custodial bank account reconciliations; Reconciling P&I Custodial Bank Accounts for Scheduled/Scheduled Portfolios (30 min), Reconciling for P&I Custodial Bank Accounts for Actual/Actual Portfolios (30 min), and Reconciling T&I Custodia Bank Accounts (15 min).

26. **Investor Reporting Reconciliation Job Aids** *(30 min)*
    This series of job aids are fully searchable step-by-step set of task-based instructions for completing the Reconciliation for Mortgage Portfolio – Schedule 1 (Form 473), Reconciliation of Interest Rate/Pass Through Rate – Schedule 2 (Form 473A), and Shortage/Surplus Reconciliation for Reporting Period – Schedule 3 (Form 472) tasks needed to be performed when doing business with Fannie Mae.

27. **Verification of Cashbook Balances for P&I Custodial Reconciliation Form 496 Job Aids** *(10 min)*
    This series of job aids are fully searchable step-by-step task-based instructions that provide the commonly used reconciliation tasks that you need to perform when doing business with Fannie Mae.

Data Reporting

28. **Fannie Mae Data Compare User Guide** *(15 min)*
    This user guide provides step-by-step set of task-based instructions that cover the common functions of the Fannie Mae Data Compare application.

29. **Fannie Mae Connect Getting Started Job Aid** *(2 min)*
    This job aid answers the most common questions related to Fannie Mae Connect login credentials and answers how to access specific reports.

30. **Fannie Mae Connect Access Management eLearning** *(20 min)*
    This eLearning course provides an overview that includes how to access Fannie Mae Connect, access Fannie Mae Connect reports, and who to contact for Fannie Mae Connect access issues. (Fannie Mae Connect credentials required to access course).

Post Purchase Adjustments

31. **How to Use the Post Purchase Adjustment Request form web portal eLearning** *(8 min)*
    This eLearning course shows how to use the Post Purchase Adjustment (PPA) Request Form Web Portal to download and complete the PPA Request form, and how to upload, make appropriate corrections, upload supporting documentation, and submit to Fannie Mae.

Master Servicing Portfolio Manager

32. **Master Servicing Portfolio Manager User Guide** *(30 min)*
    This user guide provides step-by-step instructions for using the Master Servicing Portfolio Manager application.

Servicing Transfers and Subservicing

33. **Introduction to Servicing: Subservicer Oversight eLearning** *(4 min)*
    This eLearning course provides the basic servicing requirements for a Fannie Mae seller/servicer who has chosen to contract with a subservicer. Servicers will learn when they can use a subservicer, how to notify Fannie Mae of a subservicer relationship, and how to transfer subservicing responsibilities.

34. **Servicing Transfers – Form 629 User Guide User Guide** *(45 min)*
    This user guide provides step-by-step instructions for the commonly used functions of the Servicing Transfers 629 online application.

35. **Principal and Interest (P&I) Custodial Reconciliation (Form 496): Stop Delinquency Advance Process Job Aid** *(4 min)*
    This job aid provides information for the Stop Delinquency Advance Process that discontinues servicer

delinquency advances on eligible Scheduled/Scheduled (S/S) remittance type mortgage loans after four consecutive missed monthly mortgage payments.

Quality Control and Compliance

36. **Introduction to Servicing: QC Audit & Compliance eLearning** *(15 min)*
    This eLearning course provides an overview of Fannie Mae's audit and compliance standards. Topics include written policies and procedures, QC procedures for delinquency management, default prevention, systems, and audit reviews.

37. **Loan Quality Connect Job Aids** *(5 – 12 min)*
    This series of job aids are fully searchable step-by-step task-based instructions that provide the commonly used functions of the Loan Quality Connect (LQC) application.

Expense Reimbursement

38. **RES-Post Payment Documentation Request Portal Job Aid** *(15 min)*
    This job aid provides an efficient and simple way for servicers and vendors to upload supporting documentation for reimbursed expenses. This quick reference guide outlines how to access and navigate the RES portal.

39. **Servicer Expense Reimbursement Job Aid** *(15 min)*
    This job aid provides guidance on completing requests for expense reimbursements.

Mortgage Insurance Claims Portal

40. **Mortgage Insurance Claims Portal eLearning** *(3 min)*
    This eLearning course provides an overview of moving mortgage insurance claims found in the Mortgage Insurance Claims Portal (MICP) to the work queue, attaching appropriate comments/documents, and submitting requests back through the Mortgage Insurance Claims Portal to Fannie Mae.

Detail Trial Balance Report

41. **Detail Trial Balance Report (DTBR) Job Aid** *(5 min)*
    This job aid provides an overview and step-by-step instructions of the most commonly used functions in the Detail Trail Balance Report.