



HERMIT

Home Equity Reverse Mortgage Information Technology

Refresher Training
Claim Type 22
Session 5 – Sept 26, 2012
2:00 – 3:00 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
- Initiation of CT-22 - HECM outstanding loan balance must be $\geq 98\%$ of the Maximum Claim Amount (MCA)
- Monthly and Unscheduled Payments - must be made by the Servicer to the HECM borrower until the servicing of the loan is transferred to HUD

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

The slide features a dark blue background with a large, stylized globe in the center. The globe is rendered in shades of blue and white, showing the continents. Above the globe, there are several curved, overlapping bands in shades of blue, yellow, and orange. The text "HERMIT System Introduction" is centered over the globe in a bold, black, sans-serif font.

HERMIT System Introduction

September 26th, 2012

2:00 PM – 3:00 PM EST

HERMIT System Introduction

➤ **HERMIT = Home Equity Reverse Mortgage Information Technology**

▪ **HERMIT Servicing Module (HERMIT – SM):**

- HERMIT – SM is built on a commercially available software package known as STORM (Servicing Technology on Reverse Mortgages)
- Used by Originators/Lenders/Servicers, HUD and the HUD NSC Contractor for
 - Loan Setup and Collection of Mortgage Insurance Premiums (MIP)
 - General Servicing activities for Insurance-In-Force Cases
 - Claims processing

▪ **HERMIT Accounting Module (HERMIT – AM):**

- Records and processes accounting related transactions

HERMIT - Servicing Module

- Replaces ...
 - IACS
 - Process for Manual Servicer Requests (i.e. Requesting HUD Approvals)
 - Manual Claims Process

- Automates ...
 - Loan Setup
 - Servicer Requests
 - Claim Filings

- Used by ...
 - Originators to perform loan setup and pay IMIP
 - Servicers to perform loan administration and pay MMIP
 - Investors to monitor loan performance

HERMIT System Functions

- Calculation and collection of IMIP and MMIP
- Calculation and payment of claims
- Notification of Servicer Request approvals or denials
- Posting scheduled transactions
- Providing Help Desk support
- Bulk entry using B2G functionality

Originator/Servicer Responsibilities

- Perform Loan Setup within **15 days** of closing date
- Post all **unscheduled** loan transactions including advances, adjustments, and repayments
- Process payment plan changes for Endorsed loans
- Enter loan servicing updates such as:
 - Loan status changes: Due & Payable, Foreclosure, etc.
 - Loan transfers between servicers
 - Uploading of relevant loan documents
 - Updated property information, additional contacts, etc.
 - Initiate and submit claims
- Reconciliation of transactions and Loan balances between the Servicer's loan servicing system and **HERMIT**

User Guide: 3.2 & 3.3

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

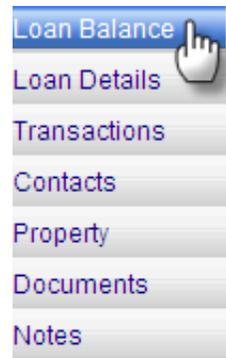
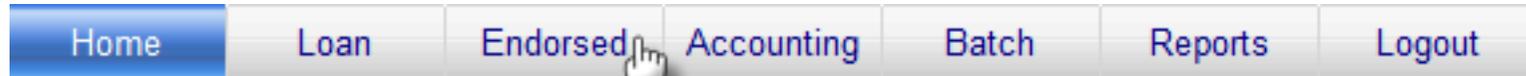
Announcements (Message Board)

Helpful Links

User Guide: 2.4

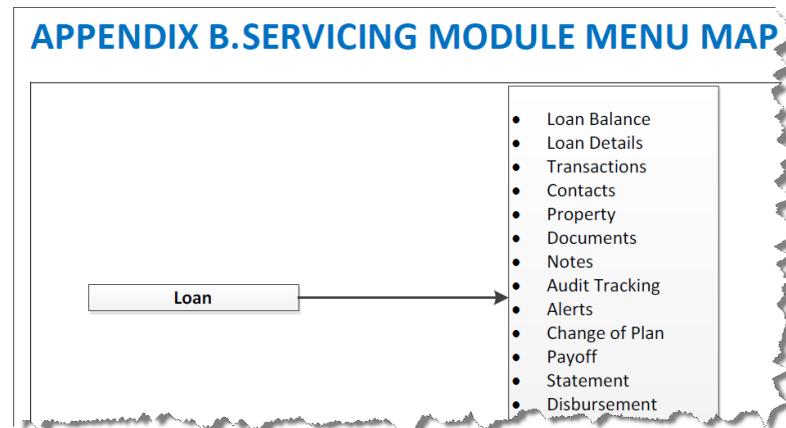
Screen Navigation

▼ Top Menu – Available Modules



▶ Left Menu – Available functions within the active Module

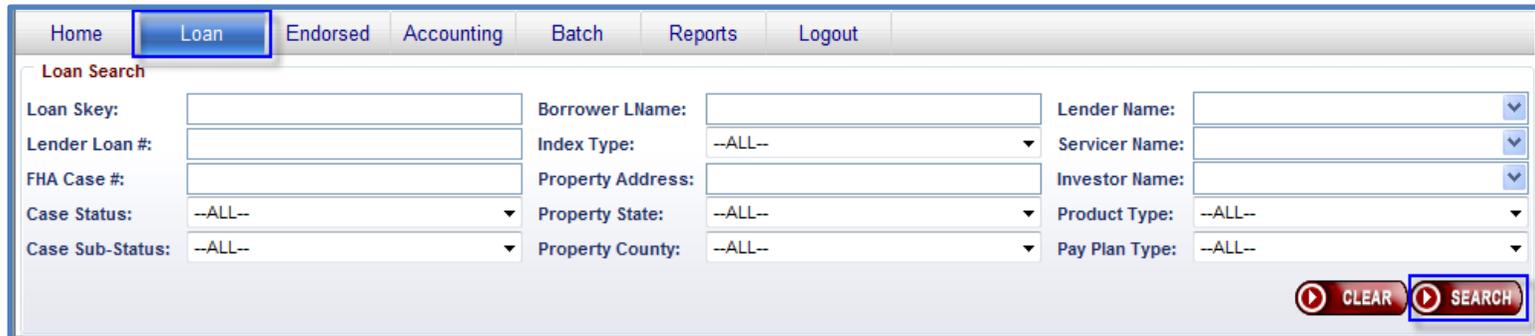
➤ Refer to the User Guide, Appendix B for a detailed Navigation Map



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:



Claim Type 22

Assignment and Repurchase

September 26th, 2012
2:00 PM – 3:00 PM ET

Claim Type 22 - Assignment

➤ **Optional Assignment (Claim Type 22):**

- Loan may be assigned to HUD if the total loan balance \geq 98% of the MCA (Maximum Claim Amount)

➤ **Successful assignment means:**

- The loan balance is transferred to HUD
- Servicing is transferred to the HUD NSC Contractor
- Investor is paid the approved claim amount

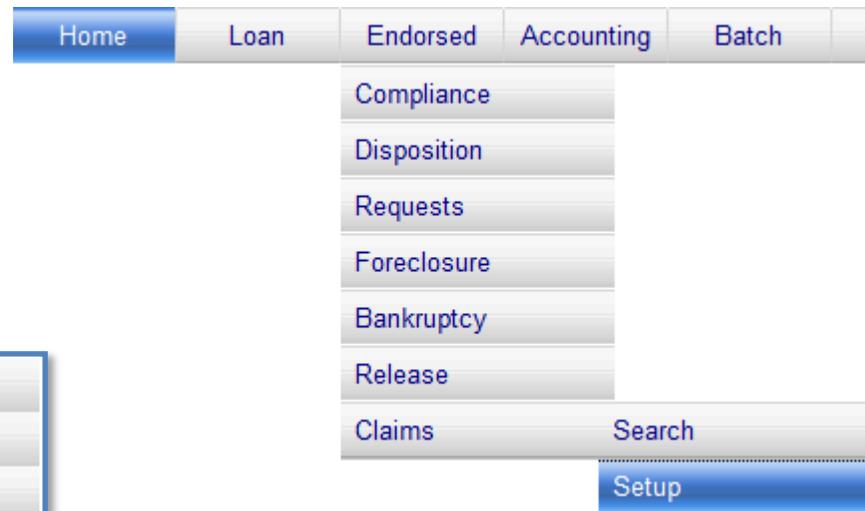
Claim Type 22 - Assignment

- To file a Claim Type 22, the Servicer creates a Claim Type 22 – Assignment Timeline
- Claim Type 22 timelines require interaction between Servicer, HUD NSC Contractor Staff, and HUD Staff
- Upon creation of the Claim Type 22 timeline, the **Case Sub-Status** is updated to “**CT 22 – Pending Assignment**”
- Only one active Claim Type 22 – Assignment timeline can be associated with a loan

Claim Type 22 - Assignment

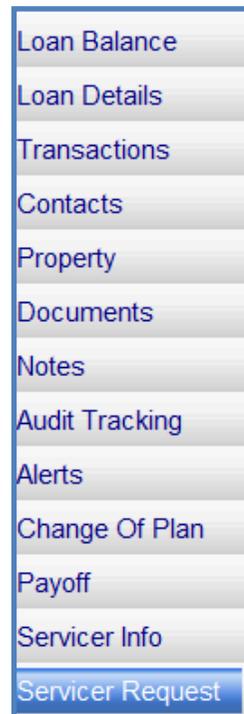
➤ Claim Type 22 timelines can be initiated in one of two ways

- From the top menu



OR

- From the Loan Module **Servicer Request** page



Claim Type 22 - Assignment

➤ Enter all required fields and click 

Servicing Management Information

Request Type: *

Timeline Status:

Initiation Date: *

Step Information

#	Step Description	# Days	Sched Date
1	Confirm loan balance is 98% or greater than MCA	0	01/30/2012
2	Confirm Clear Title	5	02/04/2012
3	Confirm Occupancy	5	02/04/2012
4	Verify Hazard Insurance current	5	02/04/2012
5	Verify Property Taxes current	5	02/04/2012
6	Upload Compliance Package	5	02/04/2012
7	Upload Collateral Package	5	02/04/2012
8	Upload Servicing Package	5	02/04/2012
9	Submit Assignment Request to HUD	5	02/04/2012
10 (Itr)	Assignment Package Received	6	02/05/2012
11	Assignment Package Reviewed	27	02/26/2012
12 (Itr)	HECM Assignment Acceptance Checklist Completed	28	02/27/2012



Claim Type 22 - Assignment

- Use the **Endorsed Claims Search** to find the Claim Type 22 - Assignment Timeline associated with the loan

Endorsed Claims Search

Loan Information:

Loan Skey: Borrower LName: Lender Name:

Lender Loan #: Property Address: Servicer Name: Reverse Mortgage Solutions

FHA Case #: Property State: California Investor Name:

Case Status: Endorsed Case Sub-Status: CT 22 - Pending Assignment Responsible: --ALL--

Servicing Management Criteria:

Servicing Type: Claim Type 22 - Assignment Servicing Status: Confirm loan balance is 98% or great Step: Confirm loan balance is 98% or g

Timeline Status: Active Pending Current Step Group: Servicer Step Status: Pending

Claim Status: --ALL-- Scheduled Date: <=< Completion Date: <=< Step Group: --ALL--

SEARCH

Search Results

[Export to Excel](#)

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Servicing Type	Timeline Status	Claim Status	Servicing Status
			Endorsed	CT 22 - Pending Assignment	Claim Type 22 - Assignment	Active		Confirm loan balance

page: 1 of 1 Go results per page: 10 Go 1 Record(s)

Claim Type 22 - Assignment

➤ Completing Claims 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

The image shows two overlapping windows from a software application. The left window, titled 'Step Information: Claim Type 22 - Assignment', displays a list of 12 steps. Step 1, 'Confirm loan balance is 98% or greater than MCA', is selected. The right window, titled 'Edit Step', provides a detailed view of this step. It includes fields for 'Step Description', 'Scheduled Date' (set to 11/30/2011), 'Complete Date', and 'Status' (set to Active). There is also a 'Step Note' text area and an 'Audit Information' section showing the 'Create Date' (4/27/2012 8:45:42 AM) and 'Created By' (joasvc). At the bottom of the 'Edit Step' window are 'SUBMIT' and 'CANCEL' buttons.

#	Step Description
1	Confirm loan balance is 98% or greater than MCA
2	Confirm Clear Title
3	Confirm Occupancy
4	Verify Hazard Insurance current
5	Verify Property Taxes current
6	Upload Compliance Package
7	Upload Collateral Package
8	Upload Servicing Package
9	Submit Assignment Request to HUD
10	Assignment Package Received
11	Assignment Package Reviewed
12	HECM Assignment Acceptance Checklist Completed

Edit Step

Step Item

Step Description: Confirm loan balance is 98% or greater than MCA

Scheduled Date: 11/30/2011 * Complete Date: []

Status: Active

Step Note: []

Audit Information

Create Date: 4/27/2012 8:45:42 AM Created By: joasvc

Change Date: [] Changed By: []

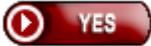
[] SUBMIT [] CANCEL

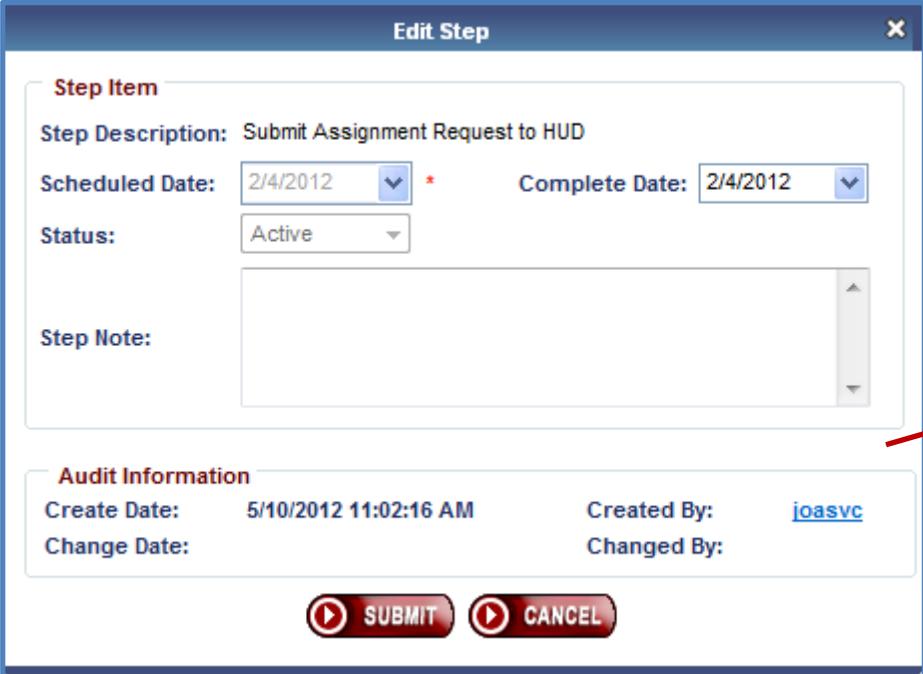
Claim Type 22 - Assignment

- The following steps must be completed by the Servicer
 - Confirm loan balance is 98% or greater than MCA
 - Confirm Clear Title
 - Confirm Occupancy
 - Verify Hazard Insurance current
 - Verify Property Taxes current
 - **Upload** the documents for each upload step

#	Step Description	Scheduled Date	Complete Date	Step Group
1	Confirm loan balance is 98% or greater than MCA	01/30/2012	01/30/2012	Servicer
2	Confirm Clear Title	02/04/2012	02/04/2012	Servicer
3	Confirm Occupancy	02/04/2012	02/04/2012	Servicer
4	Verify Hazard Insurance current	02/04/2012	02/04/2012	Servicer
5	Verify Property Taxes current	02/04/2012	02/04/2012	Servicer
 6	Upload Compliance Package	02/04/2012	05/10/2012	Servicer
 7	Upload Collateral Package	02/04/2012	05/10/2012	Servicer
 8	Upload Servicing Package	02/04/2012	05/10/2012	Servicer

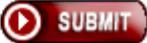
Claim Type 22 - Assignment

- Key Step - Submit Assignment Request to HUD
 - A **Certify** pop-up window is displayed to certify that the documents you attached in the previous steps are true and correct
 - Click  to continue



The 'Edit Step' window displays the following information:

- Step Item**
 - Step Description: Submit Assignment Request to HUD
 - Scheduled Date: 2/4/2012 *
 - Complete Date: 2/4/2012
 - Status: Active
 - Step Note: (Empty text area)
- Audit Information**
 - Create Date: 5/10/2012 11:02:16 AM
 - Created By: joasvc
 - Change Date: (Empty)
 - Changed By: (Empty)

Buttons:  



The 'Certify' window contains the following text and buttons:

By completing this step, I certify that the statements, documents, and information pertaining to this case are true and correct. Are you sure you want to continue?

Buttons:  

Claim Type 22 - Assignment

- The next set of steps are completed by the HUD NSC Contractor
 - Assignment Package Received
 - Assignment Package Reviewed
 - HECM Assignment Acceptance Checklist Completed

Step Information: Claim Type 22 - Assignment

 NEW

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status
1	Confirm loan balance is 98% or greater than MCA	01/30/2012	01/30/2012	Servicer		Active
2	Confirm Clear Title	02/04/2012	02/04/2012	Servicer		Active
3	Confirm Occupancy	02/04/2012	02/04/2012	Servicer		Active
4	Verify Hazard Insurance current	02/04/2012	02/04/2012	Servicer		Active
5	Verify Property Taxes current	02/04/2012	02/04/2012	Servicer		Active
 6	Upload Compliance Package	02/04/2012	05/10/2012	Servicer		Active
 7	Upload Collateral Package	02/04/2012	05/10/2012	Servicer		Active
 8	Upload Servicing Package	02/04/2012	05/10/2012	Servicer		Active
9	Submit Assignment Request to HUD	02/04/2012	02/04/2012	Servicer		Active
10	Assignment Package Received	02/05/2012	02/05/2012	HUD Contractor		Active
11	Assignment Package Reviewed	02/26/2012	02/26/2012	HUD Contractor		Active
12	HECM Assignment Acceptance Checklist Completed	02/27/2012	02/27/2012	HUD Contractor		Active

Claim Type 22 - Assignment

- If the HUD NSC Contractor grants Preliminary Title Approval
 - The Case Sub-Status changes to CT 22 – Preliminary Title Approval
 - Servicer and Investor access to the loan is limited (it was certified during the step “Submit Assignment Request to HUD” that everything pertaining to this case was true & correct)
 - The Preliminary Title Approval PDF Letter is available within Documents page
 - The Servicer is assigned a new task

Loan Information		Borrower Information		Servicer Information		Balance Information	
FHA Case #:		Borrower:		Lender Loan #:		Pay Plan Type:	Line of Credit
Loan Key:		SSN:	xxx-xx-0534	Servicer #:		Loan Balance:	\$615,597.87
Case Status:	Endorsed	DOB:	11/11/1921	Lender Name:		Max Claim:	\$625,500.00
Case Sub-Status:	CT 22 - Preliminary Title Approval	Address:	MOUNTAIN VIEW CA 94043	Servicer Name:	Reverse Mortgage Solutions	% of Max Claim:	98.417 %
Product Type:	HECM STANDARD			Investor Name:		NPL:	\$135,392.39
Step Information: Claim Type 22 - Assignment							
NEW							
#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	
1	Confirm loan balance is 98% or greater than MCA	01/30/2012	01/30/2012	Servicer		Active	
12	HECM Assignment Acceptance Checklist Completed	02/27/2012	02/27/2012	HUD Contractor		Active	
13	HUD Issued Preliminary Title Approval	05/10/2012	05/10/2012	HUD Contractor		Active	

Claim Type 22 - Assignment

- The next step is completed by the Servicer
 - Original Mortgage/Deed of Trust & Note sent to HUD

Step Information: Claim Type 22 - Assignment

 NEW

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status
1	Confirm loan balance is 98% or greater than MCA	01/30/2012	01/30/2012	Servicer		Active
2	Confirm Clear Title	02/04/2012	02/04/2012	Servicer		Active
3	Confirm Occupancy	02/04/2012	02/04/2012	Servicer		Active
4	Verify Hazard Insurance current	02/04/2012	02/04/2012	Servicer		Active
5	Verify Property Taxes current	02/04/2012	02/04/2012	Servicer		Active
 	6 Upload Compliance Package	02/04/2012	05/10/2012	Servicer		Active
 	7 Upload Collateral Package	02/04/2012	05/10/2012	Servicer		Active
 	8 Upload Servicing Package	02/04/2012	05/10/2012	Servicer		Active
9	Submit Assignment Request to HUD	02/04/2012	02/04/2012	Servicer		Active
10	Assignment Package Received	02/05/2012	02/05/2012	HUD Contractor		Active
11	Assignment Package Reviewed	02/26/2012	02/26/2012	HUD Contractor		Active
12	HECM Assignment Acceptance Checklist Completed	02/27/2012	02/27/2012	HUD Contractor		Active
13	HUD Issued Preliminary Title Approval	05/10/2012	05/10/2012	HUD Contractor		Active
14	Servicer Notified of Preliminary Title Approval Decision	05/10/2012	05/10/2012	HUD Contractor		Active
15	Original Mortgage/Deed of Trust & Note sent to HUD	05/10/2012	05/10/2012	Servicer		Active

Claim Type 22 - Assignment

- The next step is completed by the HUD NSC Contractor
 - Original Mortgage/Deed of Trust & Note received by HUD
 - Completion of the Original Mortgage/Deed of Trust & Note received by HUD triggers the Servicer step “Assignment to HUD sent for recording/Servicer Files Claim Type 22 - Form 27011” which allows the user access to Claim Form HUD-27011

Step Information: Claim Type 22 - Assignment

NEW

#	Step Description	Scheduled Date	Complete Date	Step Group
1	Confirm loan balance is 98% or greater than MCA	01/30/2012	01/30/2012	Servicer
2	Confirm Clear Title	02/04/2012	02/04/2012	Servicer
3	Confirm Occupancy	02/04/2012	02/04/2012	Servicer
4	Verify Hazard Insurance current	02/04/2012	02/04/2012	Servicer
5	Verify Property Taxes current	02/04/2012	02/04/2012	Servicer
6	Upload Compliance Package	02/04/2012	05/10/2012	Servicer
7	Upload Collateral Package	02/04/2012	05/10/2012	Servicer
8	Upload Servicing Package	02/04/2012	05/10/2012	Servicer
9	Submit Assignment Request to HUD	02/04/2012	02/04/2012	Servicer
10	Assignment Package Received	02/05/2012	02/05/2012	HUD Contractor
11	Assignment Package Reviewed	02/26/2012	02/26/2012	HUD Contractor
12	HECM Assignment Acceptance Checklist Completed	02/27/2012	02/27/2012	HUD Contractor
13	HUD Issued Preliminary Title Approval	05/10/2012	05/10/2012	HUD Contractor
14	Servicer Notified of Preliminary Title Approval Decision	05/10/2012	05/10/2012	HUD Contractor
15	Original Mortgage/Deed of Trust & Note sent to HUD	05/10/2012	05/10/2012	Servicer
16	Original Mortgage/Deed of Trust & Note received by HUD	05/10/2012	05/10/2012	HUD Contractor
17	Assignment to HUD sent for recording/Servicer Files Claim Type 22 - Form 27011	05/10/2012		Servicer

Claim Type 22 - Assignment

- To view the Claim Form HUD-27011 click  next to the new step “Assignment to HUD sent for recording/Servicer Files Claim Type 22 - Form 27011”

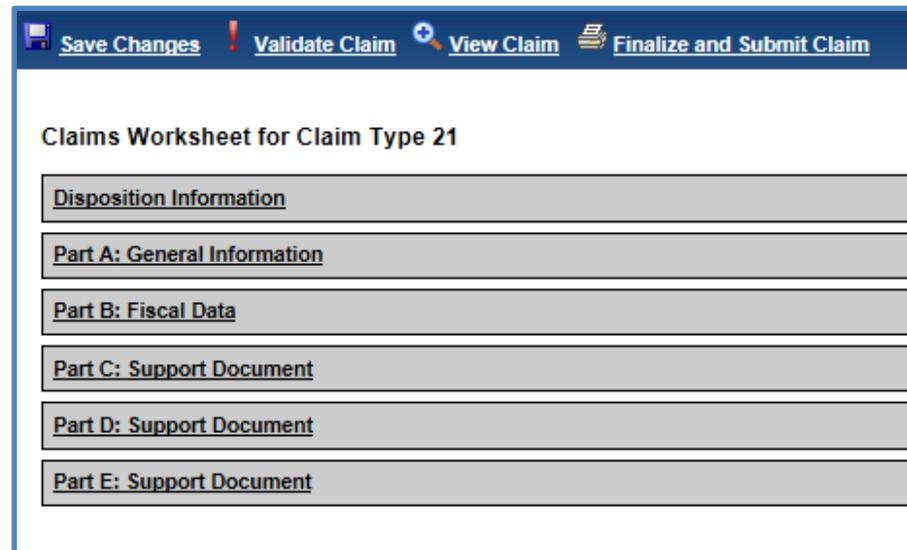
Step Information: Claim Type 22 - Assignment

 **NEW**

#	Step Description	Scheduled Date	Complete Date	Step Group
1	Confirm loan balance is 98% or greater than MCA	01/30/2012	01/30/2012	Servicer
2	Confirm Clear Title	02/04/2012	02/04/2012	Servicer
3	Confirm Occupancy	02/04/2012	02/04/2012	Servicer
4	Verify Hazard Insurance current	02/04/2012	02/04/2012	Servicer
5	Verify Property Taxes current	02/04/2012	02/04/2012	Servicer
 6	Upload Compliance Package	02/04/2012	05/10/2012	Servicer
 7	Upload Collateral Package	02/04/2012	05/10/2012	Servicer
 8	Upload Servicing Package	02/04/2012	05/10/2012	Servicer
9	Submit Assignment Request to HUD	02/04/2012	02/04/2012	Servicer
10	Assignment Package Received	02/05/2012	02/05/2012	HUD Contractor
11	Assignment Package Reviewed	02/26/2012	02/26/2012	HUD Contractor
12	HECM Assignment Acceptance Checklist Completed	02/27/2012	02/27/2012	HUD Contractor
13	HUD Issued Preliminary Title Approval	05/10/2012	05/10/2012	HUD Contractor
14	Servicer Notified of Preliminary Title Approval Decision	05/10/2012	05/10/2012	HUD Contractor
15	Original Mortgage/Deed of Trust & Note sent to HUD	05/10/2012	05/10/2012	Servicer
16	Original Mortgage/Deed of Trust & Note received by HUD	05/10/2012	05/10/2012	HUD Contractor
 17	Assignment to HUD sent for recording/Servicer Files Claim Type 22 - Form 27011	05/10/2012		Servicer

Claim Type 22 - Assignment

- The Claims Worksheet closely resembles the Claim Form HUD-27011 including 6 sections that expand or collapse as other sections are expanded
- The Claims Worksheet has 4 options to manage completion:
 -  Save Changes
 -  Validate Claim
 -  View Claim (PDF of Form 27011)
 -  Finalize and Submit Claim
- Using  “Save Changes” allows you to exit the claim and come back later to complete it



Claims Worksheet for Claim Type 21
<u>Disposition Information</u>
<u>Part A: General Information</u>
<u>Part B: Fiscal Data</u>
<u>Part C: Support Document</u>
<u>Part D: Support Document</u>
<u>Part E: Support Document</u>

Claim Type 22 - Assignment

- Most fields on the Worksheet are pre-filled or calculated by the system
- Not all fields are editable on the Claim Worksheet
 - The phrase “Optional Assignment of a HECM” is automatically populated under Mortgagee’s Comments, but additional comments may be added

Claim Type 22 - Assignment

➤ Part A: General Information

Claims Worksheet for Claim Type 22			
Part A: General Information			
1. Claim Type CT 22 <input checked="" type="radio"/> 02-Assignment		2. FHA Case Number [REDACTED]	
3. Section of the Act Code 951	4. Default reason code (2 digits) 15	5. Endorsement date (from MIC) 6/4/2009	6. Date form prepared 5/10/2012
7. Due date of first payment to principal and interest a. Original b. Modified	8. Due date last complete installment paid 5/10/2012	9. Date of possession and acquisition of marketable title	10. Date deed or assignment filed for record or date of closing or appraisal 5/10/2012
11. Date foreclosure proceedings <input type="radio"/> a. Instituted <input type="radio"/> b. Date of deed in lieu	12. Holding mortgagee number (payee) (10 digits) [REDACTED]	13. Servicing mortgagee number (10 digits) [REDACTED]	14. Mortgagee reference number (maximum 15 digits) [REDACTED]
15. Mortgage amount a. Original b. Modified	16. Holding mortgagee EIN (9 digits)	17. Unpaid loan balance as of date in block 8 (item 11 if coinsurance) \$616,648.60	18. Date of firm commitment
19. Expiration date of extension to foreclose/assign	20. Date of notice/Extension to convey 2/4/2012	21. Date of release of bankruptcy, if applicable	22. Is property vacant? <input type="radio"/> Yes <input checked="" type="radio"/> No
23. If Item 22 is No, date of local HUD Office approval	24. Is property conveyed damaged? <input type="radio"/> Yes <input type="radio"/> No	25. If Item 24 is Yes, date of: a. Local HUD Office approval (persuant to 203.379(a)(1)) b. Certification (persuant to 203.379(a)(2))	
26. Type of Damage <input type="radio"/> Tornado <input type="radio"/> Boiler explosion (Condominium units only) <input type="radio"/> Fire <input type="radio"/> Damage (203.377) <input type="radio"/> Flood <input type="radio"/> Earthquake			27. Recovery or estimate of damage
28. Is mortgagee successful bidder? <input type="radio"/> Yes <input type="radio"/> No	29. Deficiency Judgment Code	30. Authorized bid amount	31. Mortgagee reported curtailment date
32. Schedule of Tax Information Block 32 is not applicable for Claim Type 22			

Claim Type 22 - Assignment

➤ Part B: Fiscal Data

Claims Worksheet for Claim Type 22			
Part B: Fiscal Data			
100. Mortgagor's Name and Property Address [REDACTED] MOUNTAIN VIEW, CA 94043	101. FHA Case Number [REDACTED]	102. Section of Act Code 951	
	103. Mortgagee's reference number (max 15 digits) [REDACTED]	104. Date form prepared 5/10/2012	
	105. Exp. date to Submit Title Evidence, or fiscal data for Part B	106. Check if supplemental <input type="checkbox"/>	
Description	Column A Deductions	Column B Additions	Column C Interest
107. Adjustment to Loan Balance (if different from Item 17, Part A)			
108. Sale/Bid or Appraisal Value (for Coinsurance or Nonconveyance)			
109. Escrow Balance (as of date in Item 10, Part A)			
110. Total Disbursements for Protection and Preservation (from line 264, Part C)			
111. Total Disbursements (from line 305, Part D)			
112. Attorney/Trustee Fees Paid (from line 306, Part D)			
113. Foreclosure, Acquisition, Conveyance, and Other Costs (from line 307, Part D)			
114. Bankruptcy Fee (if applicable) (from line 310, Part D)			
115. Rental Income			
116. Rental Expense			
117. Total Taxes on Deed (from line 308, Part D)			
118. Recovery of Damage (if not reported on Part A) (Use line 119 if reported on Part A)			
119. Estimate of Recovery From Part A \$ Less Total Insurance Recovery Adjusted Amount (plus or minus) \$			

Claim Type 22 - Assignment

- Part C: Support Document is n/a for Claim Type 22

Claims Worksheet for Claim Type 22
<u>Part C: Support Document</u>
Part C is not applicable for Claim Type 22

- Part D: Support Document is n/a for Claim Type 22

Claims Worksheet for Claim Type 22
<u>Part D: Support Document</u>
Part D is not applicable for Claim Type 22

- Part E: Support Document is n/a for Claim Type 22

Claims Worksheet for Claim Type 22
<u>Part E: Support Document</u>
Part E is not applicable for Claim Type 22

Claim Type 22 - Assignment

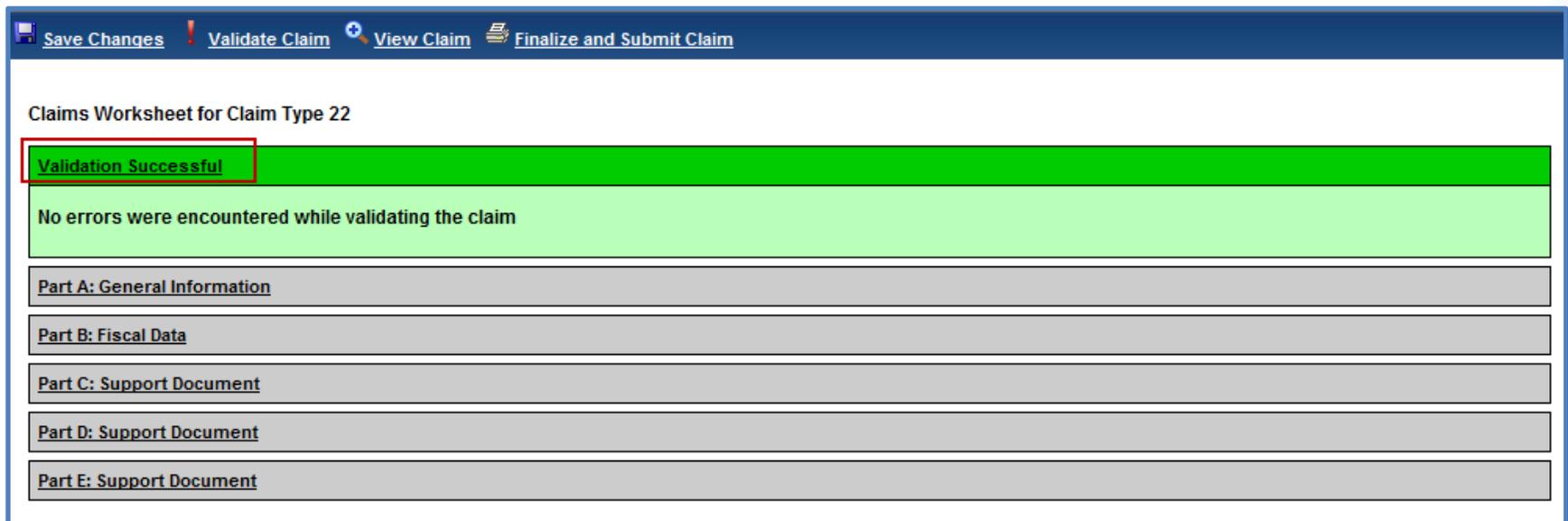
- At any time the Servicer can validate the claim to check for any errors by clicking the **Validate Claim** link
- All Validation **Errors** are displayed in red within the Claims Worksheet

The screenshot displays the 'Claims Worksheet for Claim Type 22' interface. At the top, there is a navigation bar with buttons for 'Save Changes', 'Validate Claim', 'View Claim', and 'Finalize and Submit Claim'. Below the navigation bar, the title 'Claims Worksheet for Claim Type 22' is visible. A red banner highlights the 'Validation Errors' section, which contains the text: 'Errors were encountered while validating the claim. Please review the below errors and correct before continuing.' Below this text is a table with three columns: 'Part', 'Block #', and 'Error Message'. The first row of the table is highlighted in red and contains the following data: 'Part A', 'Block 14', and 'Mortgagee's reference number is required. Please enter in Loan Details.' Below the table, there are five sections for data entry: 'Part A: General Information', 'Part B: Fiscal Data', 'Part C: Support Document', 'Part D: Support Document', and 'Part E: Support Document'.

Part	Block #	Error Message
Part A	Block 14	Mortgagee's reference number is required. Please enter in Loan Details.

Claim Type 22 - Assignment

- **Successful** Validation are displayed in green within the Claims Worksheet
- A claim can only be submitted when all Validation Errors have been corrected



The screenshot displays the 'Claims Worksheet for Claim Type 22' interface. At the top, there is a navigation bar with buttons for 'Save Changes', 'Validate Claim', 'View Claim', and 'Finalize and Submit Claim'. Below the navigation bar, the title 'Claims Worksheet for Claim Type 22' is visible. A prominent green banner with the text 'Validation Successful' is highlighted with a red border. Below this banner, a light green box contains the message 'No errors were encountered while validating the claim'. The worksheet is organized into several sections, each with a header: 'Part A: General Information', 'Part B: Fiscal Data', 'Part C: Support Document', 'Part D: Support Document', and 'Part E: Support Document'.

Claim Type 22 - Assignment

- To submit the claim click **Finalize and Submit Claim**
- During Claims submission an MCA warning message and a Certification Statement is displayed

Save Changes Validate Claim View Claim **Finalize and Submit Claim**

Claims Worksheet for Claim Type 22

Validation Successful

No errors were encountered while validating the claim

Part A: General Information

Part B: Fiscal Data

Part C: Support Document

Part D: Support Document

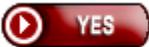
Part E: Support Document

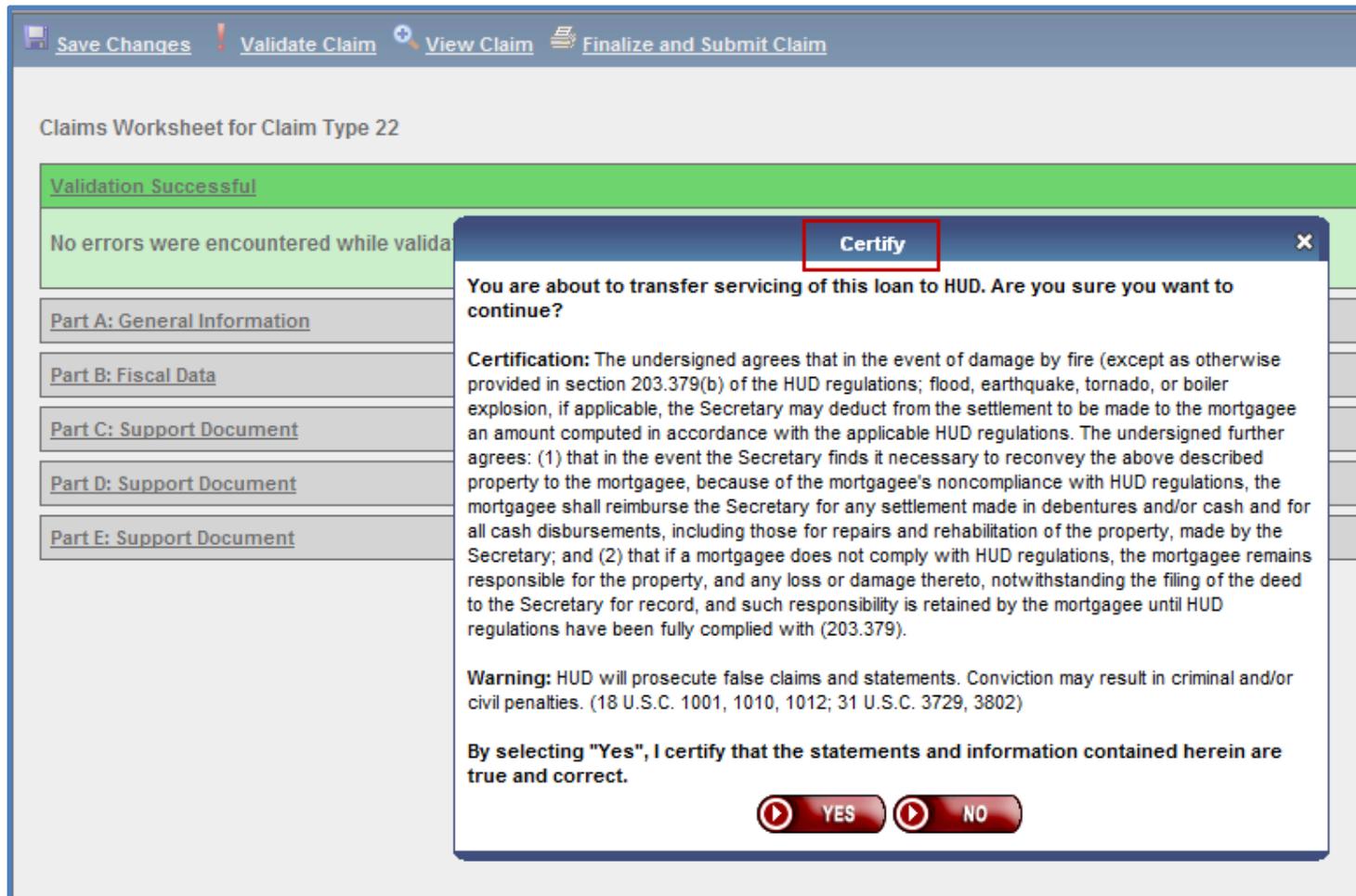
MCA Validation

All claim calculations are subject to MCA validation and, at time of claim approval, the claim amount will be adjusted to comply with the MCA requirement.

OK

Claim Type 22 - Assignment

- Confirm Certification Statement and then agree to the Terms by clicking 



The screenshot displays a web application interface for 'Claims Worksheet for Claim Type 22'. At the top, there are navigation buttons: 'Save Changes', 'Validate Claim', 'View Claim', and 'Finalize and Submit Claim'. Below the navigation, a green banner indicates 'Validation Successful' with the message 'No errors were encountered while validating'. A sidebar on the left contains links for 'Part A: General Information', 'Part B: Fiscal Data', 'Part C: Support Document', 'Part D: Support Document', and 'Part E: Support Document'. A modal dialog box titled 'Certify' is open in the center, containing the following text:

You are about to transfer servicing of this loan to HUD. Are you sure you want to continue?

Certification: The undersigned agrees that in the event of damage by fire (except as otherwise provided in section 203.379(b) of the HUD regulations; flood, earthquake, tornado, or boiler explosion, if applicable, the Secretary may deduct from the settlement to be made to the mortgagee an amount computed in accordance with the applicable HUD regulations. The undersigned further agrees: (1) that in the event the Secretary finds it necessary to reconvey the above described property to the mortgagee, because of the mortgagee's noncompliance with HUD regulations, the mortgagee shall reimburse the Secretary for any settlement made in debentures and/or cash and for all cash disbursements, including those for repairs and rehabilitation of the property, made by the Secretary; and (2) that if a mortgagee does not comply with HUD regulations, the mortgagee remains responsible for the property, and any loss or damage thereto, notwithstanding the filing of the deed to the Secretary for record, and such responsibility is retained by the mortgagee until HUD regulations have been fully complied with (203.379).

Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

By selecting "Yes", I certify that the statements and information contained herein are true and correct.

At the bottom of the dialog box, there are two buttons: 'YES' and 'NO'.

Claim Type 22 - Assignment

- Certifying the claim auto-completes the “Assignment to HUD sent for recording/Servicer Files Claim Type 22 - Form 27011” step
- The Lender Name and Investor Name change to HUD and the Servicer Name changes to the name of the current HUD NSC Contractor
 - The “Previous Servicer” is no longer be able to access the loan

Step Information: Claim Type 22 - Assignment

NEW

#	Step Description	Scheduled Date	Complete Date	Step Group
1	Confirm loan balance is 98% or greater than MCA	01/30/2012	01/30/2012	Servicer
2	Confirm Clear Title	02/04/2012	02/04/2012	Servicer
3	Confirm Occupancy	02/04/2012	02/04/2012	Servicer
4	Verify Hazard Insurance current	02/04/2012	02/04/2012	Servicer
5	Verify Property Taxes current	02/04/2012	02/04/2012	Servicer
6	Upload Compliance Package	02/04/2012	05/10/2012	Servicer
7	Upload Collateral Package	02/04/2012	05/10/2012	Servicer
8	Upload Servicing Package	02/04/2012	05/10/2012	Servicer
9	Submit Assignment Request to HUD	02/04/2012	02/04/2012	Servicer
10	Assignment Package Received	02/05/2012	02/05/2012	HUD Contractor
11	Assignment Package Reviewed	02/26/2012	02/26/2012	HUD Contractor
12	HECM Assignment Acceptance Checklist Completed	02/27/2012	02/27/2012	HUD Contractor
13	HUD Issued Preliminary Title Approval	05/10/2012	05/10/2012	HUD Contractor
14	Servicer Notified of Preliminary Title Approval Decision	05/10/2012	05/10/2012	HUD Contractor
15	Original Mortgage/Deed of Trust & Note sent to HUD	05/10/2012	05/10/2012	Servicer
16	Original Mortgage/Deed of Trust & Note received by HUD	05/10/2012	05/10/2012	HUD Contractor
17	Assignment to HUD sent for recording/Servicer Files Claim Type 22 - Form 27011	05/10/2012	05/10/2012	Servicer

Claim Type 22 - Assignment

- The Submitted Claims Form (PDF) and the Final Claim Calculation – AOP is auto-archived in the Documents area along with the User's ID and timestamp.

Loan Documents				
	Record	Note	Document	Create Date
View	10190	Auto gen notes	Compliance Package	05/10/2012 11:31:02 AM
View	10191	Auto gen notes	Collateral Package	05/10/2012 11:31:19 AM
View	10192	Auto gen notes	Servicing Package	05/10/2012 11:31:36 AM
View	10194	Claim Type 22 - Form HUD-27011	Auto-Image	05/10/2012 04:36:08 PM
View	10195	Claim Type 22 - Final Claim Calculation - AOP	Auto-Image	05/10/2012 04:36:09 PM

5 Document(s)

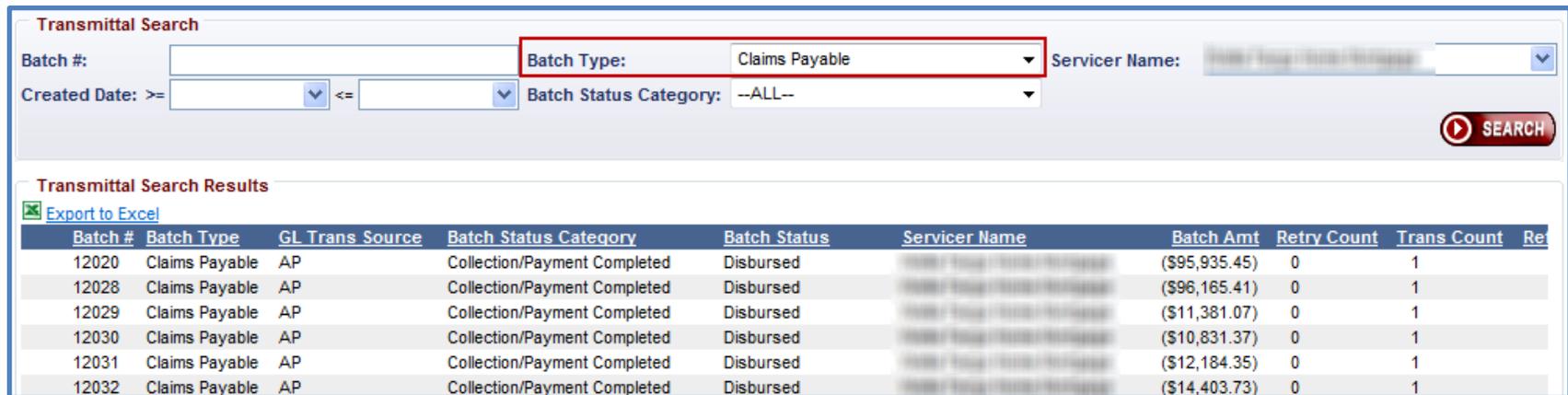
- Once the servicer logs out after submitting a CT 22, the servicer can no longer access the loan. Save the documents prior to exiting the loan.

Claim Type 22 - Assignment

- Once a claim is submitted no further changes can be made
- The user is prompted upon submission to optionally download a PDF version of the Claim Form HUD-27011
- A PDF copy is also archived within Documents on the left menu and can be accessed at any time
- Prior to submitting the claim, any supporting claim documents, etc., must be uploaded to Documents for use by HUD in the review process

Claim Type 22 - Assignment

- Completion of “Assignment to HUD sent for recording/Servicer Files Claim Type 22 - Form 27011” triggers the payment of the claim



The screenshot displays the 'Transmittal Search' interface. The search criteria are: Batch # (empty), Batch Type: Claims Payable, Servicer Name: HUD (HUD - HUD - HUD - HUD), Created Date: >= (empty) <= (empty), and Batch Status Category: --ALL--. A 'SEARCH' button is visible. Below the search criteria, the 'Transmittal Search Results' section shows a table with 7 columns: Batch #, Batch Type, GL Trans Source, Batch Status Category, Batch Status, Servicer Name, Batch Amt, Retry Count, Trans Count, and Re. The table contains 7 rows of data for batches 12020 through 12032.

Batch #	Batch Type	GL Trans Source	Batch Status Category	Batch Status	Servicer Name	Batch Amt	Retry Count	Trans Count	Re
12020	Claims Payable	AP	Collection/Payment Completed	Disbursed	HUD (HUD - HUD - HUD - HUD)	(\$95,935.45)	0	1	
12028	Claims Payable	AP	Collection/Payment Completed	Disbursed	HUD (HUD - HUD - HUD - HUD)	(\$96,165.41)	0	1	
12029	Claims Payable	AP	Collection/Payment Completed	Disbursed	HUD (HUD - HUD - HUD - HUD)	(\$11,381.07)	0	1	
12030	Claims Payable	AP	Collection/Payment Completed	Disbursed	HUD (HUD - HUD - HUD - HUD)	(\$10,831.37)	0	1	
12031	Claims Payable	AP	Collection/Payment Completed	Disbursed	HUD (HUD - HUD - HUD - HUD)	(\$12,184.35)	0	1	
12032	Claims Payable	AP	Collection/Payment Completed	Disbursed	HUD (HUD - HUD - HUD - HUD)	(\$14,403.73)	0	1	

- The claim payment can be tracked using the Transmittals screen with a Batch Type of “Claims Payable”

Claim Type 22 - Assignment

- When the Recorded Assignment is Received the HUD NSC Contractor completes the step “Recorded Assignment Received”
 - Completing the step above triggers the creation of the “HUD Issued Final Title Approval” step
- Upon completion of “HUD Issued Final Title Approval” a Letter is sent to Servicer to confirm the assignment process is completed
 - The Case Status changes to “Assigned”

CT 22 Repurchase Event; Reassignment

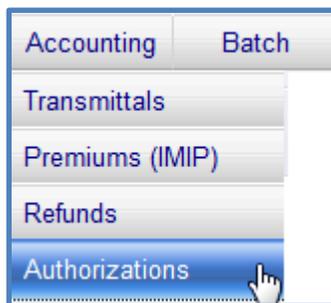
- Repurchase/Reassignment is an event where HUD requests that the Lender/Investor take back a loan due to certain deficiencies which prevent HUD from maintaining assignment of the loan
- Deficiencies can be a title issue, non-payment of property charges, non-occupancy or any activity which prevents assignment to HUD
- The HUD NSC Contractor initiates an Assignment Repurchase timeline to track and notify the Servicer of the title defect or mortgage default

CT 22 Repurchase Event; Reassignment

- Upon initiation of the Assignment Repurchase timeline by the HUD NSC Contractor, the **Case Sub-Status** changes to **“Repurchase”**
- A Pre-Repurchase Letter is sent to the Servicer to inform them of any deficiencies on the loan
- If the deficiencies are not corrected within the time period specified by HUD, the HUD NSC Contractor approves the repurchase and a Repayment/Repurchase letter, which includes the Payoff Amount, is sent out to the Servicer

CT 22 Repurchase Event; Reassignment

- When the HUD NSC Contractor Approves the Repurchase in the system the Payment Status on the loan changes to “Payment Suspended”
- Upon receipt of the Repayment/Repurchase letter the Servicer takes the loan back by authorizing it in the system via the Accounting → Authorizations page



- Additional authorizations may be required for prior HUD Advances

CT 22 Repurchase Event; Reassignment

- From the Accounting → Authorizations page click on the loan record within the Search Results

The screenshot shows a web application interface with a navigation menu at the top: Home, Loan, Assigned, Endorsed, Accounting, Batch, Reports, Admin, Logout. Below the menu is a 'Search Criteria' section with input fields for 'Loan Skey', 'FHA Case #', and a dropdown for 'Servicer'. A red 'SEARCH' button is to the right. Below that is a 'Search Results' section with a table. The table has columns: Loan Skey, FHA Case #, Borrower Name, HUD Approve Date, HUD Approved By, Authorization Type, Amount, Servicer To, and Servicer #. One row is highlighted with a red border, showing '04/17/2012' for HUD Approve Date, 'Repurchase' for Authorization Type, and '\$88,971.11' for Amount. An 'Export to Excel' link is visible above the table.

Loan Skey	FHA Case #	Borrower Name	HUD Approve Date	HUD Approved By	Authorization Type	Amount	Servicer To	Servicer #
			04/17/2012		Repurchase	\$88,971.11		

- A message is displayed showing the current Payoff Amount

The dialog box is titled 'Authorization Information' and contains the following text: 'This transaction will be authorized: FHA Case #: [redacted] Authorization Type: Repurchase Amount: \$88,971.11'. The 'Amount' field is highlighted with a red border. At the bottom, there are two buttons: 'APPROVE' and 'CANCEL', both with red play icons.

- Click 

CT 22 Repurchase Event; Reassignment

- The HUD NSC Contractor verifies the repayment was successful within the system
- The Lender changes back to the prior Lender
- The Servicer changes back to the prior Servicer
- The Investor changes back to the prior Investor
- The Case Status changes from Assigned to Endorsed
- The Payment Status on the loan needs to be updated in the system by the Servicer in order to resume Scheduled Payments

Wrap Up

