



# **Servicer Onboarding: Loss Mitigation Training Plan**



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# Servicer Onboarding: Loss Mitigation Training Plan

## 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: Fannie Mae Systems eLearning](#) (20 minutes)  
This eLearning course provides an overview of the systems frequently used when interacting with Fannie Mae. Topics include how to get access and find resources for each system.
2. [Introduction to Servicing Guide eLearning](#) (20 minutes)  
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.

## Investor Accounting and Reporting

4. [Introduction to Investor Accounting: Remitting Reporting, and Reconciling for Actual/Actual Loans eLearning](#) (39 min)  
This eLearning course introduces investor accounting procedures that apply to loans that were sold to Fannie Mae for cash under the Actual/Actual remittance type.
5. [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.
6. [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.
7. [Investor Reporting Reconciliation Job Aids](#) (10 minutes)  
This series of job aids are fully searchable step-by-step set of task-based instructions that provide the commonly used reconciliation tasks needed to be performed when doing business with Fannie Mae.

## Loss Mitigation

8. [Loss Mitigation Overview for Servicers eLearning](#) (13 min)  
This eLearning course assists with identifying appropriate loss mitigation strategies and correctly reporting the workout option to Fannie Mae.

## Servicing Management Default Underwriter (SMDU) and HomeSaver Solutions Network (HSSN)

### 9. [SMDU UI: How to Log In and Navigate](#) eLearning (5 min)

This eLearning course provides a quick overview of how to log in and navigate the Servicing Management Default Underwriter UI (SMDU UI) application.

### 10. [SMDU UI: Overview and Sample Workflows](#) eLearning (6 min)

This eLearning course provides an overview of the Servicing Management Default Underwriter User Interface (SMDU UI) application and scenarios on how to use it.

### 11. [SMDU UI: Evaluation History Overview](#) eLearning (5 min)

This eLearning course provides an overview of the Servicing Management Default Underwriter User Interface (SMDU UI) application Evaluation History, which allows servicers to view and activate a previous SMDU evaluation, request an appeal, print the evaluation terms, and/or view the SMDU response XML file.

### 12. [SMDU UI: Evaluate for a Workout](#) eLearning (9 min)

This eLearning course demonstrates how to submit a loan in the Servicing Management Default Underwriter User Interface (SMDU UI) application for a structuring trial evaluation.

### 13. [SMDU UI: Evaluate for Imminent Default](#) eLearning (7 min)

This eLearning course demonstrates how the Servicing Management Default Underwriter User Interface (SMDU UI) application stand-alone imminent default evaluation tool can be used prior to a loan being evaluated for a modification/liquidation option, or prior to creating a case for a loan not decisioned by SMDU.

### 14. [SMDU UI: Create a Manual Submission for loan not decisioned by SMDU](#) eLearning (10 min)

This eLearning course demonstrates how to create a manual submission in the Servicing Management Default Underwriter User Interface (SMDU UI) application for delegated and non-delegated loans.

### 15. [SMDU UI: Cancel and Resubmit a Case](#) eLearning (4 min)

This eLearning course demonstrates how to cancel a case and how to resubmit a case in the Servicing Management Default Underwriter User Interface (SMDU UI) application.

### 16. [SMDU UI: Record Trial Payments](#) eLearning (5 min)

This eLearning course demonstrates how to use the Servicing Management Default Underwriter User Interface (SMDU UI) application to record a trial payment.

### 17. [SMDU UI: Evaluate for First Time Final](#) eLearning (9 min)

This eLearning course demonstrates how to use the Servicing Management Default Underwriter User Interface (SMDU UI) application to perform a structuring final evaluation if SMDU was not used for the trial evaluation.

### 18. [SMDU UI: Evaluate for Final](#) eLearning (7 min)

This eLearning course demonstrates how to use the Servicing Management Default Underwriter User Interface (SMDU UI) application to evaluate for final modification terms based on a SMDU decisioned trial.

### 19. [SMDU UI: Close a Case](#) eLearning (10 min)

This eLearning course demonstrates how to successfully close a case in the Servicing Management Default Underwriter User Interface (SMDU UI) application and provides key tips to avoid issues and delays.

### 20. [Flex Modifications](#) eLearning (11 min)

This eLearning course covers the details of how to evaluate a borrower for a flex modification and includes determining eligibility and modification terms, how to solicit the borrower and offer a trial payment plan.

### 21. [SMDU UI Loss Mitigation User Guide](#) Job Aid (120 min)

This user guide provides step-by-step instructions for common functions of the Servicing Management Default Underwriter User Interface (SMDU UI) application.

**22. [HSSN Job Aids](#) (120 min)**

This series of job aids are fully searchable step-by-step set of task-based instructions through the most common functions of the HomeSaver Solutions Network application (HSSN).

## **Quality Control and Compliance**

**23. [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.

## **Default Management and Delinquency Prevention**

**24. [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.

**25. [Introduction to Servicing: Default Management Scenarios for Servicers](#) eLearning (20 min)**

This eLearning course provides interactive timelines for default scenarios.

**26. [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.

**27. [Default Reporting Application User Guide](#) Job Aid (60 min)**

This user guide provides step-by-step instructions through common functions of the Fannie Mae Default Reporting Application.

**28. [Servicemembers Civil Relief Act \(SCRA\) Process](#) eLearning (2 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**

**29. [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.

## **Mortgage Insurance Claims Portal**

**30. [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.

**Invoicing and Expense Reimbursement**

- 31. [Fannie Mae Invoicing User Guide Job Aid](#) (60 min)**  
This user guide provides step-by-step instructions through common functions of the Fannie Mae Invoicing application.
- 32. [Property 360/Servicer Expense Reimbursement Job Aid](#) (45 min)**  
This job aid provides step-by-step instructions for the most common Property 360 application functions during the REO process.
- 33. [Servicer Expense Reimbursement Job Aid](#) (30 min)**  
This job aid provides guidance on completing requests for expense reimbursements.
- 34. [RES-Post Payment Documentation Request Portal Job Aid](#) (30 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 Exception Reporting Portal (RES) portal.

**Loan Quality Connect**

- 35. [Loan Quality Connect Job Aids](#) (120 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.

**Servicing Transfers and Subservicing**

- 36. [Introduction to Servicing: Subservicer Oversight eLearning](#) (15 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.

**Metrics**

- 37. [Fannie Mae Connect Getting Started Job Aid](#) (15 min)**  
This job aid answers the most common questions related to Fannie Mae Connect login credentials and answers how to access specific reports.