



HERMIT

Home Equity Reverse Mortgage Information Technology

Refresher Training
Servicer Requests
Session 4 – Sept 25, 2012
4:00 – 5:00 pm EST
(Provided By: RMS/QSSI)

Training Schedule

DAY	Time	Audience	Modules
DAY 1	<ul style="list-style-type: none"> 2:00 PM – 3:00 PM ET 	<ul style="list-style-type: none"> HECM Mortgagees 	Loan Setup: <ul style="list-style-type: none"> Manual and B2G Late Charges and Interest Refunds Request Initial Transfer
	<ul style="list-style-type: none"> 4:00 PM – 5:00 PM ET 	<ul style="list-style-type: none"> HECM Mortgagees 	Loan Module: <ul style="list-style-type: none"> Loan Balance and Loan Details Manage Contacts, Property Information and Values Upload Documents Notes and Audit Tracking Change of Plan Update servicer Bank Information Transfer Servicer (Manual and B2G)

Training Schedule

DAY	Time	Audience	Modules
DAY 2	<ul style="list-style-type: none"> 2:00 PM – 3:00 PM ET 	<ul style="list-style-type: none"> HECM Mortgagees 	Transaction Management: <ul style="list-style-type: none"> Scheduled Disbursements and Monthly Accruals Unscheduled Disbursements Property Charges Pre D&P-ML 2011-01 Corporate Advances – Preservation and Protection Partial Repayments and Full Payoffs/Terminations B2G Transactions File Upload
	<ul style="list-style-type: none"> 4:00 PM – 5:00 PM ET 	<ul style="list-style-type: none"> HECM Mortgagees 	Servicing Requests: <ul style="list-style-type: none"> D&P w/HUD approval Preservation and Protection Request for HUD Advance Extension timelines Investor Short Sale
DAY 3	<ul style="list-style-type: none"> 2:00 PM – 3:00 PM ET 	<ul style="list-style-type: none"> HECM Mortgagees 	Claim Type 22 (Assignment and Repurchase)
	<ul style="list-style-type: none"> 4:00 PM – 5:00 PM ET 	<ul style="list-style-type: none"> HECM Mortgagees 	Initiation and Submission of Claims: <ul style="list-style-type: none"> Claim Type 21 Claim Type 23 Claim Type 24

HERMIT System Reminders

- 9/28 - IACS Transaction entry cutoff date
- 9/28 – EVARS entry cutoff date
- 10/1 - IACS will be in 'read-only' mode
- 10/1 - HERMIT becomes the system of record for HUD
- 10/9 - HERMIT accessible to all users

HERMIT System Reminders

- 10/9 - HERMIT action items / process reminders:
 - Execute 'catch up' activities performed between 10/1 and 10/8
 - Validate Servicer bank accounts; update if needed
 - Servicer Requests - must submit in HERMIT; new Servicer Requests will no longer be accepted by HUD's Loan Servicing Contractor
 - Extension Requests - must submit in HERMIT; new Extension Requests will no longer be accepted by EVARS
 - Date of Death Notifications - must report DOD events in HERMIT
 - Initiation of Foreclosure - must report Foreclosure initiations in HERMIT

HECM Communication

➤ System Inquiries

- HERMIT – support@hecmsp.com
- FHA Connection – SFAdmin@hud.gov

➤ Transition Questions – IACSAdmin@hud.gov

➤ Policy Inquiries

- Loan Origination and Premiums – hecmin@hud.gov
- Servicing & Loss Mitigation – HECMservicing@hud.gov
- Claims – FHA_SFclaims@hud.gov

System Login

- Open Internet Explorer and go to **<http://www.hecmSP.com>**
- Enter User Name and Password
 - Passwords are case sensitive
- Available functions are provided through defined user roles

STORM
Servicing Technology on Reverse Mortgages

Login

User Name:

Password:



Reset Password

User Name:





Home Page

Recently Viewed

Rates

The screenshot displays the Home Page interface with the following sections:

- Navigation Tabs:** Home, Loan, Endorsed, Accounting, Batch, Reports, Logout.
- Recently Viewed Table:**

FHA Case #	Servicer Name	Borrower LName	Case Status
001-000001	Reverse Mortgage Solutions	COZZEL	Endorsed
011-000004	Reverse Mortgage Solutions	EASTBURN	Endorsed
011-000025	Reverse Mortgage Solutions	WIDONE	Endorsed
011-034000	Reverse Mortgage Solutions	GILL	Endorsed
- Rates Table:**

Index Type	Previous	Current	Next
1-Year CMT	0.120	0.170	0.200
1-Month CMT	0.030	0.060	0.070
1-Month LIBOR	0.270	0.244	0.241
1-Year LIBOR	1.099	1.066	1.052
- 1-Year CMT Line Graph:**

Month	Rate
Nov 11	0.120
Dec 11	0.170
Jan 12	0.170
Feb 12	0.170
Mar 12	0.170
Apr 12	0.200
- Announcements:**

03/01/2012 Originator/Servicer Training to be conducted in June/July
- Helpful Links:**
 - [HUD Debenture Interest Rate](#) - HUD Debenture Interest Rate
 - [HECM Mortgagee Letters](#) - All HECM Mortgagee Letters
 - [Adobe Reader](#) - Get Adobe Reader
 - [HUD Clips](#) - Mortgagee Letters

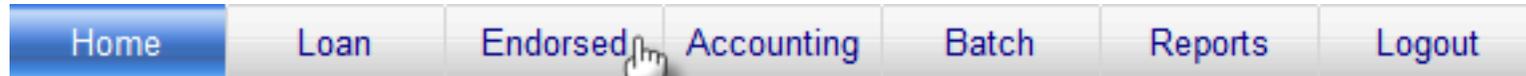
Announcements (Message Board)

Helpful Links

User Guide: 2.4

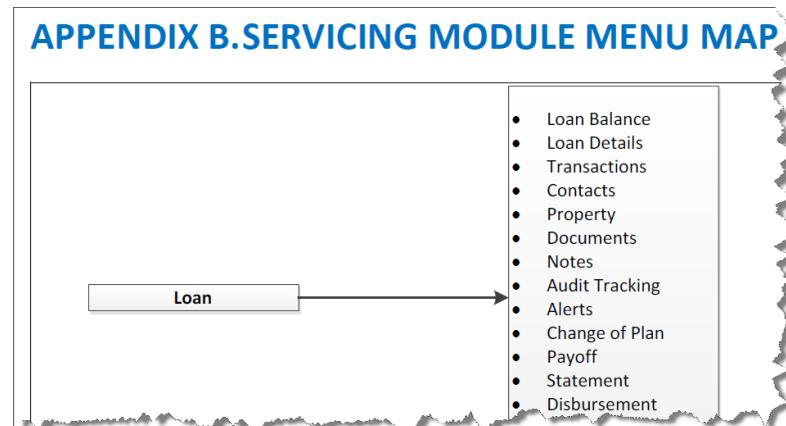
Screen Navigation

▼ Top Menu – Available Modules



▶ Left Menu – Available functions within the active Module

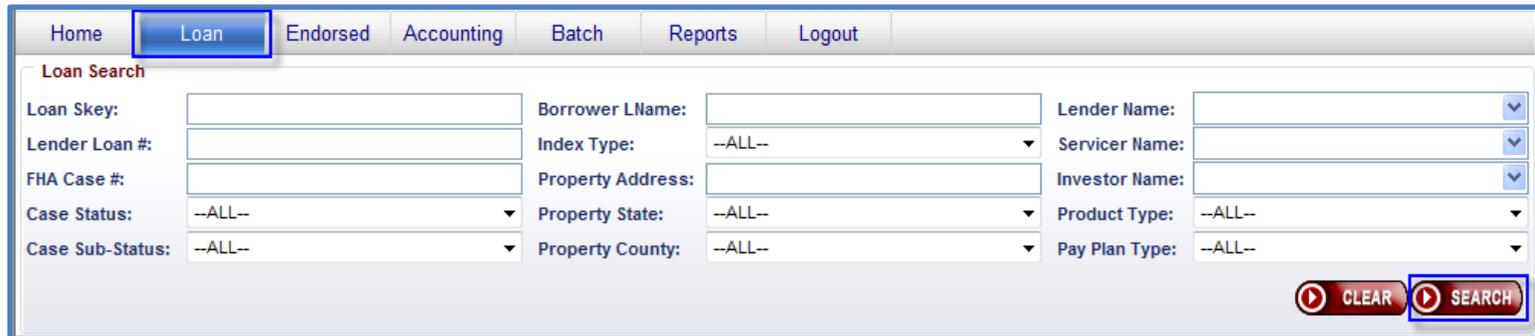
➤ Refer to the User Guide, Appendix B for a detailed Navigation Map



User Guide: 2.4

Loan Search Engine

- Search, review and edit loan level information



- Find loans based on a number of different criteria

Examples: *Loan Status* | *Borrower Name* | *Servicer Name* | *Property Location* |

- Multiple fields can be used to narrow the search results

- To search, click  on the top menu bar, enter your search criteria and click 

Loan Search Results

Loan Search Results
[Export to Excel](#)

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower LName	Index Type	Property Address	Property State	P
4		042-	Endorsed	Loan Active		1-Year CMT	32	CA	C
4		042-	Endorsed	Loan Active		1-Month CMT	11	CA	A
4		042-	Endorsed	Loan Active		1-Month CMT	12	CA	L
4		042-	Endorsed	Loan Active		1-Month LIBOR	21	CA	C
4		042-	Endorsed	Loan Active		1-Month LIBOR	10	CA	S
4		042-	Endorsed	Loan Active		1-Month LIBOR	15	CA	S
4		042-	Endorsed	Loan Active		1-Month LIBOR	29	CA	S

- Change sort order by clicking any column heading
- Total records found are displayed below the search results
- Change results per page
 - Default is 10 results per page
- Export to Excel
 - Please note that the result limit is 10,000 records at one time

page: of 458 results per page:



Endorsed Servicing – Servicer Requests

September 25, 2012

4:00 PM – 5:00 PM EST

Servicer Request Overview

- Servicer Requests are servicing **activities** requiring HUD's Decision
- All Servicer Requests follow a specific "**timeline**" of sequential tasks required to fulfill the request
- Access to Servicer Request timelines and steps is governed by **Security Roles**
- Servicer Requests are initiated by using the **Servicer Request** functionality

Servicer Request Overview

Servicer Requests include the following servicing activities:

- Due and Payable with HUD Approval
- Preservation and Protection
- Request for HUD Advance (Assignment)
- Subordination
- Extensions
- Consent of Lienholder
- Investor Short Sale
- Partial Release
- ALL Claim types

Servicer Request Steps

- A Servicer Request includes a series of **Steps**
- Each step has a predefined **Scheduled Date** (i.e. due date)
- Each step uses the actual **Complete Date** (cannot be a future date) to track the completion of the step
- Optional Steps can be added to a timeline
- **Upload** Steps require submission of required servicing documents (pdf format only)
 - Click  to work on an upload step
 - Click  to view an uploaded document
 - Documents uploaded as part of a timeline are also available from the Documents tab for the individual loan

Servicer Request Step Groups

- There are 3 **Step Groups** which identify the user group that must complete the activity associated with the step
 - Servicer
 - HUD Contractor
 - HUD
- All groups can see the other group's steps
- Only the group owner can modify the group step

#	Step Description	Scheduled Date	Complete Date	Step Group
1	Disposition Event Occurred			Servicer
2	HUD Decision - Approved			HUD Contractor
3	Notification Sent to Borrower			Servicer
4	Upload Due & Payable Package			Servicer
5	Request to Call Due & Payable Reviewed			HUD Contractor
6	Servicer Notified of Decision			HUD Contractor
7	Notification of Decision Received			Servicer
8	Obtain Appraisal			Servicer

Servicer Requests Progression

- Each timeline updates as it progresses:
 - **Before** – the timeline has just been created . . .

Step Information: Due & Payable w/ HUD Approval



#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status
1	Disposition Event Occurred	04/30/2012	05/07/2012	Servicer		Active
2	Notification Sent to Borrower	04/30/2012		Servicer		Active
	3 Upload Due & Payable Package	05/07/2012		Servicer		Active
4	Request to Call Due & Payable Reviewed	05/10/2012		HUD Contractor		Active
5	Servicer Notified of Decision	05/14/2012		HUD Contractor		Active
6	Notification of Decision Received	05/14/2012		Servicer		Active
7	Obtain Appraisal	06/12/2012		Servicer		Active

7 Step(s)

- **After** – Complete Date column and PDF icon show progress

Step Information: Due & Payable w/ HUD Approval



#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status
1	Disposition Event Occurred	04/30/2012	05/07/2012	Servicer		Active
2	Notification Sent to Borrower	04/30/2012	05/07/2012	Servicer		Active
	3 Upload Due & Payable Package	05/07/2012	05/07/2012	Servicer		Active
4	Request to Call Due & Payable Reviewed	05/10/2012		HUD Contractor		Active
5	Servicer Notified of Decision	05/14/2012		HUD Contractor		Active
6	Notification of Decision Received	05/14/2012		Servicer		Active
7	Obtain Appraisal	06/12/2012		Servicer		Active

7 Step(s)

HUD Decision

- Obtaining **Servicer Request Status**
 - Servicer Requests are either APPROVED, DENIED, or PENDING
Additional information
- One of the following steps is created within the timeline to correspond to the status
 - HUD Decision – Approved
 - HUD Decision – Denied
 - HUD Decision – Pending Additional Info
- HUD Decision – Pending Additional Info requires the Servicer to provide the requested information for HUD to make the decision

Servicer Request Initiation

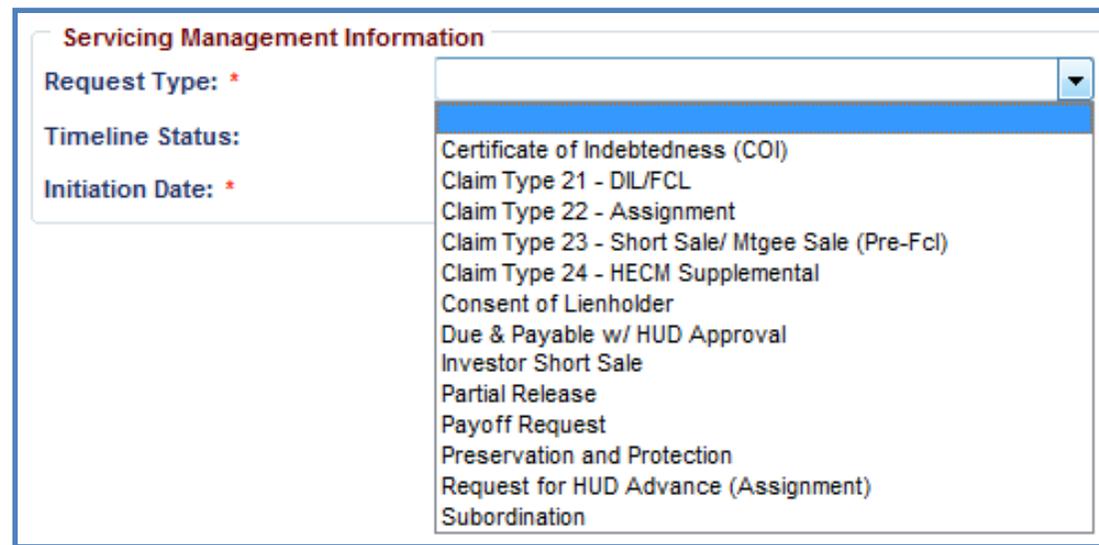
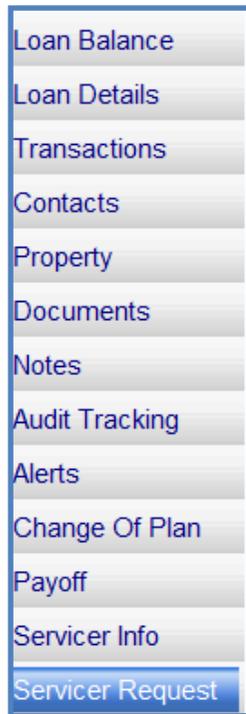
➤ Servicer Requests are initiated

- From the top menu



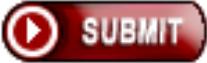
OR

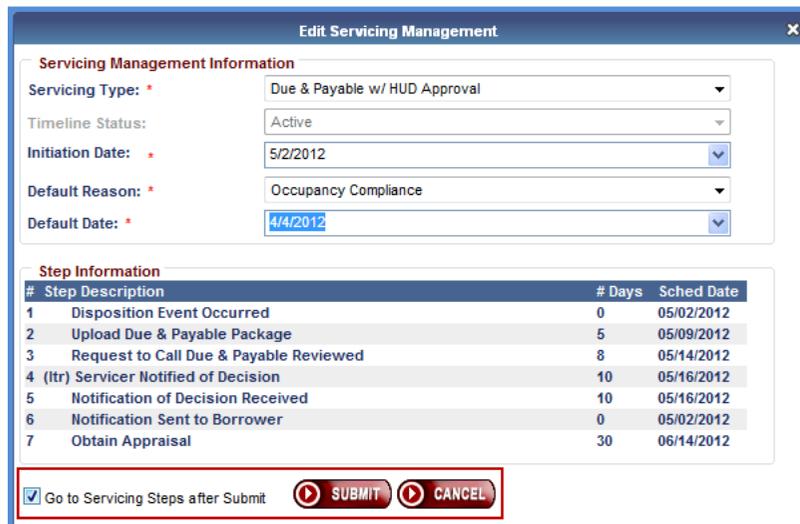
- From within the Loan Module



Due & Payable w/ HUD Approval

➤ Initiating a Due and Payable w/ HUD Approval Request

- Navigate to 
- Search for the Loan using selection criteria
- Click on the loan to **initiate** the Servicer Request
- Select **Servicing Type** “Due & Payable w/ HUD Approval”
- Enter all required fields indicated with a red asterisk
- Optionally CHECK **Go to Servicing Steps after Submit**
- Click 



The screenshot shows the 'Edit Servicing Management' window with the following details:

Servicing Management Information

- Servicing Type: * Due & Payable w/ HUD Approval
- Timeline Status: Active
- Initiation Date: * 5/2/2012
- Default Reason: * Occupancy Compliance
- Default Date: * 4/4/2012

Step Information

#	Step Description	# Days	Sched Date
1	Disposition Event Occurred	0	05/02/2012
2	Upload Due & Payable Package	5	05/09/2012
3	Request to Call Due & Payable Reviewed	8	05/14/2012
4 (ltr)	Servicer Notified of Decision	10	05/16/2012
5	Notification of Decision Received	10	05/16/2012
6	Notification Sent to Borrower	0	05/02/2012
7	Obtain Appraisal	30	06/14/2012

At the bottom, there is a checkbox for 'Go to Servicing Steps after Submit' which is checked, and two buttons: 'SUBMIT' and 'CANCEL'.

User Guide: 7.3.1.3

Due & Payable w/ HUD Approval

➤ Completing Servicer Request Steps

- Click on the Step to enter the Complete Date
- **Upload Steps** require documents (PDFs) to be uploaded
- Upload Steps auto complete the **Complete Date**
- **Step Note** field is available for comments

Step Information: Due & Payable w/ HUD Approval



#	Step Description	Scheduled Date	Complete
1	Disposition Event Occurred	04/18/2012	04/18/2012
2	Notification Sent to Borrower	04/18/2012	
	3 Upload Due & Payable Package	04/25/2012	
4	Request to Call Due & Payable Reviewed	04/30/2012	
5	Servicer Notified of Decision	05/02/2012	
6	Notification of Decision Received	05/02/2012	
7	Obtain Appraisal	05/01/2012	

7 Step(s)

Edit Step

Step Item

Step Description: Upload Due & Payable Package

Scheduled Date: * Complete Date:

Status:

Step Note:

Documents: *

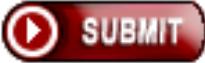
Audit Information

Create Date: Created By:

Change Date: Changed By:

Request for HUD Advance (Assignment)

➤ Initiating a Request for HUD Advance (Assignment)

- Navigate to 
- Search for the Loan using selection criteria
- Click on the loan to **initiate** the Servicer Request
- Select **Servicing Type** “Request for HUD Advance (Assignment)”
- Enter all required fields indicated with a red asterisk
- Optionally CHECK **Go to Servicing Steps after Submit**
- Click 

Servicing Management Information

Servicing Type: *

Timeline Status:

Initiation Date: *

Requested Amount: *

Step Information

#	Step Description	# Days	Sched Date
1	Unscheduled Request for Funds Received - pushes MCA > 100%	0	05/07/2012
2	Upload Request for HUD Advance Package	0	05/07/2012
3	Request for HUD Advance Received from Servicer	1	05/08/2012
4	Request for HUD Advance Processed	3	05/10/2012
5	Assignment Package Received from Servicer	90	08/05/2012

Go to Servicing Steps after Submit  

User Guide: 7.3.1.11

Request for HUD Advance (Assignment)

➤ Completing Servicer Request Steps

- Click on the Step to enter the Complete Date
- **Upload Steps** require documents (PDFs) to be uploaded
- Upload Steps auto complete the **Complete Date**
- **Step Note** field is available for comments

Step Information: Request for HUD Advance (Assignment)

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note
 1	Unscheduled Request for Funds Received - pushes MCA > 100%	05/07/2012	05/07/2012	Servicer	
 2	Upload Request for HUD Advance Package	05/07/2012	05/07/2012	Servicer	
3	Request for HUD Advance Received from Servicer	05/08/2012		HUD Contractor	
4	Request for HUD Advance Processed	05/10/2012		HUD Contractor	
5	Assignment Package Received from Servicer	08/05/2012		HUD Contractor	

5 Step(s)

- If approved, the funds are advanced

Preservation and Protection

User Guide: 7.3.1.10

➤ Initiating a Preservation and Protection (P&P) timeline

- Navigate to   
- Search for the Loan using selection criteria
- Click on the loan to **initiate** the Servicer Request
- Select **Servicing Type** “Preservation and Protection”
- Enter all required fields indicated with a red asterisk
- Optionally CHECK **Go to Servicing Steps after Submit**
- Click 

Servicing Management Information

Servicing Type: *

Timeline Status:

Initiation Date: *

Step Information

#	Step Description	# Days	Sched Date
1	Initiate Request to Exceed Costs for P&P	0	04/30/2012
2	Upload P&P Package	0	04/30/2012
3 (ltr)	Send P&P Package to HUD	5	05/07/2012
4	Request to Exceed Package Reviewed	4	05/04/2012
5 (ltr)	Servicer Notified of Decision	5	05/07/2012

Go to Servicing Steps after Submit  

Preservation and Protection

- Multiple active P&P timelines can exist
- Preserve & Protect page: Add Request to Exceed Limits for Preservation and Protection

Preservation & Protection Info

Maximum Allowance	Total Allowance Used	Available Amount	HUD Approved Amount	HUD Approved Used	HUD Approved Remaining
\$2,500.00	\$1,500.00	\$2,500.00	\$1,500.00	\$1,500.00	\$0.00

Request to Exceed Limits for Preservation and Protection

New Request

Transaction Type: Corp Adv - Prop Preserve - Boarding

Requested Amount: \$1,600.00

Bid 1: \$1,500.00

Bid 2: \$1,700.00

Servicer Remarks:

SUBMIT CANCEL

- Servicers can Edit or Delete the request until submission to HUD.

Preservation & Protection Info

Maximum Allowance	Total Allowance Used	Available Amount	HUD Approved Amount	HUD Approved Used	HUD Approved Remaining
\$2,500.00	\$1,500.00	\$2,500.00	\$1,500.00	\$1,500.00	\$0.00

Request to Exceed Limits for Preservation and Protection

Transaction Type	HUD Decision	Requested Amount	Approved Amount	Bid1
Corp Adv - Prop Preserve - Boarding	Pending	\$1,600.00	\$1,500.00	\$1,700.00

Preservation and Protection

- Servicers must Print and complete 'Send P&P Package to HUD' step in order to submit request to HUD for Approval

Step Information: Preservation and Protection

NEW

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status
1	Initiate Request to Exceed Costs for P&P	04/30/2012	05/07/2012	Servicer		Active
2	Upload P&P Package	04/30/2012	05/07/2012	Servicer		Active
3	Request to Exceed Package Reviewed	05/04/2012		HUD Contractor		Active
4	Send P&P Package to HUD	05/07/2012		Servicer		Active
5	Servicer Notified of Decision	05/07/2012		HUD Contractor		Active

5 Step(s)

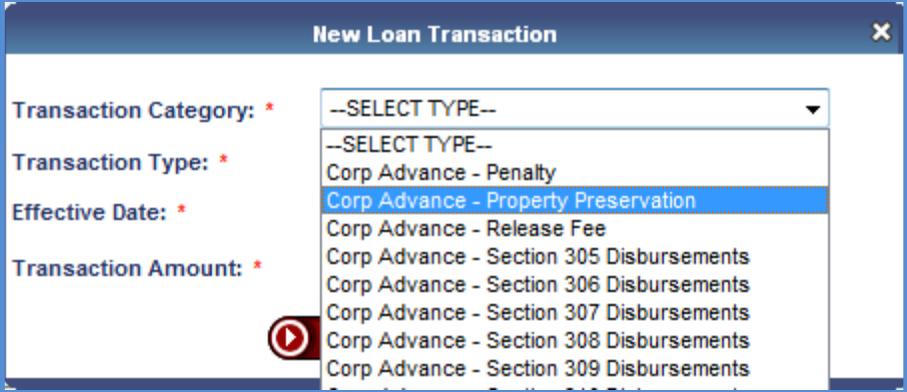
- The P&P form that will be submitted to HUD:

<p>Request to Exceed Cost and Protection Limits for Preservation</p> <p>Department of HUD U.S. Service Corporation 3000 East 11th Street, Suite 700 Tulsa, OK 74117</p> <p>Dear Sir/Madam _____:</p> <p>SUBJECT: Request for Variance from Preservation and Protection Schedule</p> <p>FHA Case No.: <u>999-1214939</u></p> <p>Mtgee Loan No.: <u>779764</u></p> <p>Mortgagor's Name: <u>ELIZABETH DEWEY</u></p> <p>Property Address: <u>596 8th GOOSE RD</u> <u>SHERIDAN, WY</u></p>	<p>U.S. Department of Housing and Urban Development Office of Housing Federal Housing Commissioner</p>	<p>OMB Approval No. 2502-0429 Exp. 02/29/2012</p> <p>Mortgagee Name and Address <u>REVERSE MORTGAGE SOLUTIONS</u> <u>2727 SPRING CREEK DRIVE</u> <u>SPRING, TX 77373</u></p> <p>Date of Vacancy: <u>6/26/2012</u></p> <p>Date of Foreclosure Sale: <u>6/30/2012</u></p> <p>Date Deed Recorded: <u>6/15/2012</u></p> <p>Expected Conveyance Date: <u>6/1/2012</u></p> <p>Zip Code: <u>73061</u></p>
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Permission is requested to perform the following services (all applicable estimates and required

Preservation and Protection

- If the P&P Request is approved the Servicer can then proceed with creating P&P transactions through the Loan Transactions functionality



The screenshot shows a software window titled "New Loan Transaction" with a close button (X) in the top right corner. The form contains several fields with red asterisks indicating they are required:

- Transaction Category:** * --SELECT TYPE--
- Transaction Type:** * --SELECT TYPE--
- Effective Date:** *
- Transaction Amount:** *

The "Transaction Type" dropdown menu is open, displaying a list of options:

- SELECT TYPE--
- Corp Advance - Penalty
- Corp Advance - Property Preservation (highlighted in blue)
- Corp Advance - Release Fee
- Corp Advance - Section 305 Disbursements
- Corp Advance - Section 306 Disbursements
- Corp Advance - Section 307 Disbursements
- Corp Advance - Section 308 Disbursements
- Corp Advance - Section 309 Disbursements

A red play button icon is visible at the bottom left of the dropdown menu.

Investor Short Sale

➤ Initiating an Investor Short Sale

- Navigate to 
- Search for the Loan using selection criteria
- Click on the loan to **initiate** the Servicer Request
- Select **Servicing Type** “Investor Short Sale”
- Enter all required fields indicated with a red asterisk
- Optionally **CHECK Go to Servicing Steps after Submit**
- Click 

Servicing Management Information

Servicing Type: *

Timeline Status:

Initiation Date: *

Loan Status of 1st Mortgage:

Payoff Amount of 1st Mortgage:

Offered Sales Price:

Repair Costs:

Appraised Value:

Percentage of Appraised Value:

Step Information

#	Step Description	# Days	Sched Date
1	Initiate Investor Short Sale Process	0	05/03/2012
2	Upload Short Sale package to HUD	20	06/01/2012
3	Received Required Documents	15	05/24/2012
4	(Itr) Servicer Notified of Decision	25	06/08/2012

Go to Servicing Steps after Submit  

User Guide: 7.3.1.8

Investor Short Sale

➤ Completing Servicer Request **Steps**

- Click on the Step to enter the Complete Date
- **Upload Steps** require documents (PDFs) to be uploaded
- Upload Steps auto complete the **Complete Date**
- **Step Note** field is available for comments

Step Information: Investor Short Sale

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status
1	Initiate Investor Short Sale Process	05/10/2012	05/10/2012	Servicer		Active
2	Received Required Documents	06/01/2012		Servicer		Active
3	Upload Short Sale package to HUD	06/08/2012		Servicer		Active
4	Servicer Notified of Decision	06/15/2012		HUD Contractor		Active

4 Step(s)

Subordination

➤ Initiating a Subordination

- Navigate to 
- Search for the Loan using selection criteria
- Click on the loan to **initiate** the Servicer Request
- Select **Servicing Type** “Subordination”
- Enter all required fields indicated with a red asterisk
- Optionally CHECK **Go to Servicing Steps after Submit**
- Click 

Servicing Management Information

Servicing Type: *

Timeline Status:

Initiation Date: *

New Mortgage Type:

New Mortgage Amount:

Step Information

#	Step Description	# Days	Sched Date
1	Request for Subordination Received	0	04/30/2012
2	Upload Subordination Package	5	05/07/2012
3	Subordination Package Reviewed by HUD	8	05/10/2012
4	(Itr) Servicer Notified of Decision / Subordination Sent to Servicer	10	05/14/2012

Go to Servicing Steps after Submit  

Subordination

➤ Completing Servicer Request **Steps**

- Click on the Step to enter the Complete Date
- **Upload Steps** require documents (PDFs) to be uploaded
- Upload Steps auto complete the **Complete Date**
- **Step Note** field is available for comments

Step Information: Subordination

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status
1	Request for Subordination Received	04/30/2012	05/07/2012	Servicer		Active
 2	Upload Subordination Package	05/07/2012	05/07/2012	Servicer		Active
3	Subordination Package Reviewed by HUD	05/10/2012		HUD Contractor		Active
4	Servicer Notified of Decision / Subordination Sent to Servicer	05/14/2012		HUD Contractor		Active

4 Step(s)

Consent of Lienholder

User Guide: 7.3.1.2

➤ Initiating a Consent of Lienholder

- Navigate to   
- Search for the Loan using selection criteria
- Click on the loan to **initiate** the Servicer Request
- Select **Servicing Type** “Consent of Lienholder”
- Enter all required fields indicated with a red asterisk
- Optionally CHECK **Go to Servicing Steps after Submit**
- Click 

Servicing Management Information

Servicing Type: *

Timeline Status:

Initiation Date: *

Step Information

#	Step Description	# Days	Sched Date
1	Initiate Consent of Lienholder	0	04/30/2012
2	Upload Consent of Lienholder Package	5	05/07/2012
3	Consent of Lienholder Request Reviewed	7	05/09/2012
4	Recommendation Sent to HUD	8	05/10/2012
5	(ltr) Servicer Notified of Decision	10	05/14/2012

Go to Servicing Steps after Submit  

Consent of Lienholder

➤ Completing Servicer Request **Steps**

- Click on the Step to enter the Complete Date
- **Upload Steps** require documents (PDFs) to be uploaded
- Upload Steps auto complete the **Complete Date**
- **Step Note** field is available for comments

Step Information: Consent of Lienholder

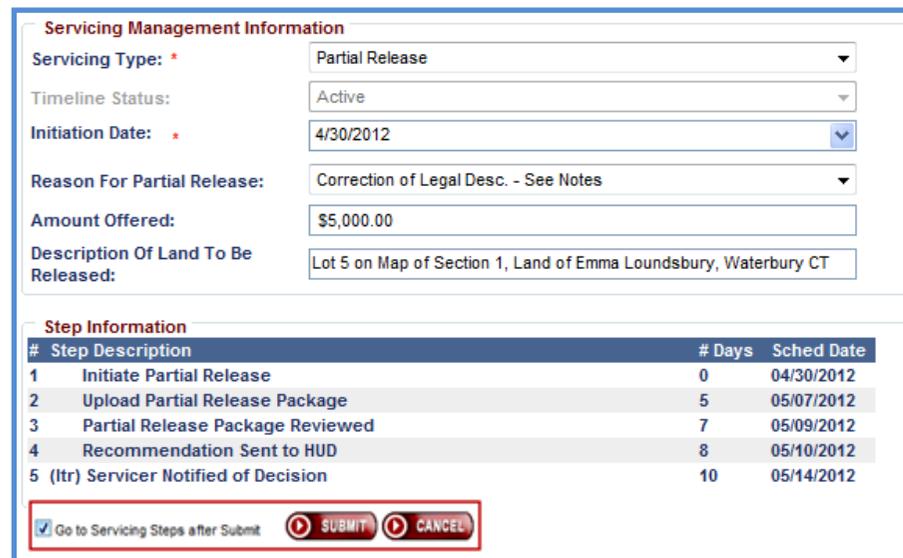
#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status
1	Initiate Consent of Lienholder	04/30/2012	05/07/2012	Servicer		Active
 2	Upload Consent of Lienholder Package	05/07/2012	05/07/2012	Servicer		Active
3	Consent of Lienholder Request Reviewed	05/09/2012		HUD Contractor		Active
4	Recommendation Sent to HUD	05/10/2012		HUD Contractor		Active
5	Servicer Notified of Decision	05/14/2012		HUD Contractor		Active

5 Step(s)

Partial Release

➤ Initiating a Partial Release

- Navigate to 
- Search for the Loan using selection criteria
- Click on the loan to **initiate** the Servicer Request
- Select **Servicing Type** “Partial Release”
- Enter all required fields indicated with a red asterisk
- Optionally CHECK **Go to Servicing Steps after Submit**
- Click 



The screenshot shows a web form for initiating a partial release. It is divided into two main sections: 'Servicing Management Information' and 'Step Information'.

Servicing Management Information

Servicing Type: * Partial Release
Timeline Status: Active
Initiation Date: * 4/30/2012
Reason For Partial Release: Correction of Legal Desc. - See Notes
Amount Offered: \$5,000.00
Description Of Land To Be Released: Lot 5 on Map of Section 1, Land of Emma Loundsbury, Waterbury CT

Step Information

#	Step Description	# Days	Sched Date
1	Initiate Partial Release	0	04/30/2012
2	Upload Partial Release Package	5	05/07/2012
3	Partial Release Package Reviewed	7	05/09/2012
4	Recommendation Sent to HUD	8	05/10/2012
5	(ltr) Servicer Notified of Decision	10	05/14/2012

At the bottom of the form, there is a checkbox labeled 'Go to Servicing Steps after Submit' which is checked. To the right of the checkbox are two buttons: 'SUBMIT' and 'CANCEL'.

Partial Release

➤ Completing Servicer Request **Steps**

- Click on the Step to enter the Complete Date
- **Upload Steps** require documents (PDFs) to be uploaded
- Upload Steps auto complete the **Complete Date**
- **Step Note** field is available for comments

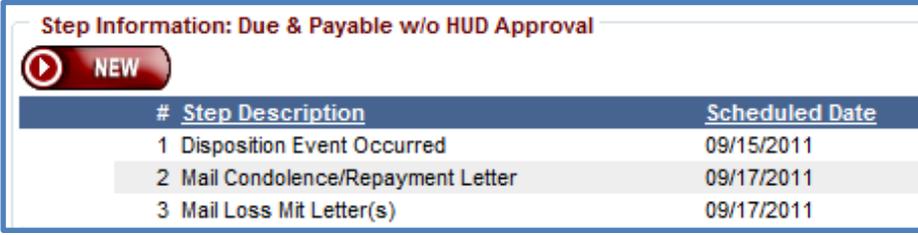
Step Information: Partial Release

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status
1	Initiate Partial Release	04/30/2012	05/07/2012	Servicer		Active
 2	Upload Partial Release Package	05/07/2012	05/07/2012	Servicer		Active
3	Partial Release Package Reviewed	05/09/2012		HUD Contractor		Active
4	Recommendation Sent to HUD	05/10/2012		HUD Contractor		Active
5	Servicer Notified of Decision	05/14/2012		HUD Contractor		Active

5 Step(s)

Extension – Request to Delay Foreclosure

- Reporting of Due and Payable events is a pre-requisite for Extension – Request to Delay Foreclosure timeline initiation
- Report by using the Due & Payable timeline
 - Due & Payable without HUD Approval Timeline (Conveyed Title or Death)



#	Step Description	Scheduled Date
1	Disposition Event Occurred	09/15/2011
2	Mail Condolence/Repayment Letter	09/17/2011
3	Mail Loss Mit Letter(s)	09/17/2011

- Due & Payable with HUD Approval Timeline (Occupancy Compliance, Repairs & Upkeep, Residency, Unpaid Insurance, Unpaid Taxes, Unpaid Taxes & Unpaid Insurance)



#	Step Description	Scheduled Date
1	Disposition Event Occurred	12/25/2010
2	Notificaton Sent to Borrower	12/25/2010
3	Upload Due & Payable Package	01/03/2011
4	Request to Call Due & Payable Reviewed	01/06/2011
5	Servicer Notified of Decision	01/10/2011
6	Notification of Decision Received	01/10/2011
7	Obtain Appraisal	02/08/2011
8	HUD Decision - Approved	02/24/2012

Extension – Request to Delay Foreclosure

- To file an Extension – Request to Delay Foreclosure the Servicer must create Extension - Request to Delay Foreclosure timeline
- Initiating a Extension – Request to Delay Foreclosure timeline
 - Navigate to 
 - Search for the Loan and Click on the record. Select **Servicing Type** “Extension – Request to Delay Foreclosure”
 - Enter all required fields indicated with a red asterisk
 - Click 

Servicing Management Information

Servicing Type: *

Timeline Status:

Initiation Date: *

Responsible Party:

Reason for Request: *

Reason for Extension: *

Basis for Extension Request:

Request:

Step Information

#	Step Description	# Days	Sched Date
1	Initiate Extension - Request to Delay Foreclosure	0	09/17/2012
2	Upload Extension Package	1	09/18/2012
3	Submit Extension Request for Time	1	09/18/2012
4	Request for Extension of Time Recd	0	09/17/2012
5	Extension Request Reviewed	1	09/18/2012
6	Servicer Notified of Decision	2	09/19/2012

Extension – Request to Delay Foreclosure

- The first two requests are auto-approved by the system, the automatic expiration date is populated upon auto-approval
- Servicer can create up to 3 active Extension – Request to Delay Foreclosure timelines

Servicing Management Information			
Servicing Type:	Extension - Request to Delay Foreclosure	Timeline Status:	Active
Servicing Status:	Request for Extension of Time Recd	Responsible Party:	UATadmin
Reason for Request:	Initial Repairs Incomplete	Request:	First
Extension Expiration Date:	12/30/2012	Reason for Extension:	Borrower moved out and will not return
Basis for Extension Request:			
Automatic Expiration Date:	12/30/2012		

- Servicer must request Extensions within 30 days of the Expiration Date of each extensions

Extension – Request to Delay Foreclosure

- First and Subsequent Extensions may be granted in 90 day intervals and these 180 days cannot exceed the 12 months from the date of death or notification
- First Extension is auto approved and Expiration Date for First Extension is 6 months + 90 Days from time of death or notification of Due & Payable timeline
- Subsequent Extension is auto approved and Expiration Date of Subsequent Extension is 90 Days from the First Extension Expiration Date

Extension – Request to Delay Foreclosure

- All request beyond the Subsequent Extension will be routed to HUD for review (No Auto- Approve).
- HUD has ability to enter Extension Expiration Date

Servicing Management Information

Servicing Type:	Extension - Request to Delay Foreclosure	Timeline Status:	Active
Servicing Status:	Request for Extension of Time Recd	Responsible Party:	
Reason for Request:	Other	Request:	Subsequent
Extension Expiration Date:		Reason for Extension:	Borrower mo
Basis for Extension Request:			

Servicing Management Information

Servicing Type:	Extension - Request to Delay Foreclosure
Timeline Status:	Active
Responsible Party:	
Reason for Request *	Other
Reason for Extension: *	
Basis for Extension Request:	
Request:	Subsequent
Extension Expiration Date:	

Audit Information

Create Date:	6/29/2006	Created By:	smobley
Change Date:	6/29/2006	Changed By:	smobley

September, 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Today: 9/17/2012

Extension – Repair

- To file an Extension – Repair the Servicer must create Extension – Repair timeline
- Initiating an Extension – Repair
 - Navigate to 
 - Search for the Loan and Click on the record. Select **Servicing Type** “Extension – Repair”
 - Enter all required fields indicated with a red asterisk
 - Click 

Servicing Management Information

Servicing Type: *

Timeline Status:

Initiation Date: *

Responsible Party:

Reason for Request: *

Reason for Extension: *

Basis for Extension Request:

Request:

Repair Rider Expiration Date: *

Step Information

#	Step Description	# Days	Sched Date
1	Initiate Extension - Repairs	0	09/17/2012
2	Upload Extension Package	1	09/18/2012
3	Submit Extension Request for Time	1	09/18/2012
4	Request for Extension of Time Recd	0	09/17/2012
5	Extension Request Reviewed	1	09/18/2012
6	Servicer Notified of Decision	2	09/19/2012

Extension – Repair

- Servicers must enter Repair Rider Expiration Date when creating a timeline.
- Repair Rider Expiration Date must be $>$ Closing Date and \leq (Closing Date + 12 months)
- Multiple Extension - Repair timelines are allowed
- Servicer must request Extensions within 30 days of the Expiration Date of each extensions

Extension – Repair

- All requested Extensions will be sent to HUD for review and approval (No Auto- Approve). HUD has ability to enter Extension Expiration Date if Extension is granted

Servicing Management Information

Servicing Type: Extension - Repairs
Timeline Status: Active
Servicing Status: Request for Extension of Time Recd
Responsible Party:
Reason for Request: Initial Repairs Incomplete
Request: First
Reason for Extension: Initial Repairs Incomplete
Extension Expiration Date:
Basis for Extension Request:
Repair Rider Expiration Date: 03/15/2010

Edit Servicing Management

Servicing Management Information

Servicing Type: Extension - Repairs
Timeline Status: Active
Responsible Party:
Reason for Request *: Initial Repairs Incomplete
Reason for Extension *: Initial Repairs Incomplete
Basis for Extension Request:
Request: First
Repair Rider Expiration Date: * 3/15/2010
Extension Expiration Date:

Audit Information

Create Date: 9/17/2011
Change Date:
Created By: iigsvc
Changed By:

September, 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Today: 9/17/2012

Extension – Repair

- First Extension Expiration Date must be $>$ Repair Rider Expiration Date and ≤ 90 days from the Repair Rider Expiration Date and within 12 months from the Closing Date.
- Subsequent Extension Expiration Date must be \geq First Extension Expiration Date and ≤ 90 days from the First Extension Expiration Date and within 12 months from the Closing Date.
- Subsequent (3rd) Extension Expiration Date must be \geq 2nd Extension Expiration Date and ≤ 90 days from the 2nd Extension Expiration Date and within 12 months from the Closing Date.

Extension – Deed-in-Lieu

- To file an Extension – Deed-in-Lieu the Servicer must create Extension – Deed-In-Lieu timeline
- Initiating an Extension – Deed-In-Lieu
 - Navigate to 
 - Search for the Loan and Click on the record. Select **Servicing Type** “Extension – Deed-In-Lieu”
 - Enter all required fields indicated with a red asterisk
 - Click 

Servicing Management Information

Servicing Type: *

Timeline Status:

Initiation Date: *

Responsible Party:

Reason for Request: *

Reason for Extension: *

Basis for Extension Request:

Request:

Step Information

#	Step Description	# Days	Sched Date
1	Initiate Extension - DIL	0	09/17/2012
2	Upload Extension Package	1	09/18/2012
3	Submit Extension Request for Time	1	09/18/2012
4	Request for Extension of Time Recd	0	09/17/2012
5	Extension Request Reviewed	1	09/18/2012
6	Servicer Notified of Decision	2	09/19/2012

Extension – Deed-in-Lieu

- Multiple Extension – Deed-in-Lieu timelines are allowed
- All requested Extensions will be sent to HUD for review and approval (No Auto- Approval).
- HUD has ability to enter Extension Expiration Date if Extension is granted

Servicing Management Information

Servicing Type:	Extension - Deed-in-Lieu	Timeline Status:	Active
Servicing Status:	Request for Extension of Time Recd	Responsible Party:	
Reason for Request:	Deed-in-Lieu	Request:	First
Extension Expiration Date:		Reason for Extension:	Deed-in-Lieu
Basis for Extension Request:			

Edit Servicing Management

Servicing Management Information

Extension - Deed-in-Lieu

Timeline Status: Active

Responsible Party:

Reason for Request: Deed-in-Lieu

Reason for Extension: Deed-in-Lieu

Basis for Extension Request:

Request: First

Extension Expiration Date:

Audit Information

Create Date: 9/17/2011

Change Date:

Created By: [jjgsvc](#)

Changed By:

September, 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Today: 9/17/2012

Extension – Claim Filing

➤ To file an Extension – Claim Filing the Servicer must create Extension – Claim Filing timeline

➤ Initiating an Extension – Claim Filing

- Navigate to 
- Search for the Loan and Click on the record. Select **Servicing Type** “Extension – Claim Filing”
- Enter all required fields indicated with a red asterisk
- Click 

Servicing Management Information

Servicing Type: *

Timeline Status:

Initiation Date: *

Responsible Party:

Reason for Request: *

Reason for Extension: *

Basis for Extension Request:

Request:

Step Information

#	Step Description	# Days	Sched Date
1	Initiate Extension - Claim Filing	0	09/17/2012
2	Upload Extension Package	1	09/18/2012
3	Submit Extension Request for Time	1	09/18/2012
4	Request for Extension of Time Recd	0	09/17/2012
5	Extension Request Reviewed	1	09/18/2012
6	Servicer Notified of Decision	2	09/19/2012

Extension – Claim Filing

- Multiple Extension – Claim Filing timelines are not allowed
- All requested Extensions will be sent to HUD for review and approval (No Auto- Approval).
- HUD has ability to enter Extension Expiration Date if Extension is granted

The image shows two overlapping screenshots of a software interface. The top-left screenshot is a 'Servicing Management Information' form with the following fields:

Servicing Type:	Extension - Claim Filing	Timeline Status:	Active
Servicing Status:	Request for Extension of Time Recd	Responsible Party:	
Reason for Request:	Claims	Request:	First
Extension Expiration Date:		Reason for Extension:	Pending Sale Scheduled
Basis for Extension Request:			

The bottom-right screenshot is the 'Edit Servicing Management' window, which mirrors the form above. It includes a calendar for the 'Extension Expiration Date' field, showing the month of September 2012. The calendar is currently displaying the date 9/17/2012. The 'Created By' field is populated with 'ipatel'.

Working with Existing Servicer Requests

- Click **Endorsed** **Requests** **Search** to **Search** for an existing Servicer Request
- Search for Servicer Requests based on:
 - **Loan Information**
 - **Servicing Management Criteria** such as Type, Step Group, etc.

Endorsed Request Search

Loan Information:

Loan Skey:	<input type="text"/>	Borrower LName:	<input type="text"/>	Lender Name:	<input type="text"/>
Lender Loan #:	<input type="text"/>	Property Address:	<input type="text"/>	Servicer Name:	Reverse Mortgage Solutions
FHA Case #:	<input type="text"/>	Property State:	--ALL--	Investor Name:	<input type="text"/>
Case Status:	--ALL--	Case Sub-Status:	--ALL--	Responsible:	--ALL--
				Property County:	--ALL--

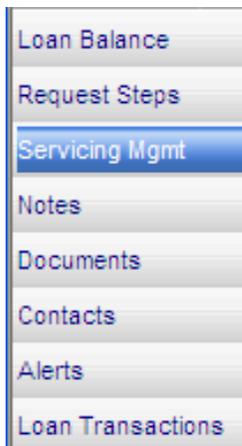
Servicing Management Criteria:

Servicing Type:	Due & Payable w/ HUD Approval	Servicing Status:	--ALL--	Step:	Upload Due & Payable Package
Timeline Status:	All Active	Current Step Group:	--ALL--	Step Status:	--ALL--
				Scheduled Date:	<input type="text"/> <= <input type="text"/>
				Completion Date:	<input type="text"/> <= <input type="text"/>
				Step Group:	--ALL--

SEARCH

Servicer Requests Timeline Status

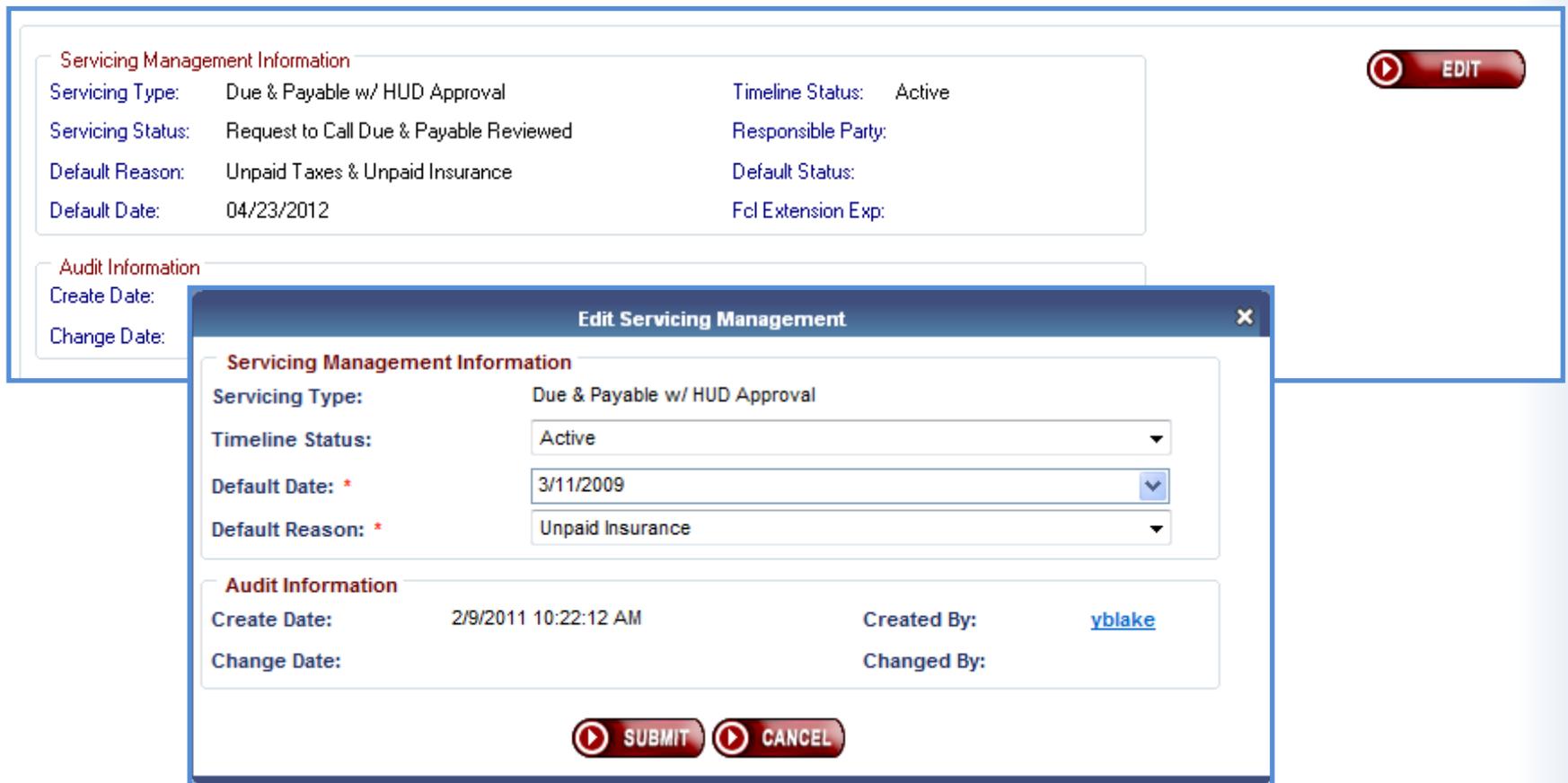
- **Timeline Status** is Active or Inactive
- Each new Timeline is assigned Active Status
- The **Timeline Status** can be changed on the Servicing Management page by clicking 



- Once the timeline is inactivated, none of the steps can be edited and the **Servicer Request is terminated**

Servicer Requests Timeline Status

- Changes can be made to a timeline by clicking 
- Click  to change the key fields specific to the timeline



The screenshot displays the 'Servicing Management Information' form and an 'Edit Servicing Management' dialog box. The main form includes fields for Servicing Type, Servicing Status, Default Reason, Default Date, Timeline Status, Responsible Party, Default Status, and Fcl Extension Exp. The dialog box allows editing these fields, including Servicing Type, Timeline Status, Default Date, and Default Reason, along with Audit Information such as Create Date, Change Date, Created By, and Changed By.

Servicing Management Information

Servicing Type: Due & Payable w/ HUD Approval
Servicing Status: Request to Call Due & Payable Reviewed
Default Reason: Unpaid Taxes & Unpaid Insurance
Default Date: 04/23/2012

Timeline Status: Active
Responsible Party:
Default Status:
Fcl Extension Exp:

Audit Information

Create Date:
Change Date:

Edit Servicing Management

Servicing Management Information

Servicing Type: Due & Payable w/ HUD Approval
Timeline Status: Active
Default Date: * 3/11/2009
Default Reason: * Unpaid Insurance

Audit Information

Create Date: 2/9/2011 10:22:12 AM
Change Date:
Created By: [yblake](#)
Changed By:

SUBMIT **CANCEL**

Wrap Up

