Servicing Notice

October 30, 2019

Advance Notice of Retirement of HomeSaver Solutions™ Network Workout Functionality

We are providing advance notice to servicers that effective December 31, 2020, Fannie Mae will retire the loan workout reporting and related functionality in HomeSaver Solutions Network (HSSN). As a part of Simplifying Servicing™, HSSN functionality is being transitioned to Fannie Mae's Servicing Management Default Underwriter™ (SMDU), SMDU User Interface (UI), and SMDU Case Management for all workout reporting processes. Servicers currently utilizing HSSN are encouraged to fully transition this activity to SMDU as soon as possible, but must do so no later than the effective date.

The following functionality will no longer be available or supported in HSSN as of December 31, 2020:

- **Create/Submit Closed Loan Modification Case -** Creating and submitting delegated loan modification cases, including the reporting of Trial Period Plan payments, updating and closing cases, and HSSN Bulk XML Upload or Bulk Spreadsheet Tools

- **Create/Submit Closed Preforeclosure Sale Case and Create/Submit Closed Deed-in-Lieu Case**

  > **NOTE:** *Not currently used since the Servicing Guide now requires the servicer to submit all Short Sale and Mortgage Release™ (Deed-in-Lieu) cases as non-delegated.*

- **Fannie Mae's Workout Profiler** - Creating and submitting non-delegated cases for the following workout options, including updating and closing a case and HSSN Bulk XML Upload or Bulk Spreadsheet Tools (where applicable):
  - Loan Modification
  - Mortgage Release (Deed-In-Lieu)
  - Short Sale
  - Other/Charge Off
  - Second Lien Consideration

- **Close Approved Cases** - Updating and closing workout cases that have been transitioned to Approved status

- **Cancel Loan Modification Cases**

- **Enter Trial Period Data Request**
  - Reporting Trial Period Plan payments for a loan modification
  - Updating and closing loan modification cases

- **Query Manager and Closed Case Query Manager**
  - Uploading documents to a workout case[1]
  - Querying workout case details[1]

- **Query Case Letters** - Viewing previously generated letters for a workout case[1]

- **Bulk Upload Mod Cases Query** - HSSN Bulk XML Upload or Bulk Spreadsheet tools

- **Create/Submit Closed Preforeclosure Sale Case and Create/Submit Closed Deed-in-Lieu Case**

---

[1] While this functionality is not currently available in SMDU, it will be added in an upcoming release, prior to the retirement of HSSN.

NOTE: *All other functionality currently within the Asset Management Network (AMN), including Delinquency Reporting and Reclass Transactions/Reports, will remain available after December 31, 2020.*

We are also removing the following links from the HSSN screen because they are no longer used:

- Fannie Mae's Workout Profiler for Non-Fannie Mae Loans
- Regular Servicing Foreclosure Sale Notification
- View Foreclosure Sales Exception Report
- Query Draft Cases
- Query Modification Agreements
- Query Authority Level Issues