

## CHAPTER 7: TIMELINES

## 7. TIMELINES

This chapter discusses the process to initiate, submit and review the timelines in the Servicing Module:

- **Timelines Overview**
- **Endorsed Timelines (Servicers Only)**
- **Endorsed Timelines (Servicers and HUD NSC Interaction)**
- **Assigned Timelines**

### 7.1 Timelines Overview

Timelines are predefined steps grouped to notify HUD and track certain business events on a loan. Permissions are built into the Servicing Module allowing authorized users to initiate a timeline and complete the steps within the timeline. The timelines conforming to a business event are grouped within a timeline category. The timeline categories in the system are:

Timeline	Description
<b>Compliance</b>	Includes timelines to track a borrower's compliancy towards the HECM Case (For example: Annual Occupancy Certification, Hazard Insurance, etc.).
<b>Disposition</b>	Includes timelines to notify HUD if a borrower defaults on a loan (Loan is Due and Payable), and to track the loss mitigation options (For example: Short Sale, Deed-In-Lieu, etc.).
<b>Requests</b>	Includes specific requests that need HUD approval (For example: Zero Balance Letter, Certificate of Indebtedness, etc.).
<b>Foreclosure</b>	Includes foreclosure timelines to follow up on a foreclosure event.
<b>Bankruptcy</b>	Includes bankruptcy timelines to follow up on a bankruptcy event.
<b>Release</b>	Includes release timelines after disposition of the property (For example: Release 1 <sup>st</sup> , Release 2 <sup>nd</sup> ).
<b>Claims</b>	Includes claims timelines that need HUD approval (For example: Claim Type 21 (DIL/FCL)).

**Table 7-1: Timeline Categories**

In this chapter, the timeline categories have been separated into Endorsed and Assigned categories. Each of the timeline categories has two standard sub-menu options:

- **Search:** Allows authorized users to search timelines that have already been initiated within the timeline category.
- **Setup:** Allows authorized users to initiate a timeline within the timeline category.

### 7.1.1 Setup Criteria to Initiate Timelines

The setup screen for each of the timeline categories has common search criteria as listed below.

Field	Description
<b>Loan Skey</b>	Servicing Module system identification number unique to each loan.
<b>Lender Loan #</b>	Recorded identification number for each loan property (Enter a partial loan number if the complete address is not known).
<b>FHA Case #</b>	FHA case number of the loan (Enter a partial FHA case number if the complete FHA case # is not known).
<b>Case Status</b>	FHA case status (example: Endorsed).
<b>Borrower LName</b>	Last name of the borrower.
<b>Property Address</b>	Address of the loan property (Enter a partial address if the complete address is not known).
<b>Property State</b>	State where the loan property is located.
<b>Case Sub-Status</b>	Sub status of the case (example: Loan Active).
<b>Lender Name</b>	Lender of the HECM loan.
<b>Servicer Name</b>	Servicer of the HECM loan.
<b>Investor Name</b>	Investor of the HECM loan.
<b>Index Type</b>	Organization and type of interest rate based on the interest rates at which banks borrow unsecured funds from other.
<b>Property County</b>	County where the property is located.

**Table 7-2: Search Criteria on the Setup Screen**

### 7.1.2 Search Criteria for Timelines that have been Initiated

The search criteria vary slightly for each timeline. Search criteria can be divided into two sections:

- Loan information search criteria contain standard search criteria for a loan.
- Servicing management search criteria provides extra timeline-related criteria that will help narrow the search appropriate to timelines.

The below tables provides the list of search criteria fields on the timeline search screen. This screen is used to view or edit the timelines that were previously initiated using the setup screen.

#### 7.1.2.1 All Loan Search Information Criteria

Field	Description
<b>Loan Skey</b>	Servicing Module system identification number unique to each loan.
<b>Lender Loan #</b>	Recorded identification number for each loan property (Enter a partial loan number if the complete address is not known).
<b>FHA Case #</b>	FHA case number of the loan (Enter a partial FHA case number if the complete FHA case # is not known).
<b>Case Status</b>	FHA case status (example: Endorsed).
<b>Borrower LName</b>	Last name of the borrower.
<b>Property Address</b>	Address of the loan property (Enter a partial address if the complete address is

Field	Description
	not known).
<b>Property State</b>	State where the loan property is located.
<b>Case Sub-Status</b>	Sub status of the case (example: Loan Active).
<b>Lender Name</b>	Lender of the HECM loan.
<b>Servicer Name</b>	Servicer of the HECM loan.
<b>Investor Name</b>	Investor of the HECM loan.

Table 7-3: All Loan Information Criteria

### 7.1.2.2 Servicing Management Search Criteria

Field	Description
<b>Servicing Type</b>	Type of the servicing activity associated with a loan, also known as the timeline.
<b>Timeline Status</b>	Indicator of whether the corresponding servicing activity on a loan is Active, Active Pending, Active Completed or Inactive.
<b>Servicing Status</b>	Next pending step of the active timeline.
<b>Current Step Group</b>	The current step group associated with a step.
<b>Step</b>	Servicing activity step associated with the servicing activity timeline.
<b>Step Status</b>	Indicator of whether the servicing timeline step is completed or is still pending completion by the user.
<b>Scheduled Date</b>	The date that a servicing activity step is scheduled to be completed by the user.
<b>Completion Date</b>	The date that a servicing activity step is actually completed by the user.
<b>Step Group</b>	The group associated with a step, for example, servicer, HUD contractor.
<b>Attorney</b>	For the Foreclosure timeline this is an additional search criteria which allow the user to search for the attorney of the foreclosure.
<b>Case #</b>	For the foreclosure and bankruptcy timelines this is an additional search criteria which allows the user to search for the case #.
<b>Claim Status</b>	Status of the claim.

Table 7-4: All Servicing Management Criteria

When a timeline is initiated, the system displays all standard steps needed to complete the business event. Along with the standard steps, optional steps can be added to the timeline. For certain timelines, the system automatically adds steps within the timelines when the trigger conditions for a previous steps are satisfied or a condition is met within the system. The trigger steps do not appear in the optional steps or the standard steps that appear when the timeline is created.

The system allows authorized users with permission to inactivate a step within the timeline. Only steps with pending status (completion date is not populated) can be made inactive using the **Edit Step window**.

A user can initiate one or more timelines for an activity based on the business rules to complete that activity. If a business rule does not allow multiple timelines for the same activity and for the same loan, the Servicing Module generates a validation message to indicate multiple timelines are not allowed.

### 7.1.3 Timeline Features

All timelines within the Servicing Module have the standard features listed below:

Feature	Description
<b>Step Description</b>	Each step within a timeline includes a brief description of the action or activity that needs to be performed for that step.
<b>Step Group</b>	Steps within the timeline identify the user group that must complete the activity associated with the step. The step can be completed only by users who are members of the relevant step group. The step groups within the Servicing Module are Servicer, HUD contractor and HUD. Only one step group is associated with each step.
<b>Scheduled Date</b>	Each timeline step has a scheduled date, this schedule date alerts the user regarding the time available to complete the step.
<b>Completion Date</b>	This date is populated by the user/system when the activity corresponding to the step is completed.

**Table 7-5: Timeline Features**

### 7.1.4 Additional Timeline Features

The table below provides the list of additional features for the timelines:

Feature	Description
<b>Responsible Party</b>	When the timeline is initiated, for HUD user groups, the system allows the assignment of a responsible party to manage the timeline. The responsible party is a HUD staff member that will follow up on the timeline and will ensure that the activities within the timeline are completed in a timely manner. The search screen for each timeline category has the responsible party as a query field to search and generate the workflow results.
<b>Documents Upload</b>	Some timelines have steps that require the step group to upload documentation supporting the completion of the activity. These steps cannot be completed without uploading the required documents. Once the documents are uploaded, the system will auto-save the documents on the documents tab. It will also provide a PDF icon beside the step to view the attached documents. Only documents in a PDF file format can be attached.
<b>Letters/Forms</b>	Some timeline steps have activities that require the generation of letters from the system. Similarly, certain steps have forms associated with the activity that require completion of the form. Such steps with letters/forms are distinguished in the system with a magnifying glass icon displayed beside the step. Only the step group associated with the step can view the magnifying glass icon. The system allows the member of the step group to edit the letter/form (if required) and print the document. Printing the document also auto-saves the document to the documents tab.  Note: No letters will be generated from the Servicing Module where the step group on the step in the timeline is Servicer. Servicers Letters will be generated from their own system.

**Table 7-6: Additional Timeline Features**

The Servicing Module allows authorized users to Bulk Print letters associated with the following compliance timelines for Assigned loans. Refer to [Chapter 9](#) for more details:

- Occupancy Compliance Certification
- Insurance Flood Policy
- Insurance Hazard Policy
- Taxes Delinquent

### 7.1.5 Timeline Menu Options

In addition to the above features for timelines, the Servicing Module provides standard menu options for each timeline (visible per the permissions enabled for the user's role). Most of these menu options (with the exception of the Servicing Management screen) are available as part of the loan menu options and are covered in detail in [Chapter 5](#).

#### 7.1.5.1 Servicing Management Screen

The Servicing Management screen displays data fields captured when the timeline is initiated. These fields can be edited on the Servicing Management tab after the timeline has been initiated. For authorized user roles, this screen provides options to:

- Update timeline status (selectable options of active or inactive)
- Update the responsible party
- Various timelines have a selection of other fields that you can update

The screenshot displays the STORM Servicing Management interface. At the top, it shows the user's name (JON BROWN), a link to 'Edit Profile Help', and the date 'Today is: Wednesday, January 11, 2012'. The STORM logo and tagline 'Servicing Technology on Reverse Mortgages' are in the top right. A navigation bar includes 'Home', 'Loan', 'Endorsed', 'Accounting', 'Batch', 'Reports', and 'Logout'. A left sidebar contains menu items: 'Loan Balance', 'Compliance Steps', 'Servicing Mgmt', 'Notes', 'Documents', 'Contacts', and 'Alerts'. The main content area is divided into several sections: 'Loan Information' (FHA Case #, Loan Key, Case Status: Endorsed, Case Sub-Status: Due & Payable, Product Type: HECM STANDARD, Go to Loan Search), 'Borrower Information' (Borrower: [redacted], SSN: [redacted], DOB: [redacted], Address: BIRMINGHAM AL 35213, Co-Borrower: [redacted]), 'Servicer Information' (Lender Loan #, Servicer #, Lender Name, Servicer Name, Investor Name), and 'Balance Information' (Pay Plan Type: Line of Credit, Loan Balance: \$212.35, Max Claim: \$113,000.00, % of Max Claim: 0.188 %, NPL: \$94,128.15, Print Loan Details). Below these is a 'Step Information: Occupancy Compliance Certification' section with a 'NEW' button and a table of steps.

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	Cr
1	Mail Annual Occupancy Certification Letter	12/11/2011		Servicer		Active	01/
2	Signed Anniversary Date	01/10/2012	01/11/2012	Servicer		Active	01/
3	Annual Occupancy Cert Letter Received	01/30/2012		Servicer		Active	01/
4	Re-start Annual Occupancy Certification	11/05/2012		Servicer		Active	01/

4 Step(s)

Figure 7-1: Servicing Management Tab

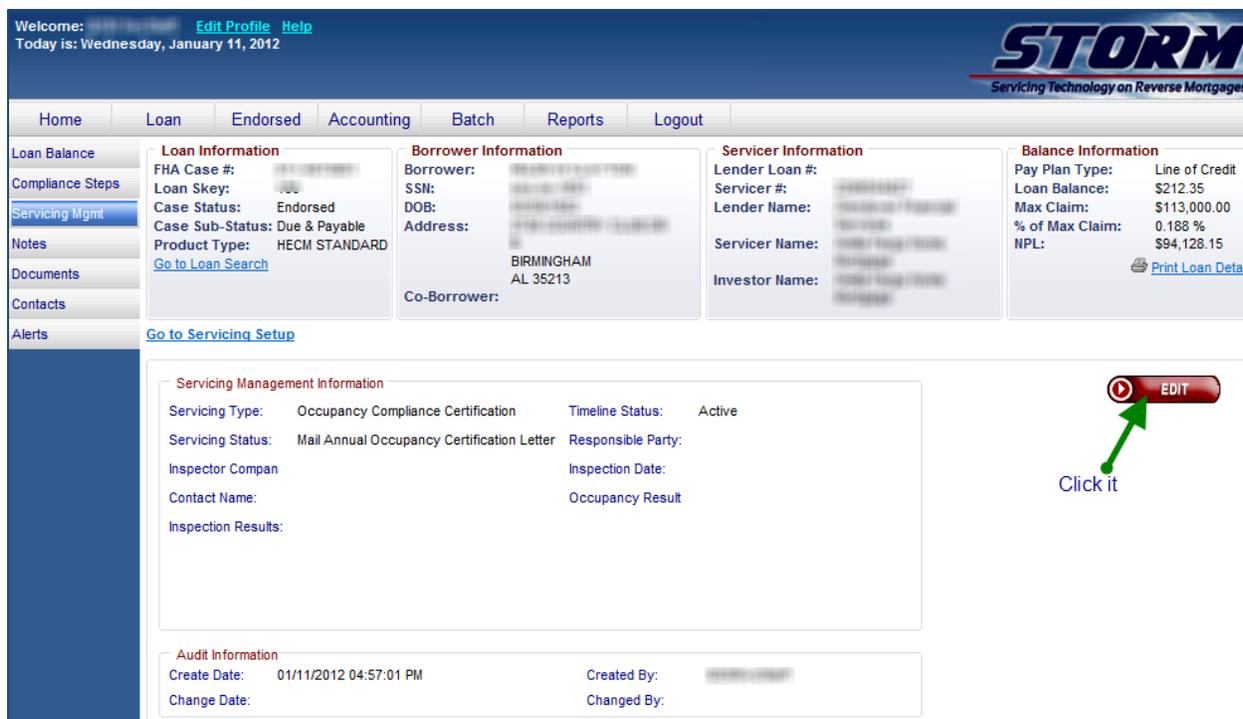


Figure 7-2: The Servicing Management Screen

### 7.1.5.2 Notes Screen

This screen displays the notes associated with the loan. When a key step for a timeline is completed, the system automatically creates a note to indicate the completion/status of the activity. This note can be viewed in the Notes screen for the selected loan. On this screen, users can also create new notes and filter notes based on the note type for a loan. Only authorized users can create, edit, or delete a note.

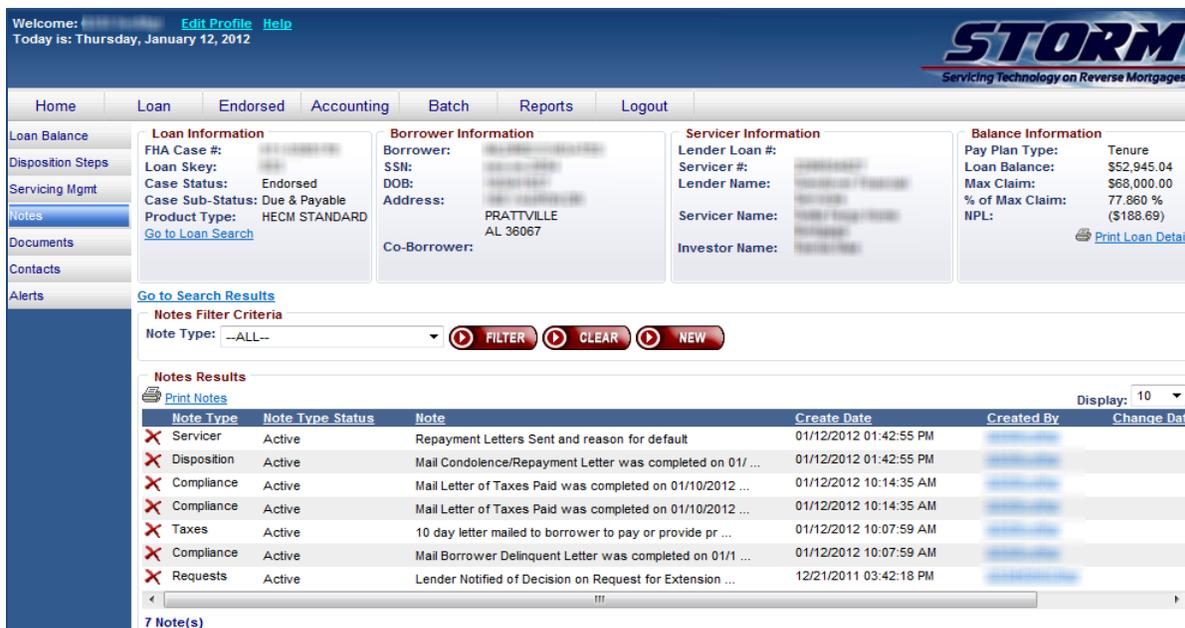


Figure 7-3: The Notes Screen

### 7.1.5.3 Documents Screen

This screen displays the documents that have been uploaded on the Documents screen. Authorized users can upload and delete documents. Any document that is uploaded via the timeline steps is auto-imaged on the Documents screen. Also, if the **Print** option is selected for any letters/forms the document is auto-saved on the Documents screen. Any document that is auto-imaged to the documents screen cannot be deleted from the system.



Figure 7-4: The Documents Screen

### 7.1.5.4 Contacts Screen

This screen displays the borrower and co-borrower information received from CHUMS at the time of loan setup. In addition, the screen enables authorized users to add new contacts, edit contact information for an existing contact, and delete a previously added contact (except for borrower and co-borrower).

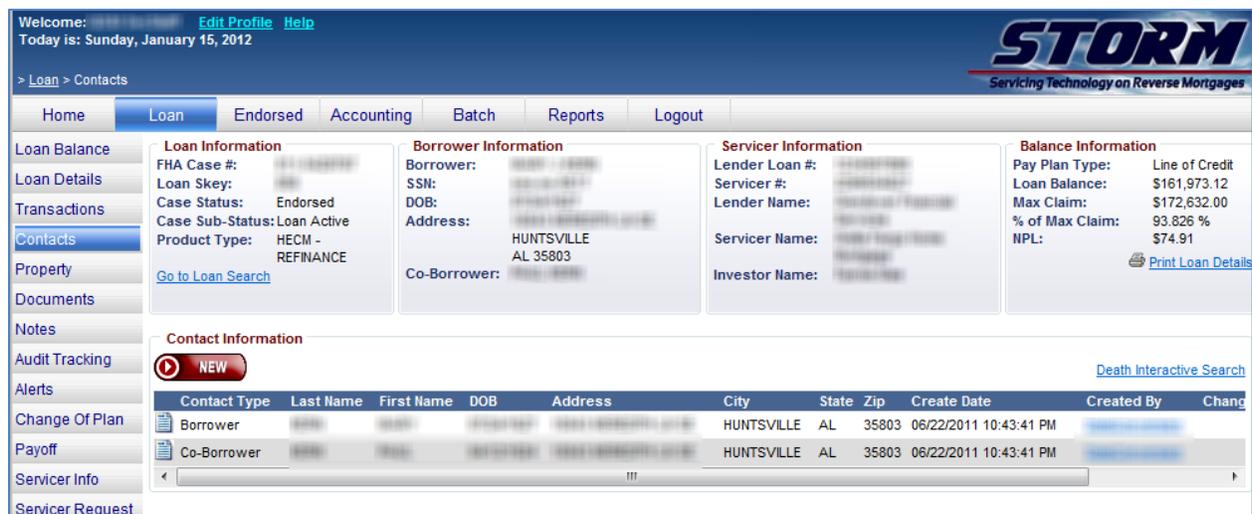


Figure 7-5: The Contacts Screen

### 7.1.5.5 Alerts Screen

This screen displays the alerts associated with the loan. The Servicing Module automatically adds an alert when the alert condition is identified. In addition, authorized users can manually add an alert on the loan. All users have at least read-only access. Authorized users can add or edit an alert.

The screenshot shows the STORM web application interface. At the top, it says 'Welcome: [User Name] Edit Profile Help' and 'Today is: Thursday, January 12, 2012'. The STORM logo is on the right with the tagline 'Servicing Technology on Reverse Mortgages'. Below the header is a navigation menu with 'Home', 'Loan', 'Endorsed', 'Accounting', 'Batch', 'Reports', and 'Logout'. A left sidebar contains links for 'Loan Balance', 'Disposition Steps', 'Servicing Mgmt', 'Notes', 'Documents', 'Contacts', and 'Alerts'. The main content area is divided into four panels: 'Loan Information' (FHA Case #, Loan Skey, Case Status: Endorsed, Case Sub-Status: Due & Payable, Product Type: HECM STANDARD), 'Borrower Information' (Borrower, SSN, DOB, Address: PRATTVILLE AL 36067, Co-Borrower), 'Servicer Information' (Lender Loan #, Servicer #, Lender Name, Servicer Name, Investor Name: Fannie Mae), and 'Balance Information' (Pay Plan Type: Tenure, Loan Balance: \$52,945.04, Max Claim: \$68,000.00, % of Max Claim: 77.860 %, NPL: (\$188.69)). Below these panels is a 'Go to Search Results' link. The 'Alerts' section features a 'NEW' button, a 'Display: 10' dropdown, and a table with the following data:

Alert Date	Alert Description	Severity	Alert Amt	Expiration Date	Status	Alert Type	Alert Note	Create Date
06/22/2011	Missing Alternate Contact	General Tracking			Active	Inactive		06/22/2011 10:43:27
09/01/2011	This record has been flagged with ...	Critical			Inactive	System Generated		09/01/2011 12:12:36

At the bottom of the alerts section, it indicates '2 Alert(s)'.

Figure 7-6: The Alerts Screen

## 7.2 Endorsed Timelines (Servicers Only)

The timelines in this section are initiated and completed by servicers. There is no HUD interaction.

### 7.2.1 Compliance Timelines

#### 7.2.1.1 Occupancy Compliance Certification

A servicer initiates this timeline to ensure that the mortgagor is compliant with HECM occupancy rules and to complete the occupancy inspection process. This timeline is automatically initiated when a loan is established.

Multiple active Occupancy Compliance timelines cannot be initiated on a loan. The Servicing Management tab can be used to inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Occupancy Compliance Certification** timeline:

Step 1. From the **Endorsed** menu, select **Compliance** and click **Search**.

Step 2. On the **Endorsed Compliance Search** Screen, enter the search criteria with the **Servicing Type** set to **Occupancy Compliance Certification** and click **Search** to retrieve the timelines that have been auto-initiated by the system.

Search Results

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower LName	Property Address	Property State	Pr
			Endorsed	Loan Active			AL	
			Endorsed	Loan Active			AL	
			Endorsed	Loan Active			AL	
			Endorsed	Loan Active			AL	
			Endorsed	Loan Active			AL	
			Endorsed	Loan Active			AL	
			Endorsed	Loan Active			AL	
			Endorsed	Loan Active			AL	
			Endorsed	Loan Active			AL	
			Endorsed	Loan Active			AL	

page: 1 of 11523 Go results per page: 10 Go 115223 Record(s)

**Figure 7-7: Setup Search – Endorsed Occupancy Compliance**

Step 3. From the search results, select a loan to view or edit the timeline.

Step 4. The **Compliance Steps** screen for Occupancy Compliance Certification timeline is displayed.

Welcome: [User] Edit Profile Help  
Today is: Wednesday, January 11, 2012

**STORM**  
Servicing Technology on Reverse Mortgages

Home Loan Endorsed Accounting Batch Reports Logout

Loan Balance  
Compliance Steps  
Servicing Mgmt  
Notes  
Documents  
Contacts  
Alerts

**Loan Information**  
FHA Case #: [Redacted]  
Loan Key: [Redacted]  
Case Status: Endorsed  
Case Sub-Status: CT 21 - DIL/FCL  
Product Type: HECM STANDARD  
[Go to Loan Search](#)

**Borrower Information**  
Borrower: [Redacted]  
SSN: [Redacted]  
DOB: [Redacted]  
Address: SALITPA AL 36570  
Co-Borrower: [Redacted]

**Servicer Information**  
Lender Loan #: [Redacted]  
Servicer #: [Redacted]  
Lender Name: [Redacted]  
Servicer Name: [Redacted]  
Investor Name: [Redacted]

**Balance Information**  
Pay Plan Type: Line of Credit  
Loan Balance: \$66,439.94  
Max Claim: \$49,000.00  
% of Max Claim: 135.592 %  
NPL: \$544.38  
[Print Loan Details](#)

[Go to Search Results](#)

**Step Information: Occupancy Compliance Certification**

**NEW**

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status
1	Mail Annual Occupancy Certification Letter	03/29/2011		Servicer		Active
2	Signed Anniversary Date	04/28/2011	04/28/2011	Servicer		Active
3	Annual Occupancy Cert Letter Received	05/18/2011		Servicer		Active
4	Telephone/Verbal Confirmation of Occupancy Made	05/29/2011		Servicer		Active
5	Order Property Inspection and SSI Search	06/12/2011		Servicer		Active
6	Re-start Annual Occupancy Certification	02/22/2012		Servicer		Active

6 Step(s)

**Figure 7-8: Timeline Steps – Endorsed Occupancy Compliance Certification**

- Step 5. To complete any step in the timeline, click the step. Complete the steps in the timeline when the activity corresponding to the step is complete (For example: **Mail Annual Occupancy Certification Letter**, populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window).
- Step 6. The completion date is populated beside the step **Mail Annual Occupancy Certification Letter** on the **Compliance Steps** screen.
- Step 7. The step **Signed Anniversary Date** completion date is pre-populated with the timeline created date. If the Annual Occupancy Certification letter is received, then the step **Annual Occupancy Cert Letter Received** must be completed. To complete the step, select the step and populate the completion date, add a note in the **Notes** field if applicable, click **Submit** on the **Edit Step** window.
- Step 8. If the Annual Occupancy Certification letter is not received, then the step **Mail Annual Occupancy 2<sup>nd</sup> Request Letter** is automatically added by the system after an overnight process. The following criteria must be satisfied: step **Signed Anniversary Date** and **Mail Annual Occupancy Certification Letter** are completed but step **Annual Occupancy Cert Letter Received** is not completed yet.
- Step 9. The step **Telephone/Verbal Confirmation of Occupancy Made** is automatically added by the system. The following criteria must be satisfied: 30 days have passed since step **Signed Anniversary Date** completion and step **Annual Occupancy Cert Letter Received** is not completed yet.
- Step 10. The step **Order Property Inspection and SSI Search** is automatically added by the system. The following criteria must be satisfied: 44 days have passed since the step **Signed Anniversary Date** completion and step **Annual Occupancy Cert Letter Received** is not completed yet.
- Step 11. To complete the step **Annual Occupancy Cert Letter Received**, the following steps must be done first:
- Mail Annual Occupancy 2nd Request Letter
  - Order Property Inspection and SSI Search

Step 12. The step **Received Property Inspection** is automatically added by the system. The following criteria must be satisfied: Nine days have passed since the step **Order Property Inspection and SSI Search** is completed.

Step 13. The step **Re-start Annual Occupancy Certification** is auto completed by the system when the scheduled date matches the current system date. The system triggers a new **Occupancy Compliance Certification** timeline when the step **Re-start Annual Occupancy Certification** is complete. The old timeline is automatically inactivated once a new timeline is created by the system.

Step 14. To add an optional step, click **New**.

**Figure 7-9: New Step – Endorsed Occupancy Compliance Certification**

Step 15. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the **New Step** window. The step will be added to the list of steps.

Step 16. To complete the step, select the step and populate the completion date, add a note in the **Notes** field if applicable, click **Submit** on the **Edit Step** window.

Step 17. Repeat the above instructions to add and complete other optional steps.

### 7.2.1.2 Insurance - Hazard Policy

A servicer initiates this timeline to verify actions required to comply with hazard insurance requirements. Hazard insurance insures the property in the event there is physical damage to the improvements on the property. When the servicer logs into the system, it displays an alert 30 days before the certification of insurance expires.

Multiple active Insurance Hazard Policy timelines cannot be initiated on a loan. The Servicing Management tab can be used to inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Insurance – Hazard Policy** timeline:

Step 1. From the **Endorsed** menu, select **Compliance** and click **Setup**.

Step 2. On the **Endorsed Compliance Setup Search** screen, enter the loan search criteria and click **Search**.

Welcome: [User] [Edit Profile](#) [Help](#)  
 Today is: Wednesday, January 11, 2012

**STORM**  
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> Endorsed > Compliance Setup

Home | Loan | Endorsed | Accounting | Batch | Reports | Logout

**Endorsed Compliance Setup Search**

Loan Skey:  Borrower LName:  Lender Name:

Lender Loan #:  Property Address:  Servicer Name:

FHA Case #:  Property State: --ALL-- Investor Name:

Case Status: Endorsed Case Sub-Status: Loan Active Index Type: --ALL--  
 Property County: --ALL--

**Search Results**

[Export to Excel](#)

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower LName	Property Address	Property State	Pr
1001	1001	1001	Endorsed	Loan Active	1001	1001	AL	1001
1002	1002	1002	Endorsed	Loan Active	1002	1002	AL	1002
1003	1003	1003	Endorsed	Loan Active	1003	1003	AL	1003
1004	1004	1004	Endorsed	Loan Active	1004	1004	AL	1004
1005	1005	1005	Endorsed	Loan Active	1005	1005	AL	1005
1006	1006	1006	Endorsed	Loan Active	1006	1006	AL	1006
1007	1007	1007	Endorsed	Loan Active	1007	1007	AL	1007
1008	1008	1008	Endorsed	Loan Active	1008	1008	AL	1008
1009	1009	1009	Endorsed	Loan Active	1009	1009	AL	1009
1010	1010	1010	Endorsed	Loan Active	1010	1010	AL	1010

page: 1 of 11523  results per page: 10  115223 Record(s)

**Figure 7-10: Setup Screen for an Endorsed-Hazard Policy Timeline**

Step 3. From the search results, select a loan to initiate the timeline.

Step 4. On the **Edit Servicing Management** screen, select **Insurance Hazard Policy** from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk). The insurance information can be edited on the **Servicing Management** tab after the initiation of timeline.

**Edit Servicing Management**

**Servicing Management Information**

Servicing Type: \* Insurance - Hazard Policy

Timeline Status: Active

Initiation Date: \* 1/10/2012

**Insurance Information**

Policy #:  Premium:

Policy Holder:

Company Name:

Agent Name:

Address1:

Address2:

City, State, Zip:

Email:

Website URL:

Phone #:  Fax #:

**Step Information**

#	Step Description	# Days	Sched Date
1	Policy Effective	0	01/10/2012
2	Insurance Declaration Received	5	01/15/2012

Go to Servicing Steps after Submit

**Figure 7-11: Edit Servicing Management – Endorsed Hazard Policy**

Step 5. Click the **Go to Servicing Steps after Submit** checkbox at the bottom of the **Edit Servicing Management** screen.

Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Compliance Setup Search** Screen is displayed).

Step 7. The **Compliance Steps** screen for **Insurance Hazard Policy** timeline is displayed.

The screenshot displays the STORM web application interface. At the top, it shows a welcome message and the current date: Wednesday, January 11, 2012. The main navigation bar includes Home, Loan, Endorsed, Accounting, Batch, Reports, and Logout. The left sidebar contains various menu items like Loan Balance, Compliance Steps, Servicing Mgmt, Notes, Documents, Contacts, and Alerts. The main content area is divided into several sections: Loan Information, Borrower Information, Servicer Information, and Balance Information. Below these is a section for Step Information: Insurance - Hazard Policy, which includes a 'NEW' button and a table of steps.

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	Cre
1	Policy Effective	01/10/2012	01/11/2012	Servicer		Active	01/
2	Insurance Declaration Received	01/15/2012		Servicer		Active	01/
3	Mail Renewal Verification Letter	12/10/2012		Servicer		Active	01/
4	Policy Expires	01/09/2013		Servicer		Active	01/
5	Mail Certified Letter to Borrower	01/26/2013		Servicer		Active	01/
6	Return Receipt Received from Borrower	02/09/2013		Servicer		Active	01/

**Figure 7-12: Timeline Steps – Endorsed Hazard Policy**

Step 8. The first step **Policy Effective** completion date is pre-populated with the date the timeline was created.

Step 9. Complete the steps in the timeline when activity corresponding to the step is complete. To complete steps in the timeline, click the step. (For example: **Insurance Declaration Received**).

Step 10. Populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

Step 11. The completion date is populated for **Insurance Declaration Received**.

Step 12. Repeat the above to complete the steps **Mail Renewal Verification Letter** and **Policy Expires**.

Step 13. The step **Send 2<sup>nd</sup> Request for Policy Verification** is automatically added by the system after an overnight process. The following criteria must be satisfied: One day has passed since completion of the step **Policy expires** and the step **Received Notification of Policy Cancellation** does not exist on the timeline.

Step 14. Complete the **Send 2<sup>nd</sup> Request for Policy Verification** step.

Step 15. The step **Notify Loan Counselor** is automatically added by the system. The following criteria must be satisfied: 14 or more days have passed since the completion of step **Send 2<sup>nd</sup> Request for Policy Verification** OR **Step Received Notification of Policy Cancellation** (this is an optional step) is completed.

Step 16. To add an optional step, click **New**.

The screenshot shows a 'New Step' dialog box with the following fields:

- Step Description:** Policy Cancellation
- Scheduled Date:** 1/11/2012
- Complete Date:** 1/10/2012
- Status:** Active
- Step Note:** (Empty text area)

At the bottom of the dialog are two buttons: **SUBMIT** and **CANCEL**.

**Figure 7-13: New Step – Endorsed Hazard Policy**

Step 17. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step will be added to the list of steps.

Step 18. To complete the step, select it and populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.

Step 19. Repeat the above instructions to add and complete other optional steps.

### 7.2.1.3 Insurance – Flood Policy

A servicer initiates this timeline to verify actions required to comply with flood insurance requirements. If a mortgaged property is located in a flood zone, the mortgagor is required to provide proof of flood insurance. If evidence of required flood insurance is not provided to the mortgagee, the loan could be considered in default.

Multiple active Insurance Flood Policy timelines cannot be initiated on a loan. The Servicing Management tab can be used to inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Insurance – Flood Policy** timeline:

Step 1. From the **Endorsed** menu, select **Compliance** and click **Setup**.

Step 2. On the **Endorsed Compliance Setup Search** Screen, enter the loan search criteria and click **Search**.

Welcome: [User] Edit Profile Help  
Today is: Wednesday, January 11, 2012

> Endorsed > Compliance Setup

Home Loan Endorsed Accounting Batch Reports Logout

**Endorsed Compliance Setup Search**

Loan Skey:  Borrower LName:  Lender Name:

Lender Loan #:  Property Address:  Servicer Name:

FHA Case #:  Property State: --ALL-- Investor Name:

Case Status: Endorsed Case Sub-Status: Loan Active Index Type: --ALL--  
Property County: --ALL--

**Search Results**

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower LName	Property Address	Property State	Pr
1001	1001	1001	Endorsed	Loan Active	1001	1001	AL	1001
1002	1002	1002	Endorsed	Loan Active	1002	1002	AL	1002
1003	1003	1003	Endorsed	Loan Active	1003	1003	AL	1003
1004	1004	1004	Endorsed	Loan Active	1004	1004	AL	1004
1005	1005	1005	Endorsed	Loan Active	1005	1005	AL	1005
1006	1006	1006	Endorsed	Loan Active	1006	1006	AL	1006
1007	1007	1007	Endorsed	Loan Active	1007	1007	AL	1007
1008	1008	1008	Endorsed	Loan Active	1008	1008	AL	1008
1009	1009	1009	Endorsed	Loan Active	1009	1009	AL	1009
1010	1010	1010	Endorsed	Loan Active	1010	1010	AL	1010

page: 1 of 11523 Go results per page: 10 Go 115223 Record(s)

Figure 7-14: Setup Search – Endorsed Flood Policy

Step 3. Click a loan to initiate the timeline.

Step 4. On the **Edit Servicing Management** screen, select **Insurance Flood Policy** from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk). The insurance information can be edited on the **Servicing Management** tab after the timeline is initiated.

**Edit Servicing Management**

**Servicing Management Information**

Servicing Type: \* Insurance - Flood Policy

Timeline Status: Active

Initiation Date: \* 1/12/2012

**Insurance Information**

Policy #:  Premium:

Policy Holder:

Company Name:

Agent Name:

Address1:

Address2:

City, State, Zip:

Email:

Website URL:

Phone #:  Fax #:

**Step Information**

Step	Step Description	# Days	Sched Date
1	Policy Effective	0	01/12/2012
2	Insurance Declaration Received	5	01/17/2012

Go to Servicing Steps after Submit

Figure 7-15: Edit Servicing Management – Endorsed Flood Policy

Step 5. Click the checkbox beside **Go to Servicing Steps after Submit** at the bottom of the **Edit Servicing Management** screen.

Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Disposition Setup Search** Screen is displayed).

Step 7. The **Compliance Steps** screen for **Insurance Flood Policy** timeline is displayed.

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Today is: Thursday, March 15, 2012

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Home | Loan | Endorsed | Accounting | Batch | Reports | Logout

Loan Balance | **Compliance Steps** | Servicing Mgmt | Notes | Documents | Contacts | Alerts

**Loan Information**  
FHA Case #: [Value]  
Loan Key: [Value]  
Case Status: Endorsed  
Case Sub-Status: Loan Active  
Product Type: HECM STANDARD  
[Go to Loan Search](#)

**Borrower Information**  
Borrower: [Value]  
SSN: [Value]  
DOB: [Value]  
Address: [Value]  
MOBILE AL 36605  
Co-Borrower: [Value]

**Servicer Information**  
Lender Loan #: [Value]  
Servicer #: [Value]  
Lender Name: [Value]  
Servicer Name: [Value]  
Investor Name: [Value]

**Balance Information**  
Pay Plan Type: Line of Credit  
Loan Balance: \$55,068.16  
Max Claim: \$62,500.00  
% of Max Claim: 88.109 %  
NPL: \$4,102.11  
[Print Loan Details](#)

[Go to Servicing Setup](#)

Step Information: Insurance - Flood Policy

**NEW**

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	Cr
1	Policy Effective	03/15/2012	03/15/2012	Servicer		Active	03/
2	Insurance Declaration Received	03/20/2012		Servicer		Active	03/
3	Mail Renewal Verification Letter	02/13/2013		Servicer		Active	03/
4	Policy Expires	03/15/2013		Servicer		Active	03/
5	Mail Certified Letter to Borrower	04/01/2013		Servicer		Active	03/
6	Return Receipt Received from Borrower	04/15/2013		Servicer		Active	03/

6 Step(s)

Figure 7-16: Timeline Steps – Endorsed Flood Policy

Step 8. The **Policy Effective completion date** step is pre-populated with the timeline created date.

Step 9. Complete the steps in the timeline when the activity corresponding to the step is complete. To complete steps in the timeline, click the step (For example: **Insurance Declaration Received**).

Step 10. Populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

**Edit Step**

**Step Item**

Step Description: Insurance Declaration Received

Scheduled Date: 1/6/2012 \* Complete Date: [ ]

Status: Active

Step Note: [ ]

**Audit Information**

Create Date: 1/27/2012 2:08:26 PM Created By: [ ]

Change Date: [ ] Changed By: [ ]

**SUBMIT** **CANCEL**

Figure 7-17: Edit Step – Endorsed Flood Policy

Step 11. The completion date is populated beside the **Insurance Declaration Received** step.

Step 12. Repeat the steps above to complete the **Mail Renewal Verification Letter** and the **Policy Expires** steps.

Step 13. The step **Send 2<sup>nd</sup> Request for Policy Verification** is automatically added by the system after an overnight process. For the system to add this step, the following criteria must be satisfied: One day has passed since completion of step **Policy expires** and step **Received Notification of Policy Cancellation** does not exist on the timeline.

Step 14. Complete the **Send 2<sup>nd</sup> Request for Policy Verification** step.

Step 15. The step **Notify Loan Counselor** is automatically added by the system. For the system to add this step, the following criteria must be satisfied: 14 or more days have passed since completion of step **Send 2<sup>nd</sup> Request for Policy Verification** OR step **Received Notification of Policy Cancellation** (this is an optional step) is completed.

**Figure 7-18: New Step – Endorsed Flood Policy**

Step 16. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step is added to the list of steps.

Step 17. To complete the step, select it and populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

Step 18. Repeat the above instructions to add and complete other optional steps.

#### 7.2.1.4 Insurance – Force Placed

A servicer initiates this timeline to verify actions required to comply with force placed insurance requirements. If a mortgagor fails to maintain and provide evidence of force placed insurance coverage on his or her property, the mortgagee could acquire force placed insurance on their behalf.

Multiple active Insurance Force Placed timelines cannot be initiated on a loan. The Servicing Management tab can be used to inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Insurance – Force Placed** timeline:

Step 1. From the **Endorsed** menu, select **Compliance** and click **Setup**.

Step 2. On the **Endorsed Compliance Setup Search** screen, enter the loan search criteria and click **Search**.

**Figure 7-19: Setup Search – Endorsed Force Placed**

Step 3. From the search results, select a loan to initiate the timeline.

Step 4. On the **Edit Servicing Management** screen, select **Insurance Force Placed** from the servicing type dropdown and populate the required fields (marked with an asterisk). The insurance information can be edited on the **Servicing Management** tab after the initiation of timeline.

**Figure 7-20: Edit Servicing Management – Endorsed Force Placed**

Step 5. Click the checkbox beside **Go to Servicing Steps after Submit** at the bottom of the **Edit Servicing Management** screen.

Step 6. Click **Submit** (If you click **Cancel**, the **Endorsed Compliance Setup Search** screen is displayed).

Step 7. The **Compliance Steps** screen for **Insurance Force Placed** timeline is displayed.

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Today is: Wednesday, January 11, 2012

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Home Loan Endorsed Accounting Batch Reports Logout

Loan Balance  
Compliance Steps  
Servicing Mgmt  
Notes  
Documents  
Contacts  
Alerts

**Loan Information**  
FHA Case #: [Value]  
Loan Key: [Value]  
Case Status: Endorsed  
Case Sub-Status: Loan Active  
Product Type: HECM STANDARD  
[Go to Loan Search](#)

**Borrower Information**  
Borrower: [Value]  
SSN: [Value]  
DOB: [Value]  
Address: ORANGE BEACH AL 36561  
Co-Borrower: [Value]

**Servicer Information**  
Lender Loan #: [Value]  
Servicer #: [Value]  
Lender Name: [Value]  
Servicer Name: [Value]  
Investor Name: [Value]

**Balance Information**  
Pay Plan Type: Term  
Loan Balance: \$146,697.28  
Max Claim: \$160,176.00  
% of Max Claim: 91.585 %  
NPL: (\$1,724.75)  
[Print Loan Details](#)

[Go to Servicing Setup](#)

Step Information: Insurance - Forced Place

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	Cre
1	Policy Effective	01/10/2012	01/11/2012	Servicer		Active	01/1
2	Insurance Declaration Received	01/15/2012		Servicer		Active	01/1
3	Mail Renewal Verification Letter	12/10/2012		Servicer		Active	01/1
4	Policy Expires	01/09/2013		Servicer		Active	01/1
5	Mail Certified Letter to Borrower	01/26/2013		Servicer		Active	01/1
6	Return Receipt Received from Borrower	02/09/2013		Servicer		Active	01/1

6 Step(s)

Figure 7-21: Timeline Steps – Endorsed Force Placed

Step 8. The Step **Policy Effective completion date** is pre-populated with the timeline created date.

Step 9. Complete the steps in the timeline when the activity corresponding to the step is complete. To complete steps in the timeline, click the step. (For example: **Insurance declaration received**).

Step 10. Populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

Edit Step

**Step Item**

Step Description: Insurance Declaration Received

Scheduled Date: 1/15/2012 \* Complete Date: [ ]

Status: Active

Step Note: [ ]

**Audit Information**

Create Date: 1/11/2012 12:19:13 PM Created By: [ ]

Change Date: [ ] Changed By: [ ]

SUBMIT CANCEL

Figure 7-22: Edit Step – Endorsed Force Placed

Step 11. The completion date is populated beside the step **Insurance Declaration Received**.

Step 12. Repeat the above to complete the steps **Mail Renewal Verification Letter** and step **Policy Expires**.

Step 13. The step **Send 2<sup>nd</sup> Request for Policy Verification** is automatically added by the system after an overnight process. The following criteria must be satisfied: One day has passed since completion of step **Policy expires** and step **Received Notification of Policy Cancellation** does not exist on the timeline.

Step 14. Complete the **Send 2<sup>nd</sup> Request for Policy Verification** step.

Step 15. The step **Notify Loan Counselor** is automatically added by the system. The following criteria must be satisfied: 14 or more days have passed since completion of Step **Send 2<sup>nd</sup> Request for Policy Verification** OR Step **Received Notification of Policy Cancellation** (this is an optional step) is completed.

Step 16. To add an optional step, click **New**.

**Figure 7-23: New Step – Endorsed Force Placed**

Step 17. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step is added to the list of steps.

Step 18. To complete the step, select it and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.

Step 19. Repeat the above instructions to add and complete other optional steps.

### 7.2.1.5 Repairs

When a mortgagor needs to access Repair Set Aside funds, the Servicer will initiate this timeline to track the completion and payment of the repairs. This timeline can be initiated only if the loan has Repair Set Aside amount.

Multiple active Repairs timelines can be initiated on a loan to track multiple repairs. The Servicing Management tab can be used to inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Repair** timeline:

Step 1. From the **Endorsed** menu, select **Compliance** and click **Setup**.

Step 2. On the **Endorsed Compliance Setup Search** Screen, enter the loan search criteria and click **Search**.

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> Endorsed > Compliance Setup

Home | Loan | Endorsed | Accounting | Batch | Reports | Logout

**Endorsed Compliance Setup Search**

Loan Skey:  Borrower LName:  Lender Name:

Lender Loan #:  Property Address:  Servicer Name:

FHA Case #:  Property State: --ALL-- Investor Name:

Case Status: Endorsed Case Sub-Status: Loan Active Index Type: --ALL--  
 Property County: --ALL--

**Search Results**

[Export to Excel](#)

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower LName	Property Address	Property State	Pr
1001	1001	1001	Endorsed	Loan Active	1001	1001	AL	1001
1002	1002	1002	Endorsed	Loan Active	1002	1002	AL	1002
1003	1003	1003	Endorsed	Loan Active	1003	1003	AL	1003
1004	1004	1004	Endorsed	Loan Active	1004	1004	AL	1004
1005	1005	1005	Endorsed	Loan Active	1005	1005	AL	1005
1006	1006	1006	Endorsed	Loan Active	1006	1006	AL	1006
1007	1007	1007	Endorsed	Loan Active	1007	1007	AL	1007
1008	1008	1008	Endorsed	Loan Active	1008	1008	AL	1008
1009	1009	1009	Endorsed	Loan Active	1009	1009	AL	1009
1010	1010	1010	Endorsed	Loan Active	1010	1010	AL	1010

page: 1 of 11523  results per page: 10  115223 Record(s)

**Figure 7-24: Setup Search – Endorsed Repairs**

Step 3. From the search results, select a loan to initiate the timeline.

Step 4. On the **Edit Servicing Management** screen, select Repair from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk). The repair information can be edited on the **Servicing Management** tab after the initiation of timeline.

**Edit Servicing Management**

**Servicing Management Information**

Servicing Type: \* Repairs

Timeline Status: Active

Initiation Date: \* 1/10/2012

**Repair Information**

Repair Type:

Repair Description:

Contractor:

Appraiser:

Completion Due Date:

**Step Information**

#	Step Description	# Days	Sched Date
1	Initiate Repair Administration	0	01/10/2012
2	Obtain & Review Repair Rider & Appraisal	15	01/25/2012
3	Send Introduction Letter	15	01/25/2012
4	Verify Contract Received	60	03/10/2012
5	Verify Work Completed	120	05/09/2012
6	Order Property Inspection	120	05/09/2012
7	Disburse Final Funds / Send Lien Waiver	120	05/09/2012
8	Confirm M&M Lien Waiver Received	150	06/08/2012

Go to Servicing Steps after Submit

**Figure 7-25: Edit Servicing Management – Endorsed Repairs**

Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen).

Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Disposition Setup Search** Screen will be displayed).

Step 7. The **Compliance Steps** screen for the **Repairs** timeline is displayed.

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Today is: Friday, January 27, 2012

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Servicing Technology on Reverse Mortgages

Home | Loan | Endorsed | Accounting | Batch | Reports | Logout

Loan Balance | **Compliance Steps** | Servicing Mgmt | Notes | Documents | Contacts | Alerts

**Loan Information**  
FHA Case #: [Redacted]  
Loan Key: [Redacted]  
Case Status: Endorsed  
Case Sub-Status: Loan Active  
Product Type: HECM STANDARD  
[Go to Loan Search](#)

**Borrower Information**  
Borrower: [Redacted]  
SSN: [Redacted]  
DOB: [Redacted]  
Address: LOUISVILLE OH 44641  
Co-Borrower: [Redacted]

**Servicer Information**  
Lender Loan #: [Redacted]  
Servicer #: [Redacted]  
Lender Name: [Redacted]  
Servicer Name: [Redacted]  
Investor Name: [Redacted]

**Balance Information**  
Pay Plan Type: [Redacted] Line of Credit  
Loan Balance: \$85,644.30  
Max Claim: \$150,000.00  
% of Max Claim: 57.096 %  
NPL: \$9,552.90  
[Print Loan Details](#)

[Go to Servicing Setup](#)

**Step Information: Repairs**

**NEW**

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	Cr
1	Initiate Repair Administration	01/01/2012	01/27/2012	Servicer		Active	01
2	Obtain & Review Repair Rider & Appraisal	01/16/2012		Servicer		Active	01
3	Send Introduction Letter	01/16/2012		Servicer		Active	01
4	Verify Contract Received	03/01/2012		Servicer		Active	01
5	Verify Work Completed	04/30/2012		Servicer		Active	01
6	Order Property Inspection	04/30/2012		Servicer		Active	01
7	Disburse Final Funds / Send Lien Waiver	04/30/2012		Servicer		Active	01
8	Confirm M&M Lien Waiver Received	05/30/2012		Servicer		Active	01
9	Completion Due Date Per Repair Rider	05/30/2012		Servicer		Active	01

9 Step(s)

Figure 7-26: Timeline Steps – Endorsed Repairs

Step 8. The step **Initiate Repair Administration** completion date is pre-populated with the timeline created date.

Step 9. Initiation Date is populated at the time of timeline initiation.

Step 10. Complete the remaining steps in the timeline when activity corresponding to the step is complete. To complete any step in the timeline, click the step (For example: **Obtain & Review Repair Rider & Appraisal**).

**Edit Step**

**Step Item**

Step Description: Obtain & Review Repair Rider & Appraisal

Scheduled Date: 1/25/2012 \* Complete Date: 1/10/2012

Status: Active

Step Note:

**Audit Information**

Create Date: 1/11/2012 5:45:39 PM Created By: [Redacted]

Change Date: [Redacted] Changed By: [Redacted]

**SUBMIT** **CANCEL**

Figure 7-27: Edit Step – Endorsed Repairs

Step 11. Populate the completion date, add a note in the **Notes** field if applicable, click **Submit** on the **Edit Step** window.

Step 12. The completion date is populated beside the step **Obtain & Review Repair Rider & Appraisal** on the **Compliance Steps** screen.

Step 13. To add an optional step, click **New**.

Step 14. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step will be added to the list of steps.

Step 15. To complete the step, select the step and populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

**Figure 7-28: Edit Step – Endorsed Repairs**

Step 16. Repeat the above instructions to add and complete other optional steps.

Step 17. To add multiple **Repairs** timelines, repeat the steps to initiate and complete the timeline as mentioned above for the second timeline.

### 7.2.1.6 Taxes Delinquent

When the mortgagor defaults on taxes, the servicer initiates this timeline to track the tax payment. The delinquent notification is sent to the mortgagor requesting the tax payment to avoid the loan being Due and Payable.

Multiple active Taxes Delinquent timelines can be initiated on a loan to track multiple delinquencies. The Servicing Management tab can be used to inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Taxes Delinquent** timeline:

Step 1. From the **Endorsed** menu, select **Compliance** and click **Setup**.

Step 2. On the **Endorsed Compliance Setup Search** screen, enter the loan search criteria and click **Search**.

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**STORM**  
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> Endorsed > Compliance Setup

Home | Loan | Endorsed | Accounting | Batch | Reports | Logout

**Endorsed Compliance Setup Search**

Loan Skey:  Borrower LName:  Lender Name:

Lender Loan #:  Property Address:  Servicer Name:

FHA Case #:  Property State: --ALL-- Investor Name:

Case Status: Endorsed Case Sub-Status: Loan Active Index Type: --ALL--  
 Property County: --ALL--

**SEARCH**

**Search Results**

[Export to Excel](#)

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower LName	Property Address	Property State	Pr
1001	1001	1001	Endorsed	Loan Active	1001	1001	AL	1001
1002	1002	1002	Endorsed	Loan Active	1002	1002	AL	1002
1003	1003	1003	Endorsed	Loan Active	1003	1003	AL	1003
1004	1004	1004	Endorsed	Loan Active	1004	1004	AL	1004
1005	1005	1005	Endorsed	Loan Active	1005	1005	AL	1005
1006	1006	1006	Endorsed	Loan Active	1006	1006	AL	1006
1007	1007	1007	Endorsed	Loan Active	1007	1007	AL	1007
1008	1008	1008	Endorsed	Loan Active	1008	1008	AL	1008
1009	1009	1009	Endorsed	Loan Active	1009	1009	AL	1009
1010	1010	1010	Endorsed	Loan Active	1010	1010	AL	1010

page: 1 of 11523 **Go** results per page: 10 **Go** 115223 Record(s)

**Figure 7-29: Setup Search – Endorsed Taxes Delinquent**

Step 3. From the search results, select a loan to initiate the timeline.

Step 4. The **Edit Servicing Management** screen is displayed.

**Edit Servicing Management**

**Servicing Management Information**

Servicing Type: \* Taxes Delinquent

Timeline Status: Active

Initiation Date: \* 1/10/2012

**Step Information**

#	Step Description	# Days	Sched Date
1	Delinquent Notification Received	0	01/10/2012
2	Mail Borrower Delinquent Letter	0	01/10/2012
3	Received Proof of Taxes Paid	14	01/24/2012

Go to Servicing Steps after Submit **SUBMIT** **CANCEL**

**Figure 7-30: Edit Servicing Management – Endorsed Taxes Delinquent**

Step 5. Select **Taxes Delinquent** from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

Step 6. Click **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen).

Step 7. Click **Submit**. (If you click **Cancel**, the **Endorsed Compliance Setup Search** Screen will be displayed).

Step 8. The **Compliance Steps** screen for **Taxes Delinquent** timeline is displayed.

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Today is: Friday, January 27, 2012

**STORM**  
Servicing Technology on Reverse Mortgages

Home | Loan | Endorsed | Accounting | Batch | Reports | Logout

Loan Balance | **Compliance Steps** | Servicing Mgmt | Notes | Documents | Contacts | Alerts

**Loan Information**  
FHA Case #: [Redacted]  
Loan Key: [Redacted]  
Case Status: Endorsed  
Case Sub-Status: Loan Active  
Product Type: HECM STANDARD  
[Go to Loan Search](#)

**Borrower Information**  
Borrower: [Redacted]  
SSN: [Redacted]  
DOB: [Redacted]  
Address: LOXLEY AL 36551  
Co-Borrower: [Redacted]

**Servicer Information**  
Lender Loan #: [Redacted]  
Servicer #: [Redacted]  
Lender Name: [Redacted]  
Servicer Name: [Redacted]  
Investor Name: [Redacted]

**Balance Information**  
Pay Plan Type: Line of Credit  
Loan Balance: \$91,227.11  
Max Claim: \$114,000.00  
% of Max Claim: 80.024 %  
NPL: \$4,552.29  
[Print Loan Details](#)

**Step Information: Taxes Delinquent**  
**NEW**

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	Create
1	Delinquent Notification Received	01/01/2012	01/27/2012	Servicer		Active	01/27/20
2	Mail Borrower Delinquent Letter	01/01/2012		Servicer		Active	01/27/20
3	Received Proof of Taxes Paid	01/15/2012		Servicer		Active	01/27/20

3 Step(s)

**Figure 7-31: Timeline Steps – Endorsed Taxes Delinquent**

Step 9. The step **Delinquent Notification Received** completion date is pre-populated with the timeline created date.

Step 10. Complete the remaining steps in the timeline when the corresponding is complete. To complete any step in the timeline, click the step, (For example: **Mail Borrower Delinquent Letter**).

**Edit Step**

**Step Item**

Step Description: Mail Borrower Delinquent Letter

Scheduled Date: 1/10/2012 \* Complete Date: 1/10/2012

Status: Active

Step Note:  
The letter was mailed today.

**Audit Information**

Create Date: 1/12/2012 9:52:07 AM Created By: [Redacted]  
Change Date: [Redacted] Changed By: [Redacted]

**SUBMIT** **CANCEL**

**Figure 7-32: Edit Step – Endorsed Taxes Delinquent**

Step 11. Populate the completion date, add a note in the **Notes** field if applicable, click **Submit** on the **Edit Step** window.

Step 12. The completion date is populated beside the step **Mail Borrower Delinquent Letter** on the **Compliance Steps** screen.

Step 13. To trigger the step, **Mail Letter of Taxes Paid**, the following criteria must be satisfied: The optional step **Authorization Received/Pay Taxes** must be added on the timeline and completed.

Step 14. Repeat the steps above to complete the other remaining steps.

Step 15. To add an optional steps. Click **New**.

Step 16. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step will be added to the list of steps.

**Figure 7-33: New Step – Endorsed Taxes Delinquent**

Step 17. To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.

Step 18. Repeat the above instructions to add and complete other optional steps.

Step 19. To add multiple Taxes Delinquent timelines, repeat the steps to initiate and complete the timeline as mentioned above for the second timeline.

## 7.2.2 Dispositions Timelines

### 7.2.2.1 Due and Payable w/o HUD Approval

The Due & Payable without HUD Approval timeline is initiated by a servicer to notify HUD of the Due and Payable event. The servicer does not need HUD approval for the following default reasons: Conveyed Title and Death.

When a servicer populates the death date of the last surviving mortgagor (That is the death date entered on the Contact Screen), the system automatically initiates the Due & Payable w/o HUD Approval timeline with the default reason as Death. However, the timeline must still be manually completed by the servicer.

For the default reason of Conveyed Title, the servicer must manually initiate the Due & Payable w/o HUD Approval timeline. When this timeline is initiated, the case sub-status is updated to Due and Payable. If the timeline is inactivated, the case sub-status is updated accordingly.

Multiple active Due & Payable w/o HUD Approval timelines cannot be initiated on a loan. The Servicing management tab can be used to activate or inactivate the timeline and update the default date (only if default reason is Conveyed Title). Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Due & Payable** timeline – Default Reason of Death:

Step 1. From the menu, click **Loan**.

Step 2. On the **Loan Search** Screen, enter the search criteria and click **Search**.

Welcome: [User] Edit Profile Help  
Today is: Thursday, January 12, 2012

> Endorsed > Disposition Setup

Home Loan Endorsed Accounting Batch Reports Logout

**Endorsed Disposition Setup Search**

Loan Key: [ ] Borrower LName: [ ] Lender Name: [v]  
 Lender Loan #: [ ] Property Address: [ ] Servicer Name: [v]  
 FHA Case #: [ ] Property State: --ALL-- Investor Name: [v]  
 Case Status: Endorsed Case Sub-Status: Loan Active Index Type: --ALL--  
 Property County: --ALL--

**SEARCH**

**Search Results**  
[Export to Excel](#)

Loan Key	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower LName	Property Address	Property State	Property County
1001	1001	1001	Endorsed	Loan Active	1001	1001	AL	1001
1002	1002	1002	Endorsed	Loan Active	1002	1002	AL	1002
1003	1003	1003	Endorsed	Loan Active	1003	1003	AL	1003
1004	1004	1004	Endorsed	Loan Active	1004	1004	AL	1004
1005	1005	1005	Endorsed	Loan Active	1005	1005	AL	1005
1006	1006	1006	Endorsed	Loan Active	1006	1006	AL	1006
1007	1007	1007	Endorsed	Loan Active	1007	1007	AL	1007
1008	1008	1008	Endorsed	Loan Active	1008	1008	AL	1008
1009	1009	1009	Endorsed	Loan Active	1009	1009	AL	1009
1010	1010	1010	Endorsed	Loan Active	1010	1010	AL	1010
1011	1011	1011	Endorsed	Loan Active	1011	1011	AL	1011
1012	1012	1012	Endorsed	Loan Active	1012	1012	AL	1012
1013	1013	1013	Endorsed	Loan Active	1013	1013	AL	1013
1014	1014	1014	Endorsed	Loan Active	1014	1014	AL	1014
1015	1015	1015	Endorsed	Loan Active	1015	1015	AL	1015
1016	1016	1016	Endorsed	Loan Active	1016	1016	AL	1016
1017	1017	1017	Endorsed	Loan Active	1017	1017	AL	1017
1018	1018	1018	Endorsed	Loan Active	1018	1018	AL	1018
1019	1019	1019	Endorsed	Loan Active	1019	1019	AL	1019
1020	1020	1020	Endorsed	Loan Active	1020	1020	AL	1020

page: 1 of 11522 Go results per page: 10 Go 115219 Record(s)

Figure 7-34: Setup Search – Endorsed Due and Payable w/o HUD Approval

Step 3. From the search results, select a loan.

Step 4. The **Loan Balance** screen displays, click the **Contacts** tab on the left menu.

Welcome: [User] Edit Profile Help  
Today is: Sunday, January 15, 2012

> Loan > Contacts

Home Loan Endorsed Accounting Batch Reports Logout

**Loan Balance**

**Loan Information**  
 FHA Case #: [ ]  
 Loan Key: [ ]  
 Case Status: Endorsed  
 Case Sub-Status: Loan Active  
 Product Type: HECM - REFINANCE  
[Go to Loan Search](#)

**Borrower Information**  
 Borrower: [ ]  
 SSN: [ ]  
 DOB: [ ]  
 Address: [ ]  
 City: HUNTSVILLE  
 State: AL  
 Zip: 35803  
 Co-Borrower: [ ]

**Servicer Information**  
 Lender Loan #: [ ]  
 Servicer #: [ ]  
 Lender Name: [ ]  
 Servicer Name: [ ]  
 Investor Name: [ ]

**Balance Information**  
 Pay Plan Type: Line of Credit  
 Loan Balance: \$161,973.12  
 Max Claim: \$172,632.00  
 % of Max Claim: 93.826 %  
 NPL: \$74.91  
[Print Loan Details](#)

**Contact Information**  
[NEW](#) [Death Interactive Search](#)

Contact Type	Last Name	First Name	DOB	Address	City	State	Zip	Create Date	Created By	Change
Borrower	[ ]	[ ]	[ ]	[ ]	HUNTSVILLE	AL	35803	06/22/2011 10:43:41 PM	[ ]	[ ]
Co-Borrower	[ ]	[ ]	[ ]	[ ]	HUNTSVILLE	AL	35803	06/22/2011 10:43:41 PM	[ ]	[ ]

115219 Record(s)

Figure 7-35: Loan Balance Screen Selecting Contacts

Step 5. Select the **Document icon** beside the last surviving borrower contact name.

Step 6. Populate the **Death Date** on the **contact information screen** and click **Submit**. The case sub-status is updated to **Due and Payable**. The system will automatically initiate the **Due and Payable w/o HUD approval** timeline for this loan.

Step 7. From the Endorsed menu, select **Disposition** and click **Search**.

Step 8. On the **Endorsed Disposition** search screen, enter the FHA Case # used in step 3 with **Servicing Type** set to **Due and Payable w/o HUD approval** and click **Search** to retrieve the timelines that have been auto-initiated by the system.

Step 9. From the search results, select the loan to view or edit the timeline.

Step 10. The **Disposition Steps** screen for **Due and Payable w/o HUD approval** timeline is displayed.

The screenshot shows the STORM web application interface. At the top, it says 'Welcome: [User Name] Edit Profile Help' and 'Today is: Friday, January 27, 2012'. The STORM logo is in the top right corner. Below the header is a navigation menu with tabs: Home, Loan, Endorsed, Accounting, Batch, Reports, Logout. The main content area is divided into several sections: Loan Balance, Disposition Steps (selected), Servicing Mgmt, Notes, Documents, Contacts, Alerts, and a 'Go to Search Results' link. The 'Disposition Steps' section shows a table of steps for a 'Due & Payable w/o HUD Approval' timeline. The table has columns for Step #, Step Description, Scheduled Date, Complete Date, Step Group, Step Note, Status, and Create Date. The steps listed are: 1 Disposition Event Occurred (07/06/2011), 2 Mail Condolence/Repayment Letter (07/08/2011), 3 Mail Loss Mit Letter(s) (07/08/2011), and 4 Date of Notification of Default to HUD (09/04/2011). All steps are in 'Active' status and were created on 07/19.

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	Cre
1	Disposition Event Occurred	07/06/2011	07/06/2011	Servicer		Active	07/19
2	Mail Condolence/Repayment Letter	07/08/2011		Servicer		Active	07/19
3	Mail Loss Mit Letter(s)	07/08/2011		Servicer		Active	07/19
4	Date of Notification of Default to HUD	09/04/2011		Servicer		Active	07/19

Figure 7-36: Timeline Steps – Endorsed Due and Payable w/o HUD Approval

Step 11. The step **Disposition Event Occurred** completion date is pre-populated with the death date. To edit the Create Date (due and payable notification date), select the **Servicing Mgmt** screen and click **Edit**.

The screenshot shows the 'Edit Servicing Management' window. It has a title bar with a close button. The window is divided into two main sections: 'Servicing Management Information' and 'Audit Information'. In the 'Servicing Management Information' section, there are fields for: Servicing Type (Due & Payable w/o HUD Approval), Timeline Status (Active), Default Date (7/1/2013), and Default Reason (Death). In the 'Audit Information' section, there are fields for: Create Date (8/19/2013), Change Date (8/19/2013 12:09:18 PM), Created By, and Changed By. At the bottom of the window are two buttons: 'SUBMIT' and 'CANCEL'.

Figure 7-37: Edit Servicing Management – Due & Payable w/o HUD Approval

Step 12. Complete the steps in the timeline when the activity corresponding to the step is complete. To complete any step in the timeline, click the step. (For example: **Mail Condolence/Repayment Letter**).

Step 13. Populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

Step 14. The completion date is populated beside the step **Mail Condolence/Repayment Letter** on the **Disposition Steps** screen.

Step 15. To add an optional step, click **New**.



**Figure 7-38: New Step – Endorsed Due and Payable w/o HUD Approval**

Step 16. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step will be added to the list of steps.

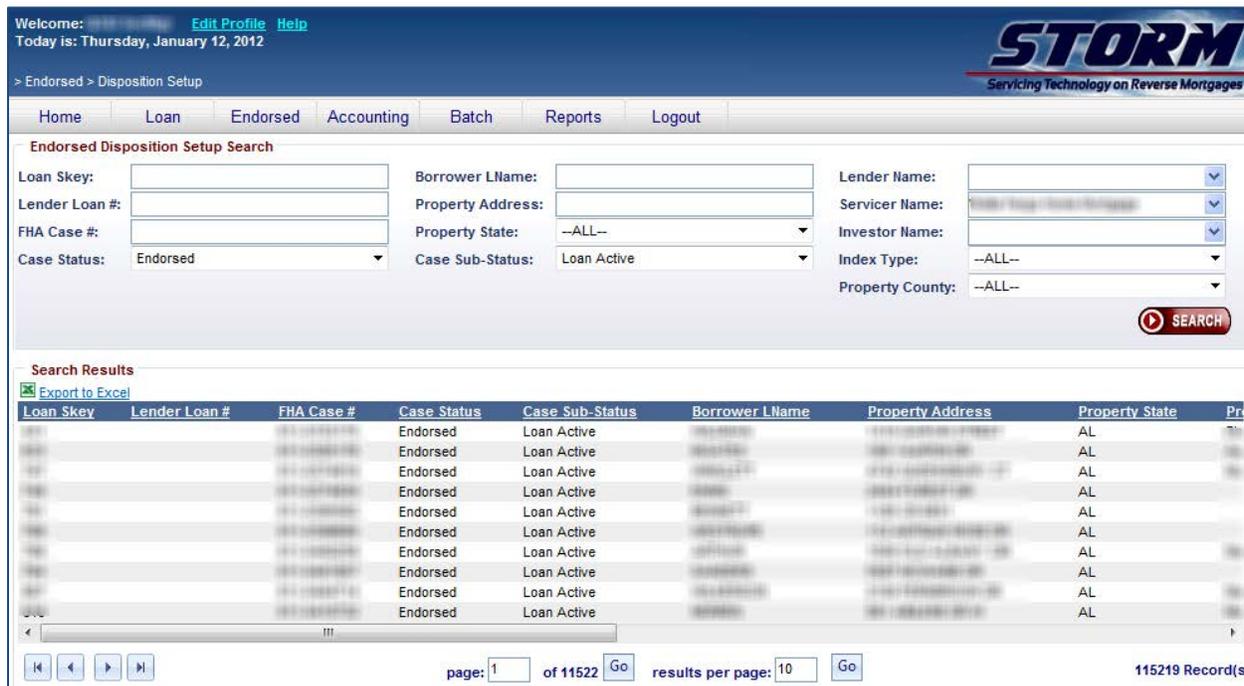
Step 17. To complete the step, select it and populate the completion date, add a note in the **Notes** field if applicable, click **Submit** on the **Edit Step** window.

Step 18. Repeat the above instructions to add and complete other optional steps.

To initiate and complete the **Due & Payable timeline** – Default Reason of Conveyed Title:

Step 1. From the **Endorsed** menu, select **Disposition** and click **Setup**.

Step 2. On the Endorsed Disposition Setup Search Screen, enter the loan search criteria and click **Search**.



**Figure 7-39: Setup Search – Endorsed Due and Payable w/o HUD Approval**

Step 3. From the search results, select a loan to initiate the timeline.

Figure 7-40: Edit Servicing Management – Endorsed Due and Payable w/o HUD Approval

- Step 4. On the **Edit Servicing Management** screen, select **Due & Payable w/o HUD Approval** from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk). You must select **Conveyed Title** for **Default Reason** dropdown.
- Step 5. Click **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen).
- Step 6. Click **Submit**. If you click **Cancel**, the **Endorsed Disposition Setup Search** screen will be displayed.
- Step 7. The **Disposition Steps** screen for **Due & Payable w/o HUD Approval** timeline is displayed.

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	Cre
1	Disposition Event Occurred	07/06/2011	07/06/2011	Servicer		Active	07/19
2	Mail Condolence/Repayment Letter	07/08/2011		Servicer		Active	07/19
3	Mail Loss Mit Letter(s)	07/08/2011		Servicer		Active	07/19
4	Date of Notification of Default to HUD	09/04/2011		Servicer		Active	07/19

4 Step(s)

**Figure 7-41: Timeline Steps – Endorsed Due and Payable w/o HUD Approval**

- Step 8. The step **Disposition Event Occurred** completion date is pre-populated with the timeline created date.
- Step 9. Complete the steps in the timeline when the activity corresponding to the step is complete. To complete any step in the timeline, click the step (For example: **Mail Condolence/Repayment Letter**).

**Figure 7-42: Edit Step – Endorsed Due and Payable w/o HUD Approval**

- Step 10. Populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.
- Step 11. The completion date is populated beside the step **Mail Condolence/Repayment Letter** on the **Disposition Steps** screen.
- Step 12. To add an optional step, click **New**.
- Step 13. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step will be added to the list of steps.
- Step 14. To complete the step, select it and populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 15. Repeat the above instructions to add and complete other optional steps.

### 7.2.2.2 Loss Mitigation - Deed-in-Lieu

A servicer initiates a Loss Mitigation – Deed-in-Lieu timeline when a mortgagor or their estate is willing to surrender the property to the mortgagee and to be released of the mortgage obligations. Upon initiation of this timeline, the case sub-status is updated to DIL. If the timeline is inactivated, the case sub-status is updated accordingly.

Multiple active Loss Mitigation–Deed-in-Lieu timelines cannot be initiated on a loan. The Servicing Management tab can be used to inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Loss Mitigation – Deed-in-Lieu** timeline:

- Step 1. From the **Endorsed** menu, select **Disposition** and click **Setup**.

Step 2. On the **Endorsed Disposition Setup Search** Screen, enter the loan search criteria and click **Search**.

The screenshot shows the STORM web application interface. At the top, there is a navigation menu with options: Home, Loan, Endorsed, Accounting, Batch, Reports, and Logout. The main heading is "Endorsed Disposition Setup Search". Below this, there are several input fields for search criteria: Loan Skey, Lender Loan #, FHA Case #, Case Status (set to Endorsed), Borrower LName, Property Address, Property State (set to --ALL--), Case Sub-Status (set to Loan Active), Lender Name, Servicer Name, Investor Name, Index Type (set to --ALL--), and Property County (set to --ALL--). A red "SEARCH" button is located at the bottom right of the search criteria section.

Below the search criteria, there is a "Search Results" section with an "Export to Excel" link. The results are displayed in a table with the following columns: Loan Skey, Lender Loan #, FHA Case #, Case Status, Case Sub-Status, Borrower LName, Property Address, Property State, and Pr. The table contains multiple rows of search results, all with Case Status "Endorsed" and Case Sub-Status "Loan Active".

At the bottom of the page, there is a pagination control showing "page: 1 of 11522" and "results per page: 10". A "Go" button is next to the page number. The total number of records is "115219 Record(s)".

Figure 7-43: Setup Search – Endorsed DIL

Step 3. From the search results, select a loan to initiate the timeline.

Step 4. On the **Edit Servicing Management** screen, select **Loss Mitigation – Deed-in-Lieu** from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

The screenshot shows the "Edit Servicing Management" screen. It has a title bar "Edit Servicing Management" and a close button. The main content is divided into two sections: "Servicing Management Information" and "Step Information".

The "Servicing Management Information" section contains the following fields:

- Servicing Type:** Loss Mitigation - Deed-in-Lieu (dropdown menu)
- Timeline Status:** Active (dropdown menu)
- Initiation Date:** 1/10/2012 (dropdown menu)
- Attorney:** (empty dropdown menu)

The "Step Information" section contains a table with the following data:

#	Step Description	# Days	Sched Date
1	Initiate DIL	0	01/10/2012
2	Refer to Atty for DIL	2	01/12/2012
3	Review Title Report from Attorney	30	02/09/2012
4	Atty Instructed to have Deed Executed per Referral Instructn	40	02/19/2012
5	Order Occupancy Inspection	40	02/19/2012
6	Inspection Received	50	02/29/2012
7	Atty Instructed to Record Executed Deed (Copy Received)	55	03/05/2012
8	Copy of Recorded Deed Received	80	03/30/2012

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

Figure 7-44: Edit Servicing Management – Endorsed DIL

- Step 5. Click **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen).
- Step 6. Click **Submit**. If you click **Cancel**, the **Endorsed Disposition Setup Search** Screen will be displayed.
- Step 7. The **Disposition Steps** screen for the **Loss Mitigation - Deed-in-Lieu** timeline is displayed.

The screenshot displays the STORM application interface. At the top, it shows a welcome message and the date: Friday, January 27, 2012. The main navigation bar includes Home, Loan, Endorsed, Accounting, Batch, Reports, and Logout. The left sidebar contains various menu items like Loan Balance, Disposition Steps, Servicing Mgmt, Notes, Documents, Contacts, and Alerts. The main content area is divided into several sections: Loan Information, Borrower Information, Servicer Information, and Balance Information. Below these is a section for 'Step Information: Loss Mitigation - Deed-in-Lieu' which features a table of steps.

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Sta
1	Initiate DIL	01/01/2012	01/27/2012	Servicer		Act
2	Refer to Atty for DIL	01/03/2012		Servicer		Act
3	Review Title Report from Attorney	01/31/2012		Servicer		Act
4	Atty Instructed to have Deed Executed per Referral Instructn	02/10/2012		Servicer		Act
5	Order Occupancy Inspection	02/10/2012		Servicer		Act
6	Inspection Received	02/20/2012		Servicer		Act
7	Atty Instructed to Record Executed Deed (Copy Received)	02/25/2012		Servicer		Act
8	Copy of Recorded Deed Received	03/21/2012		Servicer		Act

**Figure 7-45: Timeline Steps – Endorsed DIL**

- Step 8. The step **Initiate DIL** completion date is pre-populated with the timeline created date.
- Step 9. Complete the steps in the timeline when the activity corresponding to the step is complete. To complete any step in the timeline, click the step (For example: **Refer to Atty for DIL**).
- Step 10. Populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

The screenshot shows the 'Edit Step' window. It contains a 'Step Item' section with the following fields: Step Description (Refer to Atty for DIL), Scheduled Date (1/12/2012), Complete Date (1/12/2012), and Status (Active). There is a 'Step Note' text area below. The 'Audit Information' section at the bottom shows the Create Date (1/12/2012 1:52:19 PM), Created By, Change Date, and Changed By. At the bottom of the window are 'SUBMIT' and 'CANCEL' buttons.

**Figure 7-46: Edit Step – Endorsed DIL**

Step 11. The completion date is populated beside the step **Refer to Atty for DIL** on the **Disposition Steps** screen.

Step 12. To add an optional step, click **New**.

**Figure 7-47: New Step – Endorsed DIL**

Step 13. Select an optional step from the **Step Description** dropdown that needs to be added to the timeline and click **Submit** on the new window. The step will be added to the list of steps.

Step 14. To complete the step, select the step and populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

Step 15. Repeat the above instructions to add and complete other optional steps

### 7.2.2.3 Loss Mitigation – Family Sale Pending

The servicer initiates this timeline to track the status on a pending family sale effort and to complete the process to terminate the loan. Upon initiation of this timeline, the case sub-status is updated to Family Sale Pending. If the timeline is inactivated, the case sub-status is updated accordingly.

Multiple active Loss Mitigation–Family Sale Pending timelines cannot be initiated on a loan. The Servicing Management tab can be used to inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Loss Mitigation – Family Sale Pending** timeline:

Step 1. From the **Endorsed** menu, select **Disposition** and click **Setup**.

Step 2. On the **Endorsed Disposition Setup Search** Screen, enter the loan search criteria and click **Search**.

Welcome: [Edit Profile](#) [Help](#)  
 Today is: Thursday, January 12, 2012

> Endorsed > Disposition Setup

Home | Loan | Endorsed | Accounting | Batch | Reports | Logout

**Endorsed Disposition Setup Search**

Loan Key:  Borrower LName:  Lender Name:

Lender Loan #:  Property Address:  Servicer Name:

FHA Case #:  Property State: --ALL-- Investor Name:

Case Status: Endorsed Case Sub-Status: Loan Active Index Type: --ALL--  
 Property County: --ALL--

**Search Results**

[Export to Excel](#)

Loan Key	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower LName	Property Address	Property State	Pr
1001	100100000	100100000	Endorsed	Loan Active	100100000	100100000	AL	1001
1002	100200000	100200000	Endorsed	Loan Active	100200000	100200000	AL	1002
1003	100300000	100300000	Endorsed	Loan Active	100300000	100300000	AL	1003
1004	100400000	100400000	Endorsed	Loan Active	100400000	100400000	AL	1004
1005	100500000	100500000	Endorsed	Loan Active	100500000	100500000	AL	1005
1006	100600000	100600000	Endorsed	Loan Active	100600000	100600000	AL	1006
1007	100700000	100700000	Endorsed	Loan Active	100700000	100700000	AL	1007
1008	100800000	100800000	Endorsed	Loan Active	100800000	100800000	AL	1008
1009	100900000	100900000	Endorsed	Loan Active	100900000	100900000	AL	1009
1010	101000000	101000000	Endorsed	Loan Active	101000000	101000000	AL	1010

page: 1 of 11522  results per page: 10  115219 Record(s)

**Figure 7-48: Setup Search – Endorsed Family Sale Pending**

Step 3. From the search results, select a loan to initiate the timeline.

Step 4. On the **Edit Servicing Management** screen, select **Loss Mitigation – Family Sale Pending** from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

**Edit Servicing Management**

Servicing Management Information

Servicing Type: \* Loss Mitigation - Family Sale Pending

Timeline Status: Active

Initiation Date: \* 1/11/2012

**Step Information**

#	Step Description	# Days	Sched Date
1	Initiate Family Sale Pending	0	01/11/2012
2	Received Listing Agreement	10	01/21/2012
3	Received Copy of Offer and Sales Contract	240	09/07/2012
4	Received Sales Proceeds	285	10/22/2012
5	Send Release Authorization to Release Dept.	287	10/24/2012

Go to Servicing Steps after Submit

**Figure 7-49: Edit Servicing Management – Endorsed Family Sale Pending**

Step 5. Click **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen).

Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Disposition Setup Search** Screen is displayed).

Step 7. The **Disposition Steps** screen for **Loss Mitigation – Family Sale Pending** timeline is displayed.

Welcome: [User] Edit Profile Help  
Today is: Friday, January 27, 2012

Home Loan Endorsed Accounting Batch Reports Logout

Loan Balance  
Disposition Steps  
Servicing Mgmt  
Notes  
Documents  
Go to Loan Search  
Contacts  
Alerts  
Go to Servicing Setup

**Loan Information**  
FHA Case #: [Redacted]  
Loan Skey: [Redacted]  
Case Status: Endorsed  
Case Sub-Status: Family Sale  
Product Type: HECM STANDARD  
Go to Loan Search

**Borrower Information**  
Borrower: [Redacted]  
SSN: [Redacted]  
DOB: [Redacted]  
Address: PASADENA TX 77506  
Co-Borrower: [Redacted]

**Servicer Information**  
Lender Loan #: [Redacted]  
Servicer #: [Redacted]  
Lender Name: [Redacted]  
Servicer Name: [Redacted]  
Investor Name: [Redacted]

**Balance Information**  
Pay Plan Type: Line of Credit  
Loan Balance: \$52,924.90  
Max Claim: \$60,000.00  
% of Max Claim: 88.208 %  
NPL: \$249.38  
Print Loan Details

Step Information: Loss Mitigation - Family Sale Pending

NEW

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status
1	Initiate Family Sale Pending	01/01/2012	01/27/2012	Servicer		Active
2	Received Listing Agreement	01/11/2012		Servicer		Active
3	Received Copy of Offer and Sales Contract	08/28/2012		Servicer		Active
4	Received Sales Proceeds	10/12/2012		Servicer		Active
5	Send Release Authorization to Release Dept.	10/14/2012		Servicer		Active

5 Step(s)

Figure 7-50: Timeline Steps – Endorsed Family Sale Pending

Step 8. The step **Initiate Family Sale Pending** completion date is pre-populated with the timeline created date.

Step 9. Complete the steps in the timeline when the activity corresponding to the step is complete. To complete any step in the timeline, click the step. (For example: **Received Listing Agreement**).

Step 10. Populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

Edit Step

**Step Item**

Step Description: Received Listing Agreement

Scheduled Date: 1/21/2012 \* Complete Date: 1/12/2012

Status: Active

Step Note: Test

**Audit Information**

Create Date: 1/12/2012 2:06:27 PM Created By: [Redacted]  
Change Date: [Redacted] Changed By: [Redacted]

SUBMIT CANCEL

Figure 7-51: Edit Step – Endorsed Family Sale Pending

Step 11. The completion date is populated beside the step **Received Listing Agreement** on the **Disposition Steps** screen.

Step 12. To trigger the step **Follow up for Status of Sales Effort**, the following criteria must be satisfied:

- Less than 8 months since step Initiate Family Sale Pending was completed
- 30 or more days passed since optional step Follow Up was completed
- Step Received Sales Proceeds has not been completed

Step 13. Complete the **Follow up for Status of Sales Effort** step.

Step 14. To add an optional step, click **New**.

Step 15. Select an optional step from the **Step Description** dropdown that needs to be added to the timeline and click **Submit** on the new window. The step will be added to the list of steps.

Step 16. To complete the step, select it and populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

Step 17. Repeat the above instructions to add and complete other optional steps.

#### 7.2.2.4 Loss Mitigation – Short Sale

This timeline is initiated by a servicer to track a short sale on a HECM loan. A short sale is when a HECM loan is sold by the mortgagor for less than the payoff amount or less than the appraised value of the property. If the loan is Due & Payable, the property must sell for no less than the threshold percentage (as established by HUD) of the appraised value. If the loan is not Due & Payable, the sale price of the property must be the appraised value. When this timeline is completed, the case sub-status is updated to Short Sale Initiated. If the timeline is inactivated, the case sub-status is updated accordingly.

Multiple active Loss Mitigation–Short Sale timelines cannot be initiated on a loan. The Servicing Management tab can be used to inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Loss Mitigation–Short Sale** timeline:

Step 1. On the **Endorsed** menu, select **Disposition** and click **Setup**.

Step 2. On the **Endorsed Disposition Setup Search** screen, enter the loan search criteria and click **Search**.

Welcome: [Edit Profile](#) [Help](#)  
Today is: Thursday, January 12, 2012

> Endorsed > Disposition Setup

Home | Loan | Endorsed | Accounting | Batch | Reports | Logout

**Endorsed Disposition Setup Search**

Loan Skey:  Borrower LName:  Lender Name:

Lender Loan #:  Property Address:  Servicer Name:

FHA Case #:  Property State: --ALL-- Investor Name:

Case Status: Endorsed Case Sub-Status: Loan Active Index Type: --ALL--  
Property County: --ALL--

**Search Results**

[Export to Excel](#)

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower LName	Property Address	Property State	Pr
1001	100100000	100100000	Endorsed	Loan Active	100100000	100100000	AL	1001
1002	100200000	100200000	Endorsed	Loan Active	100200000	100200000	AL	1002
1003	100300000	100300000	Endorsed	Loan Active	100300000	100300000	AL	1003
1004	100400000	100400000	Endorsed	Loan Active	100400000	100400000	AL	1004
1005	100500000	100500000	Endorsed	Loan Active	100500000	100500000	AL	1005
1006	100600000	100600000	Endorsed	Loan Active	100600000	100600000	AL	1006
1007	100700000	100700000	Endorsed	Loan Active	100700000	100700000	AL	1007
1008	100800000	100800000	Endorsed	Loan Active	100800000	100800000	AL	1008
1009	100900000	100900000	Endorsed	Loan Active	100900000	100900000	AL	1009
1010	101000000	101000000	Endorsed	Loan Active	101000000	101000000	AL	1010

page: 1 of 11522  results per page: 10  115219 Record(s)

**Figure 7-52: Setup Search - Endorsed Short Sale**

Step 3. From the search results, select a loan to initiate the timeline.

Step 4. From the **Edit Servicing Management** screen, select **Loss Mitigation – Short Sale** from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk). The short sale information can be edited on the **Servicing Management** tab after the initiation of the timeline.

**Edit Servicing Management**

**Servicing Management Information**

Servicing Type: \* Loss Mitigation - Short Sale

Timeline Status: Active

Initiation Date: \* 1/12/2012

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 Short Sale Process	0	01/12/2012
2	Received Required Documents	20	02/10/2012
3	Received Closing Proceeds	51	03/27/2012
4	Send Release Authorization to Release Dept.	53	03/29/2012

Go to Servicing Steps after Submit

**Figure 7-53: Edit Servicing Management – Endorsed Short Sale**

Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen).

Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Disposition Setup Search** screen will be displayed).

Step 7. The **Disposition Steps** screen for **Loss Mitigation – Short Sale** timeline is displayed.

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**STORM**  
Servicing Technology on Reverse Mortgages

Home | Loan | Endorsed | Accounting | Batch | Reports | Logout

Loan Balance | **Disposition Steps** | Servicing Mgmt | Notes | Documents | Contacts | Alerts

**Loan Information**  
FHA Case #: [Redacted]  
Loan Key: [Redacted]  
Case Status: Endorsed  
Case Sub-Status: Short Sale Initiated  
Product Type: HECM STANDARD  
[Go to Loan Search](#)

**Borrower Information**  
Borrower: [Redacted]  
SSN: [Redacted]  
DOB: [Redacted]  
Address: HOUSTON TX 77016  
Co-Borrower: [Redacted]

**Servicer Information**  
Lender Loan #: [Redacted]  
Servicer #: [Redacted]  
Lender Name: [Redacted]  
Servicer Name: [Redacted]  
Investor Name: [Redacted]

**Balance Information**  
Pay Plan Type: Line of Credit  
Loan Balance: \$61,523.88  
Max Claim: \$73,000.00  
% of Max Claim: 84.279 %  
NPL: \$196.08  
[Print Loan Details](#)

[Go to Servicing Setup](#)

**Step Information: Loss Mitigation - Short Sale**

**NEW**

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status
1	Initiate Short Sale Process	01/01/2012	01/27/2012	Servicer		Active
2	Received Required Documents	01/31/2012		Servicer		Active
3	Received Closing Proceeds	03/15/2012		Servicer		Active
4	Send Release Authorization to Release Dept.	03/19/2012		Servicer		Active

4 Step(s)

**Figure 7-54: Timeline Steps – Endorsed Short Sale**

Step 8. The step **Initiate Short Sale Process** completion date is pre-populated with the timeline created date.

Step 9. Complete the steps in the timeline when the activity corresponding to the step is complete. To complete any step in the timeline, click the step. (For example: **Received Required Documents**).

Step 10. Populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

**Edit Step**

**Step Item**

Step Description: Received Required Documents

Scheduled Date: 2/10/2012 \* Complete Date: 1/12/2012

Status: Active

Step Note: Test

**Audit Information**

Create Date: 1/12/2012 2:15:02 PM Created By: [User]

Change Date: Changed By:

**SUBMIT** **CANCEL**

**Figure 7-55: Edit Step – Endorsed Short Sale**

Step 11. The completion date is populated beside the step **Received Required Documents** on the **Disposition Steps** screen.

Step 12. To add an optional step, click **New**.

Step 13. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline, and click **Submit** on the new window. The step will be added to the list of steps.

Step 14. To complete the step, select it and populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

Step 15. Repeat the above instructions to add and complete other optional steps.

### 7.2.2.5 Loss Mitigation – Pre-Foreclosure

If the mortgagor's loan becomes due and payable, a servicer initiates this timeline to track the pre-foreclosure activities. When this timeline is initiated, the case sub-status is updated to Loss Mit/Pre FCL. If the timeline is inactivated, the case sub-status is updated accordingly.

Multiple active Loss Mitigation – Pre-Foreclosure timelines cannot be initiated on a loan. The Servicing Management tab can be used to activate or inactivate the timeline and edit the attorney and contract information. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Loss Mitigation – Pre-foreclosure** timeline:

Step 1. From the **Endorsed** menu, select **Disposition**, and click **Setup**.

Step 2. On the **Endorsed Disposition Setup Search** Screen, enter the loan search criteria and click **Search**.

Figure 7-56: Setup Search – Endorsed Pre-Foreclosure

Step 3. From the search results, select a loan to initiate the timeline.

Step 4. On the **Edit Servicing Management** screen, select **Loss Mitigation – Pre-Foreclosure** from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

**Servicing Management Information**

Servicing Type: \* Loss Mitigation - Pre-Foreclosure

Timeline Status: Active

Initiation Date: \* 3/15/2012

Attorney:

MM Contractor:

Default Reason: \*

#	Step Description	# Days	Sched Date
1	Servicer Prepares Fcl Checklist/HUD Form 92218	0	03/15/2012

Go to Servicing Steps after Submit

**SUBMIT** **CANCEL**

**Figure 7-57: Edit Servicing Management – Endorsed Pre-Foreclosure**

- Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen).
- Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Disposition Setup Search** screen will be displayed).
- Step 7. The **Disposition Steps** screen for **Loss Mitigation – Pre-Foreclosure** timeline is displayed.

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Servicing Technology on Reverse Mortgages

Home Loan Endorsed Accounting Batch Reports Logout

Loan Balance  
Disposition Steps  
Servicing Mgmt  
Notes  
Documents  
Contacts  
Alerts

**Loan Information**  
FHA Case #:   
Loan Key:   
Case Status: Endorsed  
Case Sub-Status: Loss Mit/Pre FCL  
Product Type: HECM STANDARD  
[Go to Loan Search](#)

**Borrower Information**  
Borrower:   
SSN:   
DOB:   
Address: PRAIRIE VIEW TX 77446  
Co-Borrower:

**Servicer Information**  
Lender Loan #:   
Servicer #:   
Lender Name:   
Servicer Name:   
Investor Name:

**Balance Information**  
Pay Plan Type: Line of Credit  
Loan Balance: \$69,479.65  
Max Claim: \$82,000.00  
% of Max Claim: 84.731 %  
NPL: \$377.32  
[Print Loan Details](#)

[Go to Servicing Setup](#)

Step Information: Loss Mitigation - Pre-Foreclosure

**NEW**

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status
1	Servicer Prepares Fcl Checklist/HUD Form 92218	01/01/2012		Servicer		Active
2	Servicer Files Form 92218	01/01/2012		Servicer		Active
3	Send NOI	01/09/2012		Servicer		Active
4	Transfer to Foreclosure Department	02/08/2012		Servicer		Active
5	Initiation of Foreclosure Notice Sent to HUD	02/08/2012		Servicer		Active

5 Step(s)

**Figure 7-58: Timeline Steps – Endorsed Pre-Foreclosure**

Step 8. Complete the steps in the timeline when the activity corresponding to the step is complete. To complete any step in the timeline, click the step. (For example: **Servicer Prepares Fcl Checklist/HUD Form**).

Step 9. Populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

Step 10. The completion date is populated beside the step **Servicer Prepares Fcl Checklist/HUD Form** on the **Disposition Steps** screen.

The screenshot shows the 'Edit Step' window with the following details:

- Step Item**
  - Step Description: Servicer Prepares Fcl Checklist/HUD Form 92218
  - Scheduled Date: 1/12/2012 \*
  - Complete Date: 1/12/2012
  - Status: Active
  - Step Note: Test
- Audit Information**
  - Create Date: 1/12/2012 2:21:29 PM
  - Created By: [Redacted]
  - Change Date: [Empty]
  - Changed By: [Empty]

At the bottom of the window are two buttons: **SUBMIT** and **CANCEL**.

**Figure 7-59: Edit Step – Endorsed Pre-Foreclosure**

Step 11. Repeat the steps above to complete the other remaining steps.

Step 12. To add an optional step, click **New**.

Step 13. Select the optional step from the **Step Description** dropdown and click **Submit** on the new window. The step will be added to the list of steps.

Step 14. To complete the step, select it and populate the completion date, add a note in the **Notes** field if applicable, click **Submit** on the **Edit Step** window.

## 7.2.3 Request Timelines

### 7.2.3.1 Payoff Request

A servicer initiates this timeline to track the payoff request from the mortgagor to payoff his or her outstanding loan balance on a HECM loan. Upon the full payoff of the outstanding loan balance, a loan is terminated.

Multiple active Payoff Request timelines cannot be initiated on a loan. The Servicing Management tab can be used to inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Payoff Request** timeline:

Step 1. From the **Endorsed** menu, select **Requests** and click **Setup**.

Step 2. On the **Endorsed Requests Setup Search** screen, enter the loan search criteria and click **Search**.

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 Today is: Thursday, January 12, 2012

**STORM**  
 Servicing Technology on Reverse Mortgages

> Endorsed > Request Setup

Home | Loan | Endorsed | Accounting | Batch | Reports | Logout

**Endorsed Request Setup Search**

Loan Skey:  Borrower LName:  Lender Name:

Lender Loan #:  Property Address:  Servicer Name:

FHA Case #:  Property State: --ALL-- Investor Name:

Case Status: Endorsed Case Sub-Status: Loan Active Index Type: --ALL--

**Search Results**

Export to Excel

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower L Name	Property Address	Property State
1001	1001	1001	Endorsed	Loan Active	1001	1001	AL
1002	1002	1002	Endorsed	Loan Active	1002	1002	AL
1003	1003	1003	Endorsed	Loan Active	1003	1003	AL
1004	1004	1004	Endorsed	Loan Active	1004	1004	AL
1005	1005	1005	Endorsed	Loan Active	1005	1005	AL
1006	1006	1006	Endorsed	Loan Active	1006	1006	AL
1007	1007	1007	Endorsed	Loan Active	1007	1007	AL
1008	1008	1008	Endorsed	Loan Active	1008	1008	AL
1009	1009	1009	Endorsed	Loan Active	1009	1009	AL
1010	1010	1010	Endorsed	Loan Active	1010	1010	AL
1011	1011	1011	Endorsed	Loan Active	1011	1011	AL
1012	1012	1012	Endorsed	Loan Active	1012	1012	AL
1013	1013	1013	Endorsed	Loan Active	1013	1013	AL
1014	1014	1014	Endorsed	Loan Active	1014	1014	AL
1015	1015	1015	Endorsed	Loan Active	1015	1015	AL

page: 1 of 11522 Go results per page: 10 Go 115214 Record(s)

**Figure 7-60: Setup Search – Endorsed Payoff Request**

Step 3. From the search results, select a loan to initiate the timeline.

Step 4. From the **Edit Servicing Management** screen, select **Payoff Requests** from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

Edit Servicing Management

**Servicing Management Information**

Servicing Type: \* Payoff Request

Timeline Status: Active

Initiation Date: \* 1/12/2012

Request Received From:

Requesting Company Name:

Company Fax #:

Payoff Request Date: \* 1/10/2012

Payoff Amount Due:

Payoff Amount Received:

Remitter Name:

Remittance Type:

Check #:

Check Date:

**Step Information**

#	Step Description	# Days	Sched Date
1	Payoff Request Received	0	01/12/2012
2	Issue Payoff Letter	1	01/13/2012
3	Payoff Amount Received	31	02/12/2012
4	Forward Payoff Amount to Accounting	32	02/13/2012

Go to Servicing Steps after Submit

**Figure 7-61: Edit Servicing Management – Endorsed Payoff Request**

Step 5. Click the **Go to Servicing Steps after Submit** checkbox at the bottom of the **Edit Servicing Management** screen.

Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Compliance Setup Search** screen is displayed).

Step 7. The **Requests Steps** screen for **Payoff Requests** timeline is displayed.

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Today is: Wednesday, August 29, 2012

**STORM**  
Servicing Technology on Reverse Mortgages

Home | Loan | Endorsed | Accounting | Batch | Reports | Logout

Loan Balance | **Request Steps** | Servicing Mgmt | Notes | Documents | Contacts | Alerts | Loan Transactions

**Loan Information**  
FHA Case #: [Redacted]  
Loan Key: [Redacted]  
Case Status: Endorsed  
Case Sub-Status: Loan Active  
Product Type: HECM STANDARD  
[Go to Loan Search](#)

**Borrower Information**  
Borrower: [Redacted]  
SSN: [Redacted]  
DOB: [Redacted]  
Address: VALLEY AL 36854  
Co-Borrower: [Redacted]

**Servicer Information**  
Lender Loan #: [Redacted]  
Servicer #: [Redacted]  
Lender Name: [Redacted]  
Servicer Name: [Redacted]  
Investor Name: [Redacted]

**Balance Information**  
Pay Plan Type: Line of Credit  
Loan Balance: \$121,055.39  
Max Claim: \$144,336.00  
% of Max Claim: 83.871 %  
NPL: \$389.16  
[Print Loan Details](#)

**Step Information: Payoff Request**

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	Cre
1	Payoff Request Received	07/03/2012	08/29/2012	Servicer		Active	08/2
2	Issue Payoff Letter	07/04/2012		Servicer		Active	08/2
3	Payoff Amount Received	08/03/2012		Servicer		Active	08/2
4	Forward Payoff Amount to Accounting	08/04/2012		Servicer		Active	08/2

4 Step(s)

**Figure 7-62: Timeline Steps – Endorsed Payoff**

Step 8. The step, **Payoff Request Received** completion date is pre-populated with the timeline created date.

Step 9. Complete the steps in the timeline when the activity corresponding to the step is complete. To complete any step in the timeline, click the step. (For example: **Issue Payoff Letter**).

Step 10. Populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

**Edit Step**

**Step Item**

Step Description: Issue Payoff Letter

Scheduled Date: 1/13/2012 \* Complete Date: 1/12/2012

Status: Active

Step Note: Test

**Audit Information**

Create Date: 1/12/2012 2:42:53 PM Created By: [Redacted]

Change Date: Changed By:

**SUBMIT** **CANCEL**

**Figure 7-63: Edit Step – Endorsed Payoff**

Step 11. The completion date is populated beside the step **Issue Payoff Letter** on the **Requests Steps** screen.

Step 12. Repeat the steps above to complete the other remaining steps.

## 7.2.4 Foreclosure Timeline

The Servicer initiates this timeline to track the foreclosure process. The proceeds of the sale are issued to repay the debt. Upon initiation of this timeline, the case sub-status is updated to Foreclosure-Endorsed. If the timeline is inactivated the case sub-status is updated accordingly.

Multiple active foreclosure timelines cannot be initiated on a loan. The Servicing management tab can be used to activate or inactivate the timeline and edit the foreclosure information. Once a timeline is inactivated, none of the steps can be edited.

To initiate and complete a **Foreclosure** timeline:

Step 1. From the **Endorsed** menu, select **Foreclosure** and click **Setup**.

Step 2. On the **Endorsed Foreclosure Setup Search** Screen, enter the loan search criteria and click **Search**.

Welcome: [User] Edit Profile Help  
Today is: Thursday, January 12, 2012

> Endorsed > Foreclosure Setup

Home Loan Endorsed Accounting Batch Reports Logout

**Endorsed Foreclosure Setup Search**

Loan Skey:  Borrower LName:  Lender Name:

Lender Loan #:  Property Address:  Servicer Name:

FHA Case #:  Property State: --ALL-- Investor Name:

Case Status: Endorsed Case Sub-Status: Loan Active Index Type: --ALL--  
Property County: --ALL--

**SEARCH**

**Search Results**

[Export to Excel](#)

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower LName	Property Address	Property State	Proper
1001	1001000000	1001000000	Endorsed	Loan Active	1001000000	1001000000	AL	1001000000
1002	1002000000	1002000000	Endorsed	Loan Active	1002000000	1002000000	AL	1002000000
1003	1003000000	1003000000	Endorsed	Loan Active	1003000000	1003000000	AL	1003000000
1004	1004000000	1004000000	Endorsed	Loan Active	1004000000	1004000000	AL	1004000000
1005	1005000000	1005000000	Endorsed	Loan Active	1005000000	1005000000	AL	1005000000
1006	1006000000	1006000000	Endorsed	Loan Active	1006000000	1006000000	AL	1006000000
1007	1007000000	1007000000	Endorsed	Loan Active	1007000000	1007000000	AL	1007000000
1008	1008000000	1008000000	Endorsed	Loan Active	1008000000	1008000000	AL	1008000000
1009	1009000000	1009000000	Endorsed	Loan Active	1009000000	1009000000	AL	1009000000
1010	1010000000	1010000000	Endorsed	Loan Active	1010000000	1010000000	AL	1010000000

page: 1 of 11522 Go results per page: 10 Go 115213 Record(s)

**Figure 7-64: Setup Search – Endorsed Foreclosure**

Step 3. From the search results, select a loan to initiate the timeline.

Step 4. On the **Edit Servicing Management** screen, the foreclosure selection is prepopulated in the **Servicing Type** dropdown and grayed out. Populate the required fields (marked with an asterisk).

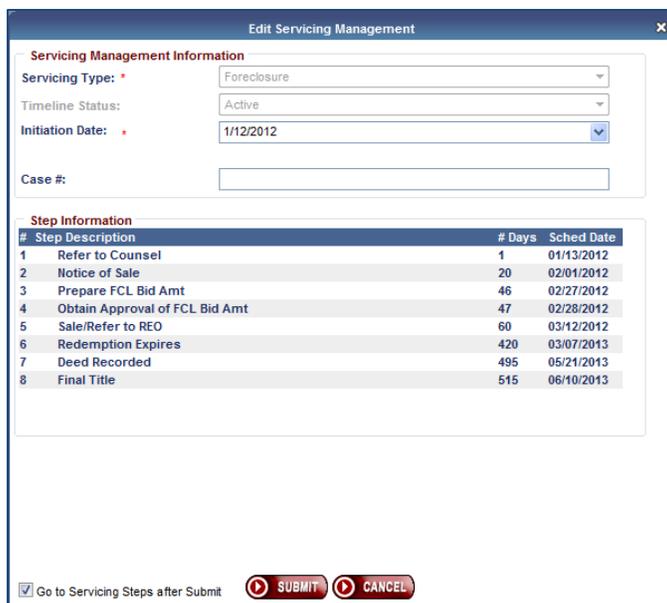


Figure 7-65: : Edit Servicing Management – Endorsed Foreclosure

Step 5. Click **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen).

Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Foreclosure Setup Search** screen is displayed).

Step 7. The **Foreclosure Steps** screen for the **Foreclosure** timeline is displayed.

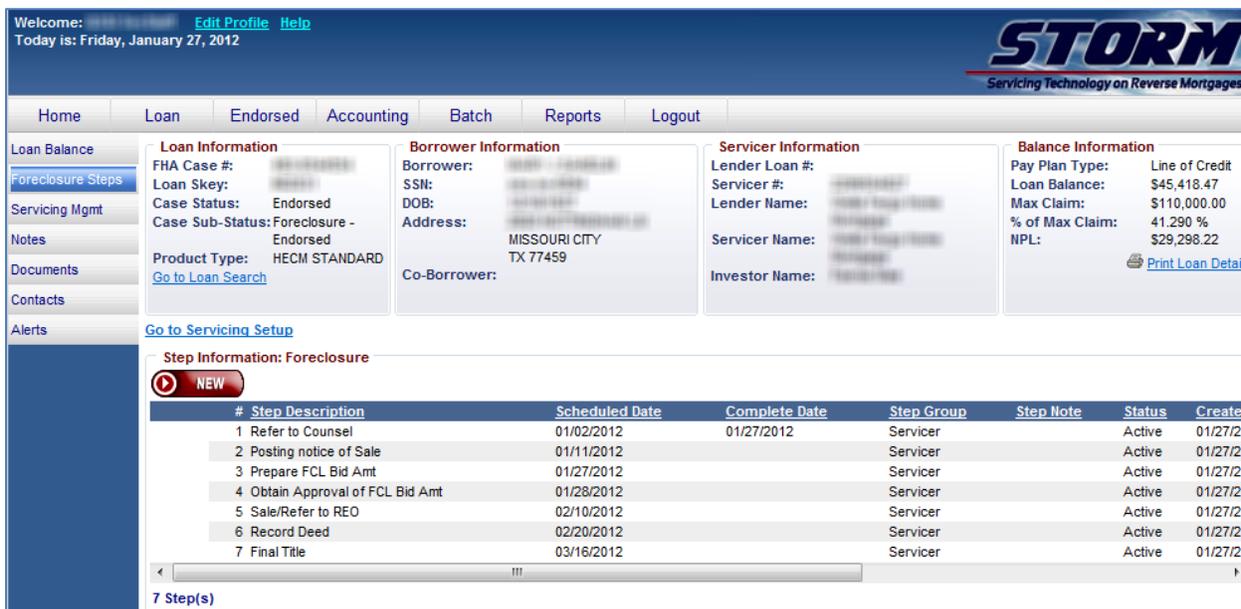


Figure 7-66: Timeline Steps – Endorsed Foreclosure

Step 8. The step **Refer to Counsel** completion date is pre-populated with the timeline created date.

Step 9. Complete the steps in the timeline when the activity corresponding to the step is complete. To complete any step in the timeline, click the step. (For example: **Notice of Default**).

Step 10. Populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

**Figure 7-67: Edit Step – Endorsed Foreclosure**

Step 11. The completion date is populated beside the step **Notice of Default** on the **Foreclosure Steps** screen.

Step 12. To add an optional step, click **New**.

Step 13. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step will be added to the list of steps.

Step 14. To complete the step, select it and populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

Step 15. Repeat the above instructions to add and complete other optional steps.

## 7.2.5 Bankruptcy Timelines

### 7.2.5.1 Bankruptcy - Chapter 7

This timeline is manually initiated by a servicer to track a Chapter 7 bankruptcy event. A Chapter 7 bankruptcy releases the mortgagor from unsecured liabilities and retains their secured debt. When this timeline is initiated, the case sub-status is updated to Bankruptcy/Chapter 7. If the timeline is inactivated, the case sub-status is updated accordingly.

Multiple active Bankruptcy–Chapter 7 timelines cannot be initiated on a loan. The Servicing Management tab can be used to inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete a **Bankruptcy – Chapter 7** timeline:

Step 1. From the **Endorsed** menu, select **Bankruptcy** and click **Setup**.

Step 2. On the **Endorsed Bankruptcy Setup Search** screen, enter the loan search criteria and click **Search**.

Welcome: [User] [Edit Profile](#) [Help](#)  
 Today is: Thursday, January 12, 2012

> Endorsed > Bankruptcy Setup

Home Loan Endorsed Accounting Batch Reports Logout

Endorsed Bankruptcy Setup Search

Loan Skey: [ ] Borrower LName: [ ] Lender Name: [ ]  
 Lender Loan #: [ ] Property Address: [ ] Servicer Name: [ ]  
 FHA Case #: [ ] Property State: --ALL-- Investor Name: [ ]  
 Case Status: Endorsed Case Sub-Status: Loan Active Index Type: --ALL--  
 Property County: --ALL--

**SEARCH**

Search Results

[Export to Excel](#)

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower LName	Property Address	Property State	Property
111	11-111111	11-111111	Endorsed	Loan Active	111111	111-111111-1111	AL	Etowah
111	11-111111	11-111111	Endorsed	Loan Active	111111	111-111111-1111	AL	
111	11-111111	11-111111	Endorsed	Loan Active	111111	111-111-111111-111	AL	Madison
111	11-111111	11-111111	Endorsed	Loan Active	111111	111-111111-1111	AL	
111	11-111111	11-111111	Endorsed	Loan Active	111111	11-111111-111-1	AL	Mobile
111	11-111111	11-111111	Endorsed	Loan Active	111111	111-111111-1111	AL	Madison
111	11-111111	11-111111	Endorsed	Loan Active	111111	111-111111-1111-111	AL	Madison
111	11-111111	11-111111	Endorsed	Loan Active	111111	111-111111-1111	AL	Chambe
111	11-111111	11-111111	Endorsed	Loan Active	111111	111-111111-1111-111	AL	Madison
111	11-111111	11-111111	Endorsed	Loan Active	111111	111-111111-1111	AL	Jefferso

page: 1 of 11522 Go results per page: 10 Go 115212 Record(s)

Figure 7-68: Setup Search – Endorsed Bankruptcy Chapter 7

Step 3. From the search results, select a loan to initiate the timeline.

Step 4. On the **Edit Servicing Management** screen, select **Bankruptcy – Chapter 7** from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

Edit Servicing Management

Servicing Management Information

Servicing Type: \* Bankruptcy - Chapter 7  
 Timeline Status: Active  
 Initiation Date: \* 1/12/2012  
 Case #: [ ]

Step Information

#	Step Description	# Days	Sched Date
1	BNK Filed - Chapter 7	0	01/12/2012
2	Bankruptcy Notification is Received	10	01/22/2012
3	Copy of Voluntary Petition is Received	15	01/27/2012
4	File Statement of Intent	30	02/11/2012
5	341 Hearing	60	03/12/2012
6	File Proof of Claim	50	03/02/2012

Go to Servicing Steps after Submit **SUBMIT** **CANCEL**

Figure 7-69: Edit Servicing Management - Endorsed Bankruptcy Chapter 7

Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen).

Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Bankruptcy Setup Search** Screen will be displayed).

Step 7. The **Bankruptcy Steps** screen for the **Bankruptcy - Chapter 7** timeline is displayed.

The screenshot shows the STORM web application interface. At the top, it says 'Welcome: [User Name] Edit Profile Help' and 'Today is: Friday, January 27, 2012'. The STORM logo is in the top right. Below the logo is a navigation bar with tabs: Home, Loan, Endorsed, Accounting, Batch, Reports, Logout. The main content area is divided into several sections:

- Loan Information:** FHA Case #, Loan Key, Case Status: Endorsed, Case Sub-Status: Bankruptcy/Chapter 7, Product Type: HECM STANDARD, Go to Loan Search.
- Borrower Information:** Borrower, SSN, DOB, Address: NEW CANEY TX 77357, Co-Borrower.
- Servicer Information:** Lender Loan #, Servicer #, Lender Name, Servicer Name, Investor Name.
- Balance Information:** Pay Plan Type: Line of Credit, Loan Balance: \$92,072.87, Max Claim: \$130,000.00, % of Max Claim: 70.825 %, NPL: \$488.64, Print Loan Details.

Below these sections is a 'Go to Servicing Setup' link and a 'NEW' button. The main table shows the 'Step Information: Bankruptcy - Chapter 7' timeline:

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	Cre
1	BNK Filed - Chapter 7	01/01/2012	01/27/2012	Servicer		Active	01/2
2	Bankruptcy Notification is Received	01/11/2012		Servicer		Active	01/2
3	Copy of Voluntary Petition is Received	01/16/2012		Servicer		Active	01/2
4	File Statement of Intent	01/31/2012		Servicer		Active	01/2
5	File Proof of Claim	02/20/2012		Servicer		Active	01/2
6	341 Hearing	03/01/2012		Servicer		Active	01/2

At the bottom of the table, it says '6 Step(s)'.

Figure 7-70: Timeline Steps – Endorsed Bankruptcy Chapter 7

Step 8. The first step, **BNK Filed - Chapter 7**, completion date is pre-populated with the timeline created date.

Step 9. To complete any step in the timeline, click the step. (For example: **Bankruptcy Notification is Received**).

Step 10. Populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

The screenshot shows the 'Edit Step' window. It has a title bar 'Edit Step' and a close button. The main content area is divided into two sections:

- Step Item:** Step Description: Bankruptcy Notification is Received, Scheduled Date: 1/22/2012, Complete Date: 1/12/2012, Status: Active, Step Note: Test.
- Audit Information:** Create Date: 1/12/2012 3:25:45 PM, Created By: [User Name], Change Date: [Empty], Changed By: [Empty].

At the bottom, there are two buttons: SUBMIT and CANCEL.

Figure 7-71: Edit Step – Endorsed Bankruptcy Chapter 7

Step 11. The completion date is populated beside the step **Bankruptcy Notification is Received** on the **Bankruptcy Steps** screen.

Step 12. Repeat the steps above to complete the remaining steps.

Step 13. To add an optional step, click **New**.

Step 14. Select the optional step from the **Step Description** dropdown and click **Submit** on the new window. The step will be added to the list of steps.

Step 15. To complete the step, select it and populate the completion date, add a note in the **Notes** field if applicable, click **Submit** on the **Edit Step** window.

Step 16. Repeat the steps above to add and the additional optional steps.

### 7.2.5.2 Bankruptcy - Chapter 13

This timeline is manually initiated by Servicer to track a Chapter 13 bankruptcy event. When a Chapter 13 bankruptcy is filed, the court appoints a trustee and establishes a payment plan under a reorganization agreement. Upon initiation of this timeline, the case sub-status is updated to Bankruptcy/Chapter 13.

Multiple active Bankruptcy – Chapter 13 timelines cannot be initiated on a loan. The Servicing Management tab can be used to inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Bankruptcy – Chapter 13** timeline:

Step 1. From the **Endorsed** menu, select **Bankruptcy**, and click **Setup**.

Step 2. On the **Endorsed Bankruptcy Setup Search** screen, enter the loan search criteria and click **Search**.

Welcome: [Edit Profile](#) [Help](#)  
Today is: Thursday, January 12, 2012

> Endorsed > Bankruptcy Setup

Home Loan Endorsed Accounting Batch Reports Logout

Endorsed Bankruptcy Setup Search

Loan Skey:  Borrower LName:  Lender Name:

Lender Loan #:  Property Address:  Servicer Name:

FHA Case #:  Property State: --ALL-- Investor Name:

Case Status: Endorsed Case Sub-Status: Loan Active Index Type: --ALL--  
Property County: --ALL--

Search Results

[Export to Excel](#)

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower LName	Property Address	Property State	Property
1000	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL	Etowah
1000	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL	
1000	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL	Madison
1000	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL	
1000	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL	Mobile
1000	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL	Madison
1000	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL	Madison
1000	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL	Chamble
1000	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL	Madison
1000	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL	Jefferso

page: 1 of 11522 Go results per page: 10 Go 115212 Record(s)

Figure 7-72: Setup Search – Endorsed Bankruptcy Chapter 13

Step 3. From the search results, select a loan to initiate the timeline.

Step 4. On the **Edit Servicing Management** screen, select **Bankruptcy – Chapter 13** from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

**Servicing Management Information**

Servicing Type: \* Bankruptcy - Chapter 13

Timeline Status: Active

Initiation Date: \* 1/12/2012

Case #:

**Step Information**

#	Step Description	# Days	Sched Date
1	BHK Filed - Chapter 13	0	01/12/2012
2	Bankruptcy Notification is Received	10	01/22/2012
3	Copy of Voluntary Petition is Received	15	01/27/2012
4	Plan Filed	15	01/27/2012
5	Copy of Plan received	30	02/11/2012
6	Print Proof of Claim	83	04/04/2012
7	File Proof of Claim	90	04/11/2012
8	Conf Hearing Date	120	05/11/2012
9	Plan is Confirmed	120	05/11/2012

Go to Servicing Steps after Submit

**SUBMIT** **CANCEL**

**Figure 7-73: Edit Servicing Management - Endorsed Bankruptcy Chapter 13**

Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen).

Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Bankruptcy Setup Search** screen will be displayed).

Step 7. The **Bankruptcy Steps** screen for **Bankruptcy – Chapter 13** timeline is displayed.

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Today is: Friday, January 27, 2012

**STORM**  
Servicing Technology on Reverse Mortgages

Home | Loan | Endorsed | Accounting | Batch | Reports | Logout

Loan Balance | **Loan Information** | Borrower Information | Servicer Information | Balance Information

Bankruptcy Steps | Servicing Mgmt | Notes | Documents | Contacts | Alerts

Go to Loan Search

Go to Servicing Setup

Step Information: Bankruptcy - Chapter 13

**NEW**

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	Cre
1	BNK Filed - Chapter 13	01/01/2012	01/27/2012	Servicer		Active	01/2
2	Bankruptcy Notification is Received	01/11/2012		Servicer		Active	01/2
3	Copy of Voluntary Petition is Received	01/16/2012		Servicer		Active	01/2
4	Plan Filed	01/16/2012		Servicer		Active	01/2
5	Copy of Plan received	01/31/2012		Servicer		Active	01/2
6	Print Proof of Claim	03/24/2012		Servicer		Active	01/2
7	File Proof of Claim	03/31/2012		Servicer		Active	01/2
8	Conf Hearing Date	04/30/2012		Servicer		Active	01/2
9	Plan is Confirmed	04/30/2012		Servicer		Active	01/2

9 Step(s)

Figure 7-74: Timeline Steps – Endorsed Bankruptcy Chapter 13

- Step 8. The first step, **BNK Filed – Chapter 13**, completion date is pre-populated with the timeline created date.
- Step 9. To complete any step in the timeline, click the step. (For example: **Bankruptcy Notification is received**).
- Step 10. Populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.

Edit Step

**Step Item**

Step Description: Bankruptcy Notification is Received

Scheduled Date: 1/22/2012 \* Complete Date: 1/12/2012

Status: Active

Step Note:

**Audit Information**

Create Date: 1/12/2012 3:36:06 PM Created By: [User Name]

Change Date: Changed By:

**SUBMIT** **CANCEL**

Figure 7-75: Edit Step – Endorsed Bankruptcy Chapter 13

- Step 11. The completion date is populated beside step **Bankruptcy Notification is received** on the **Bankruptcy Steps** screen.
- Step 12. Repeat the steps above to complete the remaining steps.
- Step 13. To add an optional step, click **New**.

Step 14. Select the optional step from the **Step Description** dropdown and click **Submit** on the new window. The step will be added to the list of steps.

Step 15. To complete the step, select it and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.

Step 16. Repeat the steps above to add and the additional optional steps.

## 7.3 Endorsed Timelines (Servicers and HUD NSC Interaction)

These timelines require interaction between servicers and HUD.

### 7.3.1 Request Timelines

#### 7.3.1.1 Certificate of Indebtedness

A HUD NSC Contractor initiates the Certificate of Indebtedness (COI) timeline when a request is received to show the loan balance or the total debt on HUD's second mortgage. This timeline is initiated and completed by the HUD NSC Contractor and does not require servicer interaction.

Multiple active Certificate of Indebtedness timelines can be initiated on a loan. The Servicing Management tab can be used to activate or inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Certificate of Indebtedness** timeline:

Step 1. From the Endorsed menu, select **Request**, and click **Setup**.

Step 2. On the **Endorsed Request Setup Search** Screen, enter the loan search criteria and click **Search**.

The screenshot shows the STORM web application interface. At the top, there is a navigation menu with options: Home, Loan, Endorsed, Accounting, Batch, Reports, and Logout. The main content area is titled 'Endorsed Request Setup Search' and contains several input fields for search criteria:

- Loan Skey: [Text Input]
- Lender Loan #: [Text Input]
- FHA Case #: [Text Input]
- Case Status: Endorsed (Dropdown)
- Borrower LName: [Text Input]
- Property Address: [Text Input]
- Property State: --ALL-- (Dropdown)
- Case Sub-Status: Loan Active (Dropdown)
- Lender Name: [Dropdown]
- Servicer Name: [Dropdown]
- Investor Name: [Dropdown]
- Index Type: --ALL-- (Dropdown)

A red 'SEARCH' button is located at the bottom right of the search criteria section. Below the search criteria, there is a 'Search Results' section with an 'Export to Excel' link. The search results are displayed in a table with the following columns:

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower LName	Property Address	Property State
1001	1001	1001	Endorsed	Loan Active	1001	1001	AL
1002	1002	1002	Endorsed	Loan Active	1002	1002	AL
1003	1003	1003	Endorsed	Loan Active	1003	1003	AL
1004	1004	1004	Endorsed	Loan Active	1004	1004	AL
1005	1005	1005	Endorsed	Loan Active	1005	1005	AL
1006	1006	1006	Endorsed	Loan Active	1006	1006	AL
1007	1007	1007	Endorsed	Loan Active	1007	1007	AL
1008	1008	1008	Endorsed	Loan Active	1008	1008	AL
1009	1009	1009	Endorsed	Loan Active	1009	1009	AL
1010	1010	1010	Endorsed	Loan Active	1010	1010	AL

At the bottom of the page, there is a pagination control showing 'page: 1 of 11522' and 'results per page: 10'. The total number of records is 11524.

Figure 7-76: Setup Search – Endorsed Certificate of Indebtedness

Step 3. From the search results, select a loan to initiate the timeline.

Step 4. On the **Edit Servicing Management** window, select Certificate of Indebtedness from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

**Figure 7-77: Edit Servicing Management – Endorsed Certificate of Indebtedness**

Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** Window).

Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Request Setup Search** Screen will be displayed).

Step 7. The **Request Steps** screen for **Certificate of Indebtedness** timeline is displayed.

**Figure 7-78: Timeline Steps – Endorsed Certificate of Indebtedness**

Step 8. To complete any step in the timeline, click the step, for example, step **COI Request Received**.

Step 9. Populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.

Step 10. The completion date is populated beside the step **COI Request Received** on the **Request Steps** screen.

**Figure 7-79: Edit Step Window – Endorsed Certificate of Indebtedness**

Step 11. To generate the **Certificate of Indebtedness Letter**, click the **magnifying glass** beside COI Sent to Requestor; the Certificate of Indebtedness Letter is displayed.

Step 12. The printer icon beside the step allows the HUD Contractor to auto-save the document to the **Documents** tab. Select the **printer icon** the Certificate of Indebtedness Letter is displayed. This action auto-saves the document in the Documents tab and auto-completes the step.

### 7.3.1.2 Consent of Lienholder

This timeline is initiated when the mortgagee receives a request from the mortgagor to consent to an action that would affect the mortgagee's interest in the property. With this timeline, the mortgagee submits their decision to HUD, who holds a second mortgage on the property. When consent is required from all lien holders, a servicer initiates this timeline. The request is reviewed and a recommendation is made by a HUD NSC Contractor to HUD. HUD reviews the recommendation and the submitted documents, and makes a decision. This timeline requires Servicer, HUD NSC Contractor and HUD interactions.

Multiple active Consent of Lienholder timelines cannot be initiated on a loan. The Servicing Management tab can be used to activate or inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Consent of Lienholder** timeline:

#### 7.3.1.2.1 Initiate Timeline – Servicer Activities

The servicer must perform the following steps to initiate the timeline:

Step 1. From the Endorsed menu, select **Request**, and click **Setup**.

Step 2. On the **Endorsed Request Setup Search** screen, enter the loan search criteria and click **Search**.

Welcome: [User] [Edit Profile](#) [Help](#)  
 Today is: Thursday, January 12, 2012

> Endorsed > Request Setup

Home | Loan | Endorsed | Accounting | Batch | Reports | Logout

**Endorsed Request Setup Search**

Loan Skey:  Borrower LName:  Lender Name:

Lender Loan #:  Property Address:  Servicer Name:

FHA Case #:  Property State: --ALL-- Investor Name:

Case Status: Endorsed Case Sub-Status: Loan Active Index Type: --ALL--

**Search Results**

[Export to Excel](#)

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower L Name	Property Address	Property State
1001	1001	1001	Endorsed	Loan Active	1001	1001	AL
1002	1002	1002	Endorsed	Loan Active	1002	1002	AL
1003	1003	1003	Endorsed	Loan Active	1003	1003	AL
1004	1004	1004	Endorsed	Loan Active	1004	1004	AL
1005	1005	1005	Endorsed	Loan Active	1005	1005	AL
1006	1006	1006	Endorsed	Loan Active	1006	1006	AL
1007	1007	1007	Endorsed	Loan Active	1007	1007	AL
1008	1008	1008	Endorsed	Loan Active	1008	1008	AL
1009	1009	1009	Endorsed	Loan Active	1009	1009	AL
1010	1010	1010	Endorsed	Loan Active	1010	1010	AL
1011	1011	1011	Endorsed	Loan Active	1011	1011	AL
1012	1012	1012	Endorsed	Loan Active	1012	1012	AL
1013	1013	1013	Endorsed	Loan Active	1013	1013	AL
1014	1014	1014	Endorsed	Loan Active	1014	1014	AL
1015	1015	1015	Endorsed	Loan Active	1015	1015	AL
1016	1016	1016	Endorsed	Loan Active	1016	1016	AL
1017	1017	1017	Endorsed	Loan Active	1017	1017	AL
1018	1018	1018	Endorsed	Loan Active	1018	1018	AL
1019	1019	1019	Endorsed	Loan Active	1019	1019	AL
1020	1020	1020	Endorsed	Loan Active	1020	1020	AL

page: 1 of 11522 Go results per page: 10 Go 115214 Record(s)

**Figure 7-80: Setup Search – Endorsed Consent of Lienholder**

Step 3. From the search results, select a loan to initiate the timeline.

Step 4. On the **Edit Servicing Management** window, select Consent of Lien Holder from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

**Edit Servicing Management**

**Servicing Management Information**

Servicing Type: \* Consent of Lienholder

Timeline Status: Active

Initiation Date: \* 1/13/2012

**Step Information**

#	Step Description	# Days	Sched Date
1	Initiate Consent of Lienholder	0	01/13/2012
2	Upload Consent of Lienholder Package	5	01/23/2012
3	Consent of Lienholder Request Reviewed	7	01/25/2012
4	Recommendation Sent to HUD	8	01/26/2012
5	(ltr) Servicer Notified of Decision	10	01/30/2012

Go to Servicing Steps after Submit

**Figure 7-81: Edit Servicing Management – Endorsed Consent of Lienholder**

Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** Window).

Step 6. Click **Submit** (If you click **Cancel**, the **Endorsed Request Setup Search** screen is displayed).

Step 7. The **Request Steps** screen for **Consent of Lienholder** timeline is displayed.

Welcome: [User Name] [Edit Profile](#) [Help](#)  
Today is: Friday, January 27, 2012

**STORM**  
Servicing Technology on Reverse Mortgages

Home | Loan | Assigned | Endorsed | Reports | Logout

Loan Balance | **Request Steps** | Servicing Mgmt | Notes | Documents | Contacts | Alerts | Loan Transactions

**Loan Information**  
FHA Case #: [Redacted]  
Loan Key: [Redacted]  
Case Status: Endorsed  
Case Sub-Status: Loan Active  
Product Type: HECM STANDARD  
[Go to Loan Search](#)

**Borrower Information**  
Borrower: [Redacted]  
SSN: [Redacted]  
DOB: [Redacted]  
Address: [Redacted]  
RALEIGH  
NC 27607  
Co-Borrower: [Redacted]

**Servicer Information**  
Lender Loan #: [Redacted]  
Servicer #: [Redacted]  
Lender Name: [Redacted]  
Servicer Name: [Redacted]  
Investor Name: [Redacted]

**Balance Information**  
Pay Plan Type: Line of Credit  
Loan Balance: \$155,924.28  
Max Claim: \$202,825.00  
% of Max Claim: 76.876 %  
NPL: (\$1,105.29)  
[Print Loan Details](#)

[Go to Search Results](#)

**Step Information: Consent of Lienholder**

**NEW**

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	C
1	Initiate Consent of Lienholder	12/20/2011	12/20/2011	Servicer		Active	1
2	Upload Consent of Lienholder Package	12/28/2011		Servicer		Active	1
3	Consent of Lienholder Request Reviewed	12/30/2011		HUD Contractor		Active	1
4	Recommendation Sent to HUD	01/03/2012		HUD Contractor		Active	1
5	Servicer Notified of Decision	01/05/2012		HUD Contractor		Active	1

5 Step(s)

**Figure 7-82: Timeline Steps – Endorsed Consent of Lienholder**

Step 8. The step **Initiate Consent of Lienholder** completion date is pre-populated with the timeline created date.

Step 9. For the step **Upload Consent of Lienholder Package**, the Complete Date is pre-populated with current system date. For this step, a servicer must upload the Consent of Lienholder Package document. The step cannot be completed without attaching the required document. Once the document is attached, a servicer will click **Submit** for the document to be attached. A PDF icon is added next to the step. Select this icon to view the attached document. This document is also auto-saved in the Documents tab.

**Edit Step**

**Step Item**

Step Description: Upload Consent of Lienholder Package

Scheduled Date: 1/23/2012 \* Complete Date: 1/13/2012

Status: Active

Step Note:

Documents: [Browse...](#) \*

**Audit Information**

Create Date: 1/13/2012 9:58:48 AM Created By: [Redacted]

Change Date: [Redacted] Changed By: [Redacted]

**SUBMIT** **CANCEL**

**Figure 7-83: Edit Step – Endorsed Consent of Lienholder**

### 7.3.1.2.2 HUD NSC Contractor and HUD NSC Staff Activities

HUD NSC Contractor must perform the following steps:

- Step 1. Upon completion of Consent of Lienholder Package review, a HUD NSC Contractor will complete the step **Consent of Lienholder Request Reviewed**. To complete the step, select it and populate the completion date, add a note in the Notes field (if applicable), click **Submit** on the **Edit Step window**.
- Step 2. Once a decision has been made about whether to approve, deny or request additional information. The HUD NSC Contractor adds the respective optional step.
- Step 3. To add an optional step (Contractor Recommendation – Approved, Contractor Recommendation - Denied, or Contractor Recommendation – Pending Additional Info), click **New**.

The screenshot shows a 'New Step' dialog box with the following fields and values:

- Step Description:** Contractor Recommendation - Approved
- Scheduled Date:** 1/13/2012
- Complete Date:** 1/13/2012
- Status:** Active
- Step Note:** (Empty text area)

Buttons at the bottom: SUBMIT, CANCEL

**Figure 7-84: New Step – Endorsed Consent of Lienholder**

- Step 4. Select an optional step from the **Step Description** dropdown (contractor Recommendation – Approved, contractor Recommendation - Denied, or contractor Recommendation – Pending Additional Info) that needs to be added on the timeline, populate the completion date, and click **Submit** on the new window. The step will be added to the list of steps.
- Step 5. The HUD NSC Contractor completes the step **Recommendation Sent to HUD** to let HUD know their recommendation. To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step window**.

HUD NSC staff must perform the following steps:

- Step 6. The HUD NSC staff reviews the HUD NSC Contractor recommendation and makes a decision.
- Step 7. Once a decision has been made about whether to approve, deny or request additional information. The HUD NSC staff adds the respective optional step.
- Step 8. To add an optional step (HUD Decision – Approved, HUD Decision - Denied, or HUD Decision – Pending Additional Info), click **New**.

**Figure 7-85: New Step – Endorsed Consent of Lienholder**

- Step 9. Select an optional step from the **Step Description** dropdown (HUD Decision–Approved, HUD Decision - Denied, or HUD Decision – Pending Additional Info) that needs to be added on the timeline, populate the completion date, click **Submit** on the new window. The step will be added to the list of steps.
- If the HUD NSC staff requested additional information, servicer must submit additional information for continuation of this timeline (refer to above steps for the review cycle).
  - If the servicer does not submit the required documents within 45 days from the initial decision, then HUD NSC Contractor will add the optional step **Follow Up on Pending Information**.

HUD NSC Contractor must perform the following steps:

Step 10. The HUD NSC Contractor will generate the Consent of Lienholder decision letter.

Step 11. To generate the Consent of Lienholder Decision Letter, click the **magnifying glass** beside Servicer Notified of Decision. The Consent of Lienholder Decision letter is displayed with options to preview or print the document. The letter displays the HUD decision.

Step 12. Update the letter (if pending additional information) and select the **Preview Document** link to view the updated document. To auto-save the changes made to the document, click the **Print Document** link. Click **Open** on the **File Download** window. This saves the **Consent of Lienholder Decision letter** to the **Documents** tab. Refresh the screen to auto complete the step with current system date.

### 7.3.1.3 Due and Payable w/ HUD Approval

A Due & Payable w/ HUD Approval timeline is initiated by a servicer to notify HUD of a Due and Payable event that requires HUD approval. A servicer initiates the timeline and HUD provides a decision (approve, deny, or request additional information to call the loan due and payable). When the timeline is initiated, the case sub-status is updated to Due and Payable. If the timeline is inactivated, the case sub-status is updated accordingly.

HUD approval is required for the following default reasons:

- Occupancy compliance



#	Step Description	# Days	Sched Date
1	Disposition Event Occurred	0	01/13/2012
2	Upload Due & Payable Package	5	01/23/2012
3	Request to Call Due & Payable Reviewed	8	01/26/2012
4	(ltr) Servicer Notified of Decision	10	01/30/2012
5	Notification of Decision Received	10	01/30/2012
6	Notification Sent to Borrower	0	01/13/2012
7	Obtain Appraisal	30	02/28/2012

Figure 7-87: Edit Servicing Management Screen - Endorsed Due and Payable

- Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** Window).
- Step 6. Click **Submit** (If you click **Cancel**, the **Endorsed Request Setup Search** Screen will be displayed).
- Step 7. The **Request Steps** screen for **Due & Payable w/ HUD Approval** timeline is displayed.

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	C
1	Disposition Event Occurred	08/19/2013	08/19/2013	Servicer		Active	0
2	Notification Sent to Borrower	08/19/2013		Servicer		Active	0
3	Upload Due & Payable Package	08/26/2013		Servicer		Active	0
4	Request to Call Due & Payable Reviewed	08/29/2013		HUD Contractor		Active	0
5	Servicer Notified of Decision	09/03/2013		HUD Contractor		Active	0
6	Notification of Decision Received	09/03/2013		Servicer		Active	0
7	Obtain Appraisal	10/01/2013		Servicer		Active	0

Figure 7-88: Timeline Steps – Endorsed Due and Payable w/ HUD Approval

- Step 8. The step **Disposition Even Occurred** completion date is pre-populated with the timeline created date.

Step 9. For the step **Upload Due & Payable Package**, the completion date will be pre-populated with the current system date. For this step, a servicer must upload the Due & Payable Package document. The step cannot be completed without attaching the required document. Once the document is attached, a servicer will click **Submit** for the document to be attached. A PDF icon is added next to the step. Select this icon to view the attached document. This document is also auto-saved in the Documents tab.

The screenshot shows the 'Edit Step' window with the following details:

- Step Item:**
  - Step Description: Upload Due & Payable Package
  - Scheduled Date: 1/23/2012
  - Complete Date: 1/13/2012
  - Status: Active
  - Step Note: Test PDF file
  - Documents: C:\Users\... \Desktop\... Browse...
- Audit Information:**
  - Create Date: 1/13/2012 10:39:12 AM
  - Created By: [Redacted]
  - Change Date: [Empty]
  - Changed By: [Empty]

Buttons at the bottom: SUBMIT, CANCEL

Figure 7-89: Edit Step - Endorsed Due and Payable

### 7.3.1.3.2 HUD NSC Contractor Activities

HUD NSC Contractor must perform the following steps:

- Step 1. Upon completion of Due & Payable package review, a HUD NSC Contractor completes the step **Request to Call Due & Payable Reviewed**. To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 2. Once a decision has been made whether to approve, deny or request additional information. The HUD NSC Contractor adds the respective optional step.
- Step 3. To add an optional step (Approved, Denied, or Pending Additional Information), click **New**.

The screenshot shows the 'New Step' window with the following details:

- Step Item:**
  - Step Description: --ALL--
  - Scheduled Date: 1/13/2012
  - Complete Date: [Empty]
  - Status: Active
  - Step Note: [Empty]

Buttons at the bottom: SUBMIT, CANCEL

Figure 7-90: New Step - Endorsed Due and Payable

- Step 4. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline, populate the completion date, and click **Submit** on the new window. The step will be added to the list of steps. Upon addition of the timeline step **HUD Decision – Approved**, the case sub-status is updated to **Due & Payable**.
- Step 5. To generate the Due and Payable Decision Letter, click the magnifying glass beside Servicer Notified of Decision. The Due and Payable letter is displayed with options to preview or print the document. The letter displays a HUD decision. Update the letter (if pending additional information) and select the Preview Document link to view the updated document. To auto-save the changes made to the document, click the Print Document link. Click Open on the File Download window. This action will save the Due and Payable letter to the Documents tab. Refresh the screen to auto complete the step with current system date.

#### 7.3.1.3.3 Post Due & Payable Timeline – Servicer Activities

The servicer must perform the following steps:

- Step 1. Upon receipt of Due and Payable decision, a servicer will complete the step **Notification of Decision Received**. Upon notification sent to Borrower, complete the step Notification Sent to Borrower.
- Step 2. The servicer will complete the remaining steps based on the completion of activity.
- Step 3. The servicer will add optional steps based on the loss mitigation activity negotiated with the mortgagor. To add an option step, click **New**.
- Step 4. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The selected step will be added to the timeline.
- Step 5. To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.
- Step 6. Repeat the above instructions to add and complete other optional steps.

#### 7.3.1.4 Extension – Claim Filing

Mortgagees may request an extension to file the claim due to a pending sale, in which case a Servicer initiates this timeline 15 days before the end of the six-month period from the date the mortgagee acquired the title. Extensions may be approved up to 30 days to allow the sale to proceed. An active Claim Type 21 - DIL/FCL timeline must exist on the loan before the Extension-Claim Filing timeline can be initiated. Date of Possession and Acquisition of Marketable Title must be populated on Claim Type 21 to determine the expiration date on the Extension-Claim Filing timeline.

Multiple active Extension-Claim Filing timelines cannot be initiated on a loan. The Servicing Management tab can be used to activate or inactivate the timeline and update extension data fields. Once the timeline is inactivated, none of the steps can be edited.

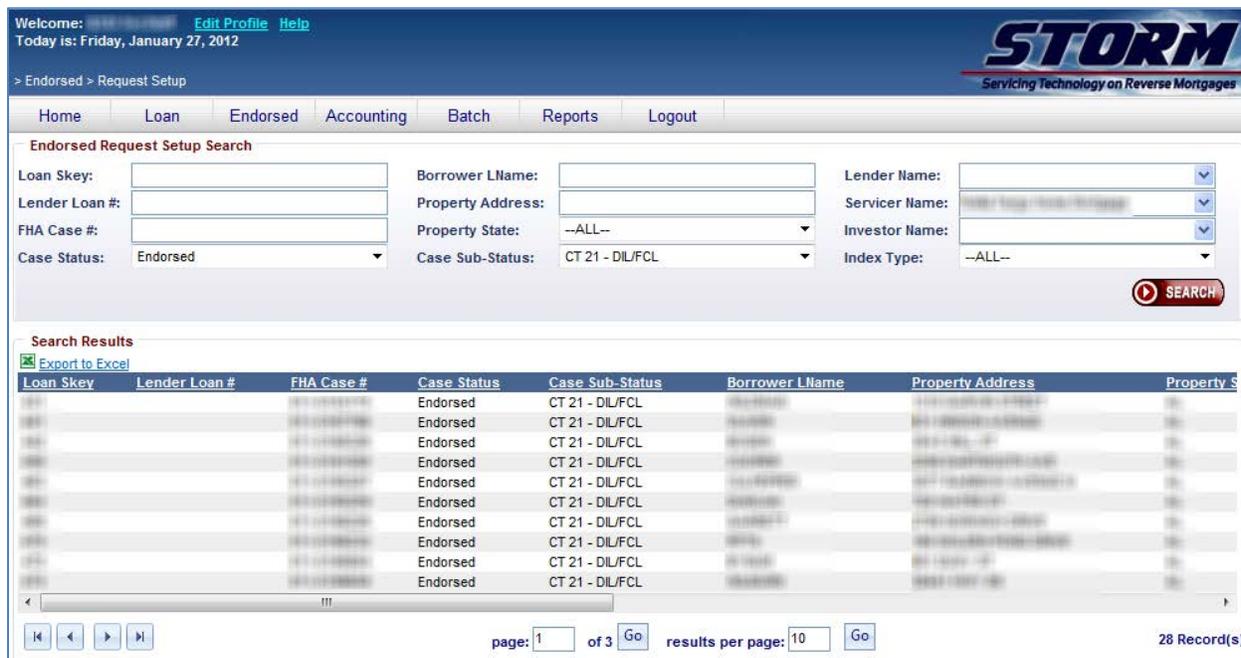
To initiate and complete the **Extension – Claim Filing** timeline:

##### 7.3.1.4.1 Initiate Timeline – Servicer Activities

The servicer must perform the following steps to initiate the timeline:

- Step 1. From the Endorsed menu, select **Request**, and click **Setup**.

Step 2. On the **Endorsed Request Setup Search** Screen, enter the loan search criteria and click **Search**.



**Figure 7-91: Setup Search – Endorsed Claim Filing**

Step 3. From the search results, select a loan to initiate the timeline.

Step 4. On the **Edit Servicing Management** Screen, select Subordination from the Servicing Type dropdown and populate the required fields (marked with an asterisk).



**Figure 7-92: Edit Servicing Management Screen – Endorsed Claim Filing**

Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** Window).

Step 6. Click **Submit** (If you click **Cancel**, the **Endorsed Request Setup Search** screen will be displayed).

Step 7. The **Request Steps** screen for **Extension – Claim Filing** timeline is displayed.

The screenshot shows the STORM web application interface. At the top, it says 'Welcome: [User Name] Edit Profile Help' and 'Today is: Friday, January 27, 2012'. The STORM logo is on the right. Below the header is a navigation menu with tabs: Home, Loan, Assigned, Endorsed, Accounting, Reports, Admin, Logout. The main content area is divided into several sections:

- Loan Information:** FHA Case #, Loan Key, Case Status: Endorsed, Case Sub-Status: CT 21 - DIL/FCL, Product Type: HECM STANDARD, Go to Loan Search.
- Borrower Information:** Borrower, SSN, DOB, Address: CORONA CA 92879, Co-Borrower.
- Servicer Information:** Lender Loan #, Servicer #, Lender Name, Servicer Name, Investor Name.
- Balance Information:** Pay Plan Type: Line of Credit, Loan Balance: \$194,570.77, Max Claim: \$312,895.00, % of Max Claim: 62.184 %, NPL: \$50,510.58, Print Loan Details.

Below these sections is a 'Step Information: Extension - Claim Filing' section with a 'NEW' button. A table lists the steps:

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	Cre
1	Initiate Extension - Claim Filing	01/27/2012	01/27/2012	Servicer		Active	01/2
2	Request for Extension of Time Recd	01/27/2012		HUD Contractor		Active	01/2
3	Upload Extension Package	01/30/2012		Servicer		Active	01/2
4	Submit Extension Request for Time	01/30/2012		Servicer		Active	01/2
5	Extension Request Reviewed	01/30/2012		HUD Contractor		Active	01/2
6	Servicer Notified of Decision	01/31/2012		HUD Contractor		Active	01/2

At the bottom left, it says '6 Step(s)'.

**Figure 7-93: Timeline Steps – Endorsed Claim Filing**

Step 8. The step **Initiate Extension - Claim Filing** completion date is pre-populated with the timeline created date.

Step 9. For the step **Upload Extension Package**, the completion date is pre-populated with the current system date. For this step, a servicer must upload the Extension Package document. The step cannot be completed without attaching the required document. Once the document is attached, a servicer will click **Submit** for the document to be attached. A PDF icon is added next to the step; select this icon to view the attached document. This document is also auto-saved in the Documents tab.

The 'Edit Step' window shows the following details:

- Step Item:** Step Description: Upload Extension Package
- Scheduled Date:** 1/17/2012 \*
- Complete Date:** 1/13/2012
- Status:** Active
- Step Note:** Upload PDF test
- Documents:** Browse... \*
- Audit Information:** Create Date: 1/13/2012 11:10:15 AM, Created By: [User Name], Change Date: [Empty], Changed By: [Empty]

At the bottom are 'SUBMIT' and 'CANCEL' buttons.

**Figure 7-94: Edit Step Window – Endorsed Claim Filing**

Step 10. The servicer must complete the step **Submit Extension Request for Time**. To complete the step, select the step, populate the completion date and click **Submit** on the **Edit Step** window.

The screenshot shows the 'Edit Step' window with the following details:

- Step Item**
  - Step Description: Submit Extension Request for Time
  - Scheduled Date: 1/17/2012 \*
  - Complete Date: 1/13/2012
  - Status: Active
  - Step Note: Test
- Audit Information**
  - Create Date: 1/13/2012 11:10:15 AM
  - Created By: [Redacted]
  - Change Date:
  - Changed By:

Buttons: SUBMIT, CANCEL

Figure 7-95: Edit Step – Endorsed Claim Filing

#### 7.3.1.4.2 HUD NSC Contractor Activities

HUD NSC Contractor must perform the following steps:

Step 11. The HUD NSC Contractor must complete the step **Request for Extension of Time Recd.** To complete the step, select the step, populate the completion date and click **Submit** on the **Edit Step** window.

Step 12. Upon completion of Extension Package review, a HUD NSC Contractor will complete the step **Extension Request Reviewed.** To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.

Step 13. Once a decision has been made whether to approve, or deny the request. The HUD NSC Contractor adds the respective optional step.

Step 14. To add an optional step (HUD Decision -Approved, or HUD Decision -Denied), click **New.**

The screenshot shows the 'New Step' window with the following details:

- Step Item**
  - Step Description: --ALL-- \*
  - Scheduled Date: 1/13/2012 \*
  - Complete Date:
  - Status: Active
  - Step Note:

Buttons: SUBMIT, CANCEL

Figure 7-96: New Step – Endorsed Claim Filing

Step 15. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline, populate the completion date, and click **Submit** on the new window. The step will be added to the list of steps. Upon approval, populate the Extension Expiration Date on the **Servicing Management** tab.

Step 16. A HUD NSC Contractor can add an optional Follow-up step to set a reminder to track and complete the timeline.

### 7.3.1.5 Extension – Deed-In-Lieu

Mortgagees may request an extension of time to negotiate a deed-in-lieu of foreclosure. A servicer will initiate the first Extension – DIL request within 30 days of the expiration of the second extension request to delay foreclosure. The system allows multiple active timelines for Extension – Deed-In-Lieu timelines. The second request should be initiated within 30 days of the expiration of the initial extension expiration date.

The Servicing Management tab can be used to activate or inactivate the timeline and update extension data fields. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Extension – Deed-In-Lieu** timeline:

#### 7.3.1.5.1 Initiate Timeline – Servicer Activities

The servicer must perform the following steps to initiate the timeline:

Step 1. On the **Endorsed** menu, select **Request**, and click **Setup**.

Step 2. On the **Endorsed Request Setup Search** Screen, enter the loan search criteria and click **Search**.

Search Results

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower LName	Property Address	Property State
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000

page: 1 of 1193 results per page: 10

Figure 7-97: Setup Search – Endorsed Extension – DIL

Step 3. From the search results, select a loan to initiate the timeline.

Step 4. On the **Edit Servicing Management** screen is displayed, select Extension – Deed-In-Lieu from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

#	Step Description	# Days	Sched Date
1	Initiate Extension - DIL	0	01/13/2012
2	Upload Extension Package	1	01/17/2012
3	Submit Extension Request for Time	1	01/17/2012
4	Request for Extension of Time Recd	0	01/13/2012
5	Extension Request Reviewed	1	01/17/2012
6	Servicer Notified of Decision	2	01/18/2012

**Figure 7-98: Edit Servicing Management – Endorsed Extension –DIL**

Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen).

Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Request Setup Search** Screen will be displayed).

Step 7. The **Request Steps** screen for the **Extension – Deed-In-Lieu** timeline is displayed.

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	Cre
1	Initiate Extension - DIL	01/23/2012	01/23/2012	Servicer		Active	01/2
2	Request for Extension of Time Recd	01/23/2012		HUD Contractor		Active	01/2
3	Upload Extension Package	01/24/2012		Servicer		Active	01/2
4	Submit Extension Request for Time	01/24/2012		Servicer		Active	01/2
5	Extension Request Reviewed	01/24/2012		HUD Contractor		Active	01/2
6	Servicer Notified of Decision	01/25/2012		HUD Contractor		Active	01/2

**Figure 7-99: Timeline Steps – Endorsed Extension – Deed-in-Lieu**

- Step 8. The Step Initiate Extension - DIL **Completion Date** is pre-populated with the creation date of the timeline.
- Step 9. For the step **Upload Extension Package**, the **Completion Date** will be pre-populated with the current system date. For this step, a servicer must upload the Extension Package document. The step cannot be completed without attaching it. Once the document is attached, click **Submit**.
- Step 10. A PDF icon is added next to the step; select this **PDF icon** to view the attached document. This document is also auto-saved in the Documents tab.

The screenshot shows the 'Edit Step' window with the following details:

- Step Item**
  - Step Description: Upload Extension Package
  - Scheduled Date: 1/17/2012 (dropdown menu)
  - Complete Date: 1/13/2012 (dropdown menu)
  - Status: Active (dropdown menu)
  - Step Note: Upload PDF test (text area)
  - Documents: r User Guide\test PDF .pdf (text field) with a 'Browse...' button
- Audit Information**
  - Create Date: 1/13/2012 11:46:57 AM
  - Created By: [Redacted]
  - Change Date: [Redacted]
  - Changed By: [Redacted]

At the bottom of the window are two buttons: 'SUBMIT' and 'CANCEL'.

**Figure 7-100: Edit Step – Upload Extension Package – Endorsed Extension – DIL**

- Step 11. The servicer must complete the step **Submit Extension Request for Time**. To complete the step, select the step, populate the **Completion Date** and click **Submit** on the **Edit Step window**.

#### 7.3.1.5.2 HUD NSC Contractor Activities

HUD NSC Contractor must perform the following steps:

- Step 1. The HUD NSC Contractor must complete the step **Request for Extension of Time Recd.** To complete the step, select the step, populate the **Completion Date** and click **Submit** on the **Edit Step window**.
- Step 2. Upon completion of **Extension Package** review, a HUD NSC Contractor will complete the step **Extension Request Reviewed**. To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step window**.

**Figure 7-101: Edit Step – Request Extension of Time Recd – Endorsed Extension – DIL**

Step 3. Once a decision has been made whether to approve, or deny the request. The HUD NSC Contractor will add the respective optional step.

Step 4. To add an optional step (HUD Decision -Approved, or HUD Decision -Denied), click **New**.

**Figure 7-102: New Step – Endorsed Extension – DIL**

Step 5. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline, populate the completion date, and click **Submit** on the new window. The step will be added to the list of steps. Upon approval, populate the Extension Expiration Date on the **Servicing Management** tab.

Step 6. A HUD NSC Contractor can add an optional **Follow-up** step to set a reminder to track and complete the timeline.

### 7.3.1.6 Extension – Repairs

When an initial repair is incomplete, a servicer requests an extension of time to allow the mortgagor to complete the repair. The initial request is initiated within 30 days of the expiration of the Repair Rider date. When the initial request is initiated, the Servicing Module defaults the request field to First. The system allows multiple active Extension-Repairs timelines. The second request should be initiated within 30 days of the expiration of the initial Extension Expiration date. When initiating the second request, the Servicing Module defaults the request field to Subsequent.

The Servicing Management tab can be used to activate or inactivate the timeline and extension data fields. Once the timeline is inactivated, the steps can no longer be edited. The field Repair Rider Expiration Date can be edited by a servicer until the Extension Expiration Date is populated, after which the servicer cannot edit the Repair Rider Expiration Date. However, the authorized HUD NSC staff and HUD NSC Contractor can still edit the field. The repair rider expiration date must be greater than the closing date and less than or equal to number of months (as established by HUD) from the closing date.

The Extension Expiration Date field can be edited only by authorized HUD NSC staff and HUD NSC Contractors. For the first extension request, this date must be less than or equal to a certain number of days (as established by HUD) from the repair rider expiration date. For a subsequent request, this date must be less than or equal to

- the number of days (as established by HUD) from the first extension expiration date or
- the number of months (as established by HUD) from the closing date.

To initiate and complete the **Extension – Repair** timeline:

### 7.3.1.6.1 Initiate Timeline – Servicer Activities

The servicer must perform the following steps to initiate the timeline:

Step 1. From the **Endorsed** menu, select **Request**, and click **Setup**.

Step 2. On the **Endorsed Request Setup Search** screen, enter the loan search criteria and click **Search**.

Search Results

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower LName	Property Address	Property State
1001	1001	1001	Endorsed	Loan Active	1001	1001	AL
1002	1002	1002	Endorsed	Loan Active	1002	1002	AL
1003	1003	1003	Endorsed	Loan Active	1003	1003	AL
1004	1004	1004	Endorsed	Loan Active	1004	1004	AL
1005	1005	1005	Endorsed	Loan Active	1005	1005	AL
1006	1006	1006	Endorsed	Loan Active	1006	1006	AL
1007	1007	1007	Endorsed	Loan Active	1007	1007	AL
1008	1008	1008	Endorsed	Loan Active	1008	1008	AL
1009	1009	1009	Endorsed	Loan Active	1009	1009	AL
1010	1010	1010	Endorsed	Loan Active	1010	1010	AL

page: 1 of 11522 Go results per page: 10 Go 115214 Record(s)

**Figure 7-103: Setup Search – Endorsed Extension-Repairs**

Step 3. From the search results, select a loan to initiate the timeline.

- Step 4. On the **Edit Servicing Management** screen, select Extension – Repair from the Servicing Type dropdown and populate the required fields (marked with an asterisk).
- Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen).

#	Step Description	# Days	Sched Date
1	Initiate Extension - Repairs	0	01/13/2012
2	Upload Extension Package	1	01/17/2012
3	Submit Extension Request for Time	1	01/17/2012
4	Request for Extension of Time Recd	0	01/13/2012
5	Extension Request Reviewed	1	01/17/2012
6	Servicer Notified of Decision	2	01/18/2012

Figure 7-104: Edit Servicing Management - Endorsed Extension Repairs

- Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Request Setup Search** Screen will be displayed).
- Step 7. The **Request Steps** screen for **Extension – Repairs** timeline is displayed.

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	Cre
1	Initiate Extension - Repairs	12/13/2011	12/13/2011	Servicer		Active	12/1
2	Request for Extension of Time Recd	12/13/2011		HUD Contractor		Active	12/1
3	Upload Extension Package	12/14/2011		Servicer		Active	12/1
4	Submit Extension Request for Time	12/14/2011		Servicer		Active	12/1
5	Extension Request Reviewed	12/14/2011		HUD Contractor		Active	12/1
6	Servicer Notified of Decision	12/15/2011		HUD Contractor		Active	12/1

Figure 7-105: Timeline Steps – Endorsed Repairs

- Step 8. The step **Initiate Extension - Repairs** completion date is pre-populated with the timeline created date.
- Step 9. For the step **Upload Extension Package**, the completion date will be pre-populated with the current system date. For this step, a servicer must upload the Extension Package document. The step cannot be completed without attaching the required document. Once the document is attached, a servicer will click **Submit** for the document to be attached.
- Step 10. A PDF icon is added next to the step, select the **PDF icon** to view the attached document. This document is also auto-saved in the Documents tab.

The screenshot shows a window titled "Edit Step" with a close button (X) in the top right corner. The window is divided into two main sections: "Step Item" and "Audit Information".

**Step Item Section:**

- Step Description:** Upload Extension Package
- Scheduled Date:** 1/17/2012 (dropdown menu with a red asterisk)
- Complete Date:** 1/13/2012 (dropdown menu)
- Status:** Active (dropdown menu)
- Step Note:** PDF Upload test (text area)
- Documents:** r User Guide\test PDF .pdf (text field) and Browse... (button with a red asterisk)

**Audit Information Section:**

- Create Date:** 1/13/2012 2:23:03 PM
- Created By:** [blurred name]
- Change Date:** [blank]
- Changed By:** [blurred name]

At the bottom of the window, there are two buttons: "SUBMIT" and "CANCEL", both with a red arrow icon pointing right.

**Figure 7-106: Edit Step – Upload Extension Package – Endorsed Extension – Repairs**

- Step 11. The servicer must complete the step **Submit Extension Request for Time**. To complete the step, select the step, populate the completion date and click **Submit** on the **Edit step** window.

#### 7.3.1.6.2 HUD NSC Contractor Activities

HUD NSC Contractor must perform the following steps:

- Step 1. The HUD NSC Contractor must complete the step **Request for Extension of Time Recd**. To complete the step, select it, populate the completion date and click **Submit** on the **Edit step** window.

**Figure 7-107: Edit Step – Request Extension of Time Recd – Endorsed Extension-Repairs**

Step 2. Upon completion of Extension Package review, HUD NSC Contractor will complete the step **Extension Request Reviewed**. To complete the step, select it and populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

Step 3. Once a decision has been made about whether to approve, or deny the request, the HUD NSC Contractor will add the respective optional step.

Step 4. To add an optional step (HUD Decision -Approved, or HUD Decision -Denied), click **New**.

**Figure 7-108: New Step – Endorsed Extension – Repairs**

Step 5. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline, populate the completion date, and click **Submit** on the **New Step** window. The step will be added to the list of steps. Upon approval, populate the Extension Expiration Date on the **Servicing Management** tab.

Step 6. A HUD NSC Contractor can add an optional **Follow-up** step to set a reminder to track and complete the timeline.

### 7.3.1.7 Extension – Request to Delay Foreclosure

A mortgagee may request an extension of time to institute foreclosure. A servicer initiates this timeline before the expiration date of the six-month time period of foreclosure from the Due and

Payable notification date (The step **Servicer Notified of the Decision** must be completed on Due and Payable w/ HUD approval timeline, this step is not needed for Due and Payable w/o HUD Approval timeline), but not earlier than a certain number of days (as established by HUD) in advance of the expiration date.

Servicing Module allows multiple active timelines for Extension – Request to Delay Foreclosure timelines. When the second request is initiated it will inactivate the first request. The second request should be initiated within 30 days of the expiration of the prior Extension Expiration date. The system will auto-approve the first two extension requests with the expiration date equal to number of days (as established by HUD) from the request submitted date. The third request must be manually reviewed and approved.

The Servicing Management tab can be used to activate or inactivate the timeline and update extension data fields. Once inactivated all the steps within the timeline are greyed out and cannot be edited. The extension expiration date can be populated on the Notes tab by selecting the Note associated with the extension request (applicable only from third request).

To initiate and complete the **Extension – Request to Delay Foreclosure** timeline:

#### 7.3.1.7.1 Initiate Timeline – Servicer Activities

The servicer must perform the following steps to initiate the timeline:

Step 1. On the Endorsed menu, select **Request**, and click **Setup**.

Step 2. On the **Endorsed Request Setup Search** Screen, enter the loan search criteria and click Search.

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower LName	Property Address	Property State
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000
1000	1000000000	1000000000	Endorsed	Due & Payable	1000000000	1000000000	1000000000

**Figure 7-109: Setup Search – Endorsed Extension-Request to Delay Foreclosure**

Step 3. From the search results, select a loan to initiate the timeline.

Step 4. On the **Edit Servicing Management** screen, select Extension – Request to Delay Foreclosure from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

#	Step Description	# Days	Sched Date
1	Initiate Extension - Request to Delay Foreclosure	0	01/13/2012
2	Upload Extension Package	1	01/17/2012
3	Submit Extension Request for Time	1	01/17/2012
4	Request for Extension of Time Recd	0	01/13/2012
5	Extension Request Reviewed	1	01/17/2012
6	Servicer Notified of Decision	2	01/18/2012

**Figure 7-110: Edit Servicing Management – Extension – Request to Delay Foreclosure**

Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen).

Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Request Setup Search** screen will be displayed).

Step 7. The **Request Steps** screen for Extension – Request to Delay Foreclosure timeline is displayed.

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status
1	Initiate Extension - Request to Delay Foreclosure	12/29/2011	12/29/2011	Servicer		Active
2	Request for Extension of Time Recd	12/29/2011		HUD Contractor		Active
3	HUD Decision - Approved	12/29/2011	12/29/2011	HUD Contractor		Active
4	Upload Extension Package	12/30/2011		Servicer		Active
5	Submit Extension Request for Time	12/30/2011		Servicer		Active
6	Extension Request Reviewed	12/30/2011		HUD Contractor		Active
7	Servicer Notified of Decision	01/03/2012		HUD Contractor		Active

**Figure 7-111: Timeline Steps – Endorsed Extension – Request to Delay Foreclosure**

Step 8. The step **Initiate Extension – Request to Delay Foreclosure** completion date is pre-populated with the timeline created date.

Step 9. For the step **Upload Extension Package**, the completion date will be pre-populated with current system date. For this step, a servicer must upload the Extension Package document. The step cannot be completed without attaching the required document. Once the document is attached, a servicer will click **Submit** for the document to be attached.

Step 10. A PDF icon is added next to the step, select the **PDF icon** to view the attached document. This document is also auto-saved in the Documents tab.

The screenshot shows the 'Edit Step' window with the following details:

- Step Item:**
  - Step Description: Upload Extension Package
  - Scheduled Date: 1/17/2012 \*
  - Complete Date: 1/13/2012
  - Status: Active
  - Step Note: PDF Upload test
  - Documents: r User Guide\test PDF.pdf Browse...
- Audit Information:**
  - Create Date: 1/13/2012 2:23:03 PM
  - Created By: [Redacted]
  - Change Date:
  - Changed By:

Buttons: SUBMIT, CANCEL

Figure 7-112: Edit Step – Endorsed Request to Delay Foreclosure

Step 11. The servicer must complete the step Submit Extension Request for Time. To complete the step, select it, populate the completion date and click **Submit** on the **Edit Step** window.

#### 7.3.1.7.2 HUD NSC Contractor Activities

HUD NSC Contractor must perform the following steps:

Step 1. The HUD NSC Contractor must complete the step **Request for Extension of Time Recd.** To complete the step, select the step, populate the completion date and click **Submit** on the **Edit Step** window.

The screenshot shows the 'Edit Step' window with the following details:

- Step Item:**
  - Step Description: Request for Extension of Time Recd
  - Scheduled Date: 1/13/2012 \*
  - Complete Date: 1/13/2012
  - Status: Active
  - Step Note: Test
- Audit Information:**
  - Create Date: 1/13/2012 11:46:57 AM
  - Created By: [Redacted]
  - Change Date:
  - Changed By:

Buttons: SUBMIT, CANCEL

Figure 7-113: Edit Step – Endorsed Extension – Request to Delay Foreclosure

- Step 2. Upon completion of Extension Package review, a HUD NSC Contractor will complete the step **Extension Request Reviewed**. To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.
- Step 3. Once a decision has been made whether to approve, or deny the request. The HUD NSC Contractor will add the respective optional step.
- Step 4. To add an optional step (HUD Decision -Approved, or HUD Decision -Denied), click **New**.

**Figure 7-114: New Step – Endorsed Extension – Request to Delay Foreclosure**

- Step 5. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline, populate the completion date, and click **Submit** on the new window. The step will be added to the list of steps.
- Step 6. A HUD NSC Contractor can add an optional Follow-up step to set a reminder to track and complete the timeline.

### 7.3.1.8 Investor Short Sale

This timeline is initiated by a servicer to track a short sale after acquisition of the property. A HUD contractor reviews and approves the short sale offer. When this timeline is completed, the case sub-status is updated to Short Sale Initiated. If the timeline is inactivated, the case sub-status is updated accordingly.

Multiple active Investor Short Sale timelines cannot be initiated on a loan. The Servicing Management tab can be used to activate or inactivate the timeline and update the short sale information. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Investor Short Sale** timeline:

#### 7.3.1.8.1 Initiate Timeline – Servicer Activities

The servicer must perform the following steps to initiate the timeline:

- Step 1. On the Endorsed menu, select **Request** and click **Setup**.
- Step 2. On the **Endorsed Request Setup Search** Screen, enter the loan search criteria and click **Search**.

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 Today is: Thursday, January 12, 2012

> Endorsed > Request Setup

Home | Loan | Endorsed | Accounting | Batch | Reports | Logout

**Endorsed Request Setup Search**

Loan Skey:  Borrower LName:  Lender Name:

Lender Loan #:  Property Address:  Servicer Name:

FHA Case #:  Property State: --ALL-- Investor Name:

Case Status: Endorsed Case Sub-Status: Loan Active Index Type: --ALL--

**Search Results**

[Export to Excel](#)

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower L Name	Property Address	Property State
1001	1001	1001	Endorsed	Loan Active	1001	1001	AL
1002	1002	1002	Endorsed	Loan Active	1002	1002	AL
1003	1003	1003	Endorsed	Loan Active	1003	1003	AL
1004	1004	1004	Endorsed	Loan Active	1004	1004	AL
1005	1005	1005	Endorsed	Loan Active	1005	1005	AL
1006	1006	1006	Endorsed	Loan Active	1006	1006	AL
1007	1007	1007	Endorsed	Loan Active	1007	1007	AL
1008	1008	1008	Endorsed	Loan Active	1008	1008	AL
1009	1009	1009	Endorsed	Loan Active	1009	1009	AL
1010	1010	1010	Endorsed	Loan Active	1010	1010	AL
1011	1011	1011	Endorsed	Loan Active	1011	1011	AL
1012	1012	1012	Endorsed	Loan Active	1012	1012	AL
1013	1013	1013	Endorsed	Loan Active	1013	1013	AL
1014	1014	1014	Endorsed	Loan Active	1014	1014	AL
1015	1015	1015	Endorsed	Loan Active	1015	1015	AL

page: 1 of 11522  results per page: 10  115214 Record(s)

**Figure 7-115: Setup Search – Endorsed Investor Short Sale**

Step 3. From the search results, click a loan to initiate the timeline.

Step 4. On the **Edit Servicing Management** screen, select Investor Short Sale from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk). The short sale information can be edited on the **Servicing Management** tab after the initiation of timeline.

**Edit Servicing Management**

**Servicing Management Information**

Servicing Type: \* Investor Short Sale

Timeline Status: Active

Initiation Date: \* 1/13/2012

Loan Status of 1st Mortgage: Current

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	01/13/2012
2	Upload Short Sale package to HUD	20	02/13/2012
3	Received Required Documents	15	02/06/2012
4	(ltr) Servicer Notified of Decision	25	02/21/2012

Go to Servicing Steps after Submit

**Figure 7-116: Edit Servicing Management - Endorsed Extension – Short Sale**

Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen).

Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Request Setup Search** Screen will be displayed).

Step 7. The **Request Steps** screen for Investor Short Sale timeline is displayed.

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Today is: Friday, January 27, 2012

**STORM**  
Servicing Technology on Reverse Mortgages

Home | Loan | Assigned | Endorsed | Reports | Logout

Loan Balance | **Request Steps** | Servicing Mgmt | Notes | Documents | Contacts | Alerts | Loan Transactions

**Loan Information**  
FHA Case #: [Redacted]  
Loan Key: [Redacted]  
Case Status: Endorsed  
Case Sub-Status: Short Sale Initiated  
Product Type: HECM STANDARD  
[Go to Loan Search](#)

**Borrower Information**  
Borrower: [Redacted]  
SSN: [Redacted]  
DOB: [Redacted]  
Address: DUBLIN, CA 94568  
Co-Borrower: [Redacted]

**Servicer Information**  
Lender Loan #: [Redacted]  
Servicer #: [Redacted]  
Lender Name: [Redacted]  
Servicer Name: [Redacted]  
Investor Name: [Redacted]

**Balance Information**  
Pay Plan Type: Modified Term  
Loan Balance: \$77,792.01  
Max Claim: \$305,000.00  
% of Max Claim: 25.506 %  
NPL: \$81,084.66  
[Print Loan Details](#)

**Step Information: Investor Short Sale**

**NEW**

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	Cre
1	Initiate Investor Short Sale Process	01/27/2012	01/27/2012	Servicer		Active	01/27
2	Received Required Documents	02/17/2012		Servicer		Active	01/27
3	Upload Short Sale package to HUD	02/27/2012		Servicer		Active	01/27
4	Servicer Notified of Decision	03/05/2012		HUD Contractor		Active	01/27

4 Step(s)

Figure 7-117: Timeline Steps – Endorsed Investor Short Sale

Step 8. The step **Initiate Investor Short Sale Process** completion date is pre-populated with the timeline created date.

Step 9. To complete any step in the timeline, click the step. (For example: **Received Required Documents**).

Step 10. Populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.

**Edit Step**

**Step Item**

Step Description: Received Required Documents

Scheduled Date: 4/5/2012 \* Complete Date: [Empty]

Status: Active

Step Note: Completed by Test

**Audit Information**

Create Date: 3/15/2012 3:53:57 PM Created By: [Redacted]

Change Date: [Empty] Changed By: [Redacted]

**SUBMIT** **CANCEL**

Figure 7-118: Edit Step – Received Required Documents - Endorsed Investor Short Sale

Step 11. The completion date is populated beside the step **Received Required Documents** on the Request Steps screen.

Step 12. For the step **Upload Short Sale package to HUD**. The completion date will be pre-populated with the current system date. For this step, a servicer must upload the

Short Sale package document. The step cannot be completed without attaching the required document. Once the document is attached, a servicer will click **Submit** for the document to be saved. This document is also auto-saved in the **Documents** tab.

Step 13. Add the appraisal value obtained for the short sale on the **Property Values** screen. Refer to section 5.7.2.2 for instructions to add the property value.

#### 7.3.1.8.2 HUD NSC Contractor Activities

HUD NSC Contractor must perform the following steps:

- Step 1. Upon completion of Short Sale package review, a HUD NSC Contractor will add the optional step and complete the step **Short Sale request Reviewed**.
- Step 2. Once a decision has been made whether to approve, deny or request additional information. The HUD NSC Contractor will add the respective optional step.
- Step 3. To add an optional step (Short Sale Approved by HUD, Short Sale Denied by HUD, or Short Sale Pending), click **New**.

**Figure 7-119: New Step – Endorsed Investor Short Sale**

- Step 4. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline, populate the completion date, and click **Submit** on the new window. The step will be added to the list of steps.
  - **If the decision is Short Sale Pending:** The Short Sale Pending Letter is available. To generate the Short Sale Pending Letter, click on the **magnifying glass** beside the Short Sale Pending step. The Short Sale Pending Letter is displayed with options to preview or print the document. The letter displays the list of additional documents with options to check the required document, update the letter and click the **Preview Document** link to view the updated document. To auto-save the changes made to the document, click **Print Document**. Click **Open** on the File Download pop-up window. This action will save the Short Sale Pending Letter to the Documents tab. Refresh the screen to auto complete the step with current system date.
  - **If the decision is Short Sale Approved or Denied by HUD:** The Short Sale Approval/Disapproval letter is available. To generate the Short Sale Approval/Disapproval letter, click on the magnifying glass beside step “Servicer Notified of Decision”, the Short Sale Approval/Disapproval letter is displayed with options to Preview Document and Print Document. The letter displays a HUD decision, update the letter and select the Preview Document link to view the updated document. To auto-save the changes made to the document select the Print Document link. Select Open button on the File Download pop-up window. This

---

action will save the Short Sale Calculation Worksheet to the Documents tab. Refresh the screen to auto complete the step with current system date.

#### 7.3.1.8.3 Servicer and HUD NSC Contractor Activities

If the decision by the HUD NSC Contractor is Pending Additional Information then:

Step 1. **HUD NSC Contractor Activity:** Upon submission of additional information by servicer, a HUD NSC Contractor reviews the additional documents requested and adds the optional step – **Received Required additional Information**. This action triggers addition of a new step **Received Closing Proceeds** by the system.

- If a servicer does not submit the required documents within 45 days from the initial decision, a HUD NSC Contractor adds the optional step, Follow-up on Pending Information.

Step 2. **Servicer Activity:** The step **Received Closing Proceeds** must be completed by the servicer.

#### 7.3.1.9 Partial Release

This timeline is initiated by the Servicer when the mortgagee receives a request from the mortgagor to release a portion of the property secured by the HECM mortgage. With this timeline, the mortgagee submits their decision to HUD, who holds a second mortgage on the property. The request is reviewed and a recommendation is made by a HUD NSC Contractor to HUD. A HUD staff member reviews a HUD NSC Contractor recommendation and the submitted documents, and makes a decision. This timeline requires Servicer, HUD NSC Contractor and HUD interaction.

Multiple active Partial Release timelines cannot be initiated on a loan. The Servicing Management tab can be used to activate or inactivate the timeline and update release details such as reason for release, amount offered, and description of land to be released. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Partial Release** timeline:

##### 7.3.1.9.1 Initiate Timeline – Servicer Activities

The servicer must perform the following steps to initiate the timeline:

Step 1. On the Endorsed menu, select **Request**, and click **Setup**.

Step 2. On the **Endorsed Request Setup Search** Screen, enter the loan search criteria and click **Search**.

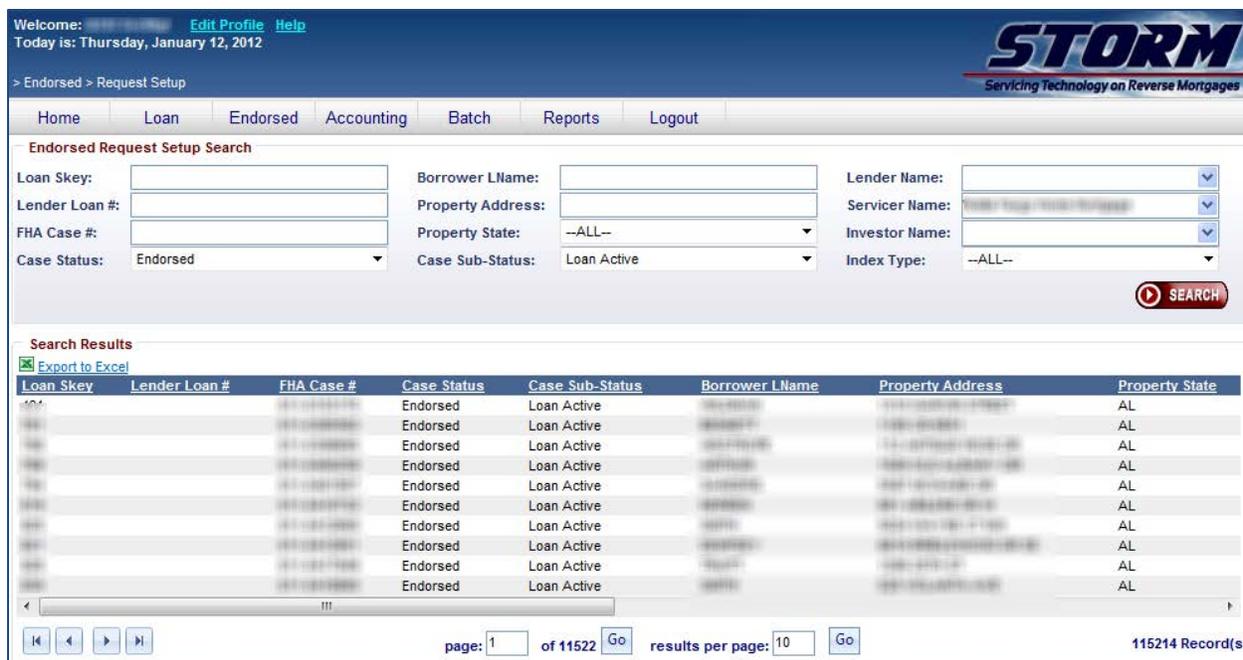


Figure 7-120: Setup Search – Endorsed Partial Release

- Step 3. From the search results, select a loan to initiate the timeline.
- Step 4. On the **Edit Servicing Management** screen, select Partial Release from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

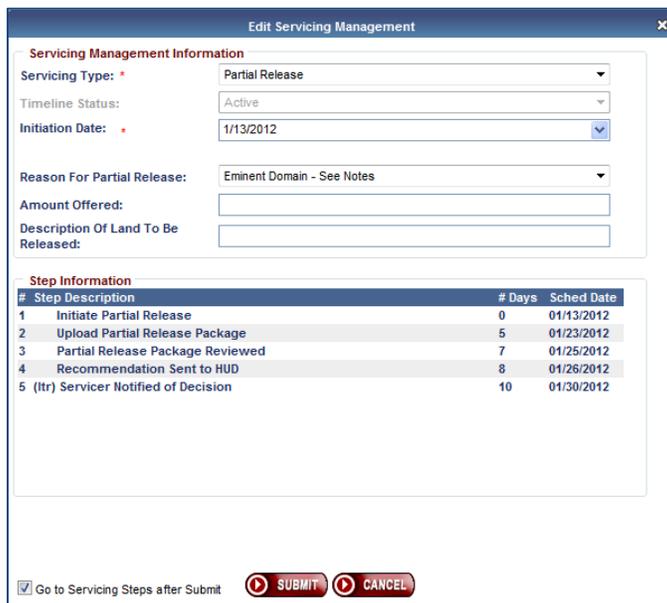


Figure 7-121: Edit Servicing Management - Endorsed Partial Release

- Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen). Details of the partial release such as reason, amount offered and description of land to be released can be edited on the Servicing Management tab after initiation of the timeline.

Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Request Setup Search** screen will be displayed).

Step 7. The **Request Steps** screen for **Partial Release** timeline is displayed.

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Home | Loan | Assigned | Endorsed | Accounting | Reports | Admin | Logout

Loan Balance | **Request Steps** | Servicing Mgmt | Notes | Documents | Contacts | Alerts | Loan Transactions

**Loan Information**  
FHA Case #: [Redacted]  
Loan Key: [Redacted]  
Case Status: Endorsed  
Case Sub-Status: Loan Active  
Product Type: HECM STANDARD  
[Go to Loan Search](#)

**Borrower Information**  
Borrower: [Redacted]  
SSN: [Redacted]  
DOB: [Redacted]  
Address: WINNSBORO TX 75494  
Co-Borrower: [Redacted]

**Servicer Information**  
Lender Loan #: [Redacted]  
Servicer #: [Redacted]  
Lender Name: [Redacted]  
Servicer Name: [Redacted]  
Investor Name: [Redacted]

**Balance Information**  
Pay Plan Type: Line of Credit  
Loan Balance: \$13,396.50  
Max Claim: \$182,000.00  
% of Max Claim: 7.361 %  
NPL: \$110,000.91  
[Print Loan Details](#)

[Go to Search Results](#)

**Step Information: Partial Release**  
**NEW**

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	Created
1	Initiate Partial Release	01/13/2012	03/20/2012	Servicer		Active	03/20/12
2	Upload Partial Release Package	01/23/2012		Servicer		Active	03/20/12
3	Partial Release Package Reviewed	01/25/2012		HUD Contractor		Active	03/20/12
4	Recommendation Sent to HUD	01/26/2012		HUD Contractor		Active	03/20/12
5	Servicer Notified of Decision	01/30/2012		HUD Contractor		Active	03/20/12

5 Step(s)

**Figure 7-122: Timeline Steps – Endorsed Partial Release**

Step 8. The Step **Initiate Partial Release** completion date is pre-populated with the timeline created date.

Step 9. For Step **Upload Partial Release Package** the Complete Date will be pre-populated with current system date. For this step, a servicer must upload the Partial Release Package document. The step cannot be completed without attaching the required document. Once the document is attached, a servicer will click **Submit** for the document to be attached. A PDF icon is added next to the step; select this icon to view the attached document. This document is also auto-saved in the Documents tab.

#### 7.3.1.9.2 HUD NSC Contractor and HUD NSC Staff Activities

HUD NSC Contractor and HUD NSC Staff must perform the following steps:

- Step 1. Upon completion of the Partial Release Package review, a HUD NSC Contractor will complete the step **Partial Release Package Reviewed**. To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.

**Figure 7-123: Edit Step – Partial Release Package Received - Endorsed Partial Release**

- Step 2. Once a decision has been made whether to approve, deny or request additional information. The HUD NSC Contractor will add the respective optional step.
- Step 3. To add an optional step (Approved, Denied, or Pending Additional Information), click **New**.
- Step 4. Select an optional step from the Sep Description dropdown (Contractor Recommendation - Approved, Contractor Recommendation -Denied, or Contractor Review - Pending Additional Info) that needs to be added on the timeline, populate the completion date, click **Submit** on the new window. The step will be added to the list of steps.
- Step 5. The HUD NSC Contractor will complete the step **Recommendation Sent to HUD** to let HUD know their recommendation. To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.

HUD NSC staff must perform the following steps:

- Step 6. The HUD NSC staff will review the recommendation and make a decision.
- Step 7. Once a decision has been made about whether to approve, deny or request additional information. The HUD NSC staff will add the respective optional step.
- Step 8. To add an optional step (HUD Decision – Approved, HUD Decision – Approved with Contingency, HUD Decision - Denied, or HUD Decision – Pending Additional Info), click **New**.

**Figure 7-124: New Step – Endorsed Partial Release**

Step 9. Select an optional step from the **Step Description** dropdown (HUD Decision – Approved, HUD Decision – Approved with Contingency, HUD Decision - Denied, or HUD Decision – Pending Additional Info) that needs to be added on the timeline, populate the completion date, click **Submit** on the new window. The step will be added to the list of steps.

The next steps must be completed by HUD NSC Contractor:

Step 10. The HUD NSC Contractor will generate the Partial Release decision letter.

Step 11. To generate the Partial Release Decision Letter, click the magnifying glass beside Servicer Notified of Decision, the Modify Letter Fields window is displayed. Edit the subject and salutation and select **OK**. The Partial Release Decision Letter is displayed. Note: The HUD decision chosen via the optional step will be pre-populated in this letter.

Step 12. The **printer icon** beside the step allows the HUD Contractor to auto-save the document to the Documents tab. Select the printer icon, the Modify Letter Fields window is displayed. Edit the Subject and select “OK”. The Partial Release Decision Letter is displayed. This action auto-saves the document in the Documents tab and auto-completes the step.

Step 13. If the HUD NSC staff requested more information, upon submission of the information, a HUD NSC Contractor reviews the additional documents requested and adds the optional step, Received Required Additional Information.

Step 14. The HUD NSC Contractor updates the decision by selecting the appropriate optional step (approved, denied, or pending additional information) followed by the HUD NSC staff decision. If a servicer does not submit the required documents within 45 days from the initial decision, a HUD NSC Contractor adds the optional step, Follow Up on Pending Information.

### 7.3.1.10 Preservation and Protection

This timeline is initiated by a servicer when the Preservation and Protection expenses exceed the state allowable limits and HUD contractor/ HUD approval is needed on the additional expenses. This timeline requires HUD interaction to review and make a decision on the request.

Multiple active Preservation and Protection timelines can be initiated on a loan. The Servicing Management tab can be used to activate or inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Preservation and Protection** timeline:

### 7.3.1.10.1 Initiate Timeline – Servicer Activities

The servicer must perform the following steps to initiate the timeline:

Step 1. On the Endorsed menu, select **Request**, and click **Setup**.

Step 2. On the **Endorsed Request Setup Search** Screen, enter the loan search criteria and click **Search**.

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> Endorsed > Request Setup

Home Loan Endorsed Accounting Batch Reports Logout

**Endorsed Request Setup Search**

Loan Skey:  Borrower LName:  Lender Name:

Lender Loan #:  Property Address:  Servicer Name:

FHA Case #:  Property State: --ALL-- Investor Name:

Case Status: Endorsed Case Sub-Status: Loan Active Index Type: --ALL--

**SEARCH**

**Search Results**

[Export to Excel](#)

Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-Status	Borrower LName	Property Address	Property State
1000	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL
1001	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL
1002	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL
1003	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL
1004	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL
1005	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL
1006	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL
1007	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL
1008	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL
1009	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL
1010	1000000000	1000000000	Endorsed	Loan Active	1000000000	1000000000	AL

page: 1 of 11522  results per page: 10  115214 Record(s)

**Figure 7-125: Setup Search – Endorsed Preservation and Protection**

Step 3. From the search results, select a loan to initiate the timeline

Step 4. On the **Edit Servicing Management** screen select Preservation and Protection from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

**Servicing Management Information**

Servicing Type: \* Preservation and Protection

Timeline Status: Active

Initiation Date: \* 1/13/2012

Responsible Party:

**Step Information**

#	Step Description	# Days	Sched Date
1	Initiate Request to Exceed Costs for P&P	0	01/13/2012
2	Upload P&P Package	0	01/13/2012
3	(Itr) Send P&P Package to HUD	5	01/23/2012
4	Request to Exceed Package Reviewed	4	01/20/2012
5	(Itr) Servicer Notified of Decision	5	01/23/2012

Go to Servicing Steps after Submit

**SUBMIT** **CANCEL**

**Figure 7-126: Edit Servicing Management - Endorsed Preservation and Protection**

Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen).

Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Request Setup Search** screen will be displayed).

Step 7. The **Request Steps** screen for **Preservation and Protection** timeline is displayed.

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Home | Loan | Endorsed | Accounting | Batch | Reports | Logout

Loan Balance | Request Steps | Servicing Mgmt | Preserve & Protect | Notes | Documents | Contacts | Alerts | Loan Transactions

**Loan Information**  
FHA Case #:   
Loan Key:   
Case Status: Endorsed  
Case Sub-Status: Loan Active  
Product Type: HECM STANDARD  
[Go to Loan Search](#)

**Borrower Information**  
Borrower:   
SSN:   
DOB:   
Address: TUSCALOOSA AL 35405  
Co-Borrower:

**Servicer Information**  
Lender Loan #:   
Servicer #:   
Lender Name:   
Servicer Name:   
Investor Name:

**Balance Information**  
Pay Plan Type: Line of Credit  
Loan Balance: \$108,857.33  
Max Claim: \$115,000.00  
% of Max Claim: 94.659 %  
NPL: (\$185.08)  
[Print Loan Detail](#)

[Go to Search Results](#)

**Step Information: Preservation and Protection**

**NEW**

#	Step Description	Scheduled Date	Complete Date	Step Group	Step Note	Status	Cre
1	Initiate Request to Exceed Costs for P&P	01/01/2012	01/27/2012	Servicer		Active	01/2
2	Upload P&P Package	01/01/2012		Servicer		Active	01/2
3	Request to Exceed Package Reviewed	01/06/2012		HUD Contractor		Active	01/2
4	Send P&P Package to HUD	01/09/2012		Servicer		Active	01/2
5	Servicer Notified of Decision	01/09/2012		HUD Contractor		Active	01/2

5 Step(s)

**Figure 7-127: Timeline Steps – Endorsed Preservation and Protection**

Step 8. The step **Initiate Request to Exceed Costs for P&P** completion date is pre-populated with the timeline created date.