



# Servicing Notice

May 20, 2020

## Update to Retirement Date for HomeSaver Solutions™ Network Workout Functionality

In [Servicing Notice, Advance Notice of Retirement of HomeSaver Solutions Network Workout Functionality](#) (Oct. 30, 2019), we informed servicers that we will retire and transition the mortgage loan workout reporting and related functionality in the HomeSaver Solutions Network (HSSN) to Servicing Management Default Underwriter™ (SMDU), SMDU UI and SMDU Case Management for all workout reporting processes. In response to servicer feedback and as a result of the impact of COVID-19, we are postponing the Dec. 31, 2020 retirement date previously communicated in that Notice. We will communicate a new retirement date at a future date.

**NOTE:** *Servicers utilizing HSSN are still encouraged to transition to SMDU as soon as possible when feasible.*

As communicated in the prior notice, the following functionality will no longer be available or supported in HSSN as of the date of retirement:

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

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

- **Fannie Mae's Workout Profiler** - Creating/Substituting 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** - Update/Close 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
  - Querying workout case details
- **Query Case Letters** - Viewing previously generated letters for a workout case
- **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**



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

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