

**Home Equity Reverse Mortgage Information  
Technology  
(HERMIT)**

**HERMIT System Changes – Release 4.0  
Part 2**

**Release Date: 01/10/2015**

# HERMIT SYSTEM CHANGES – RELEASE 4.0-Part2

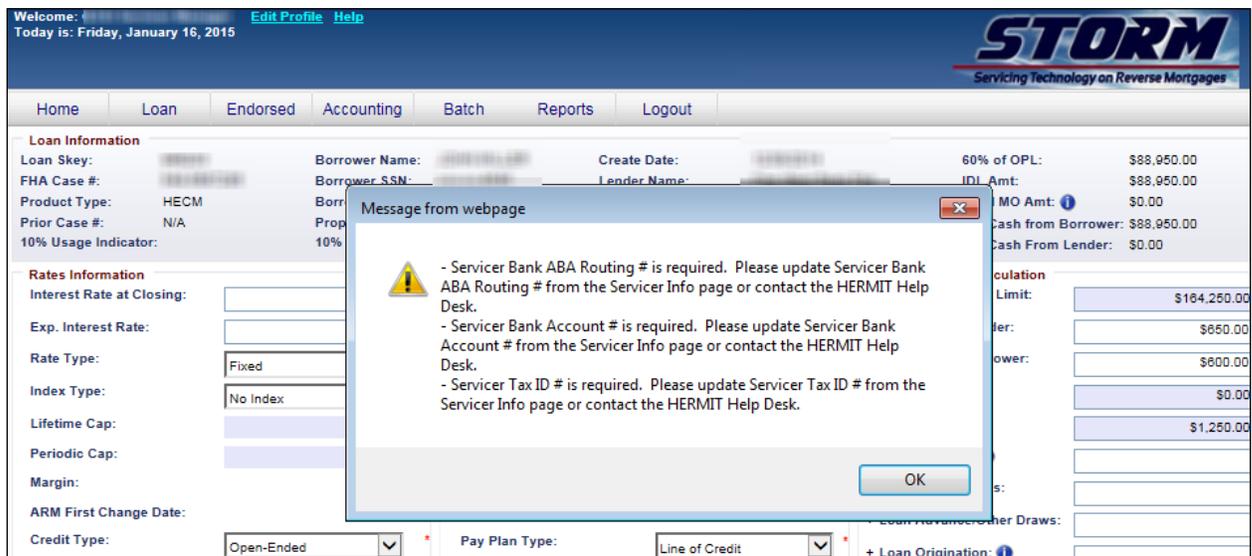
## 1. INTRODUCTION

The HECM SP has released version 4.0 of the HERMIT software which consists of Validations for CT-22 Timelines when the loan is less than 97.5% for HECM cases prior to 8/4/2014, Display of Error Messages as part of the Validations for missing Banking Information for the Servicer and removal of the Repair Set Aside edit. If you have any questions regarding the functionality of the software release, please contact the HERMIT Help Desk at 561-899-2610 or at [support@hecmsp.com](mailto:support@hecmsp.com). If you have any policy related questions, please send an email to HUD at [answers@hud.gov](mailto:answers@hud.gov).

### 1.1 HERMIT SYSTEM CHANGES – Validations for missing Banking Information

#### 1.1.1 *Display of error messages when banking information is missing for the Servicer during Manual Loan Setup*

The HERMIT system will display error messages during manual loan set up if any or all banking information is missing for the Servicer. The banking information comprises of Tax ID#, ABA Routing#, and Bank Account #. The error message is displayed as part of all validations during loan set up after all required fields are filled in and the user clicks 'Save and Close' or 'Save and Next'.



**Figure 1: Manual Loan Setup displaying Banking Validation Error Messages**

# HERMIT SYSTEM CHANGES – RELEASE 4.0-Part2

## 1.1.2 Display of error messages when banking information is missing for the Servicer during B2G Loan Setup

The HERMIT system will display error messages during manual loan set up if any or all banking information is missing for the Servicer. The banking information comprises of Tax ID#, ABA Routing#, and Bank Account #. The error message is displayed as part of all validations during B2G loan set up, when the user uploads the file.

Welcome: [Edit Profile](#) [Help](#)  
Today is: Friday, January 16, 2015

> Batch > Servicer File Upload

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

Servicer File Upload

Browse...

Supported File Types

- [Loan Setup](#)
- [Servicer Transfer](#)
- [Transactions](#)
- [OPL/CPL](#)

**UPLOAD**

Import results  
File Name: LoanSetupImport (1)2.txt

Details:

Error records:	1
Warning/Success records:	0
Success records:	0
Total records:	1

Filters:

Status: --All--

Error Type: --All--

[Export to Excel](#)

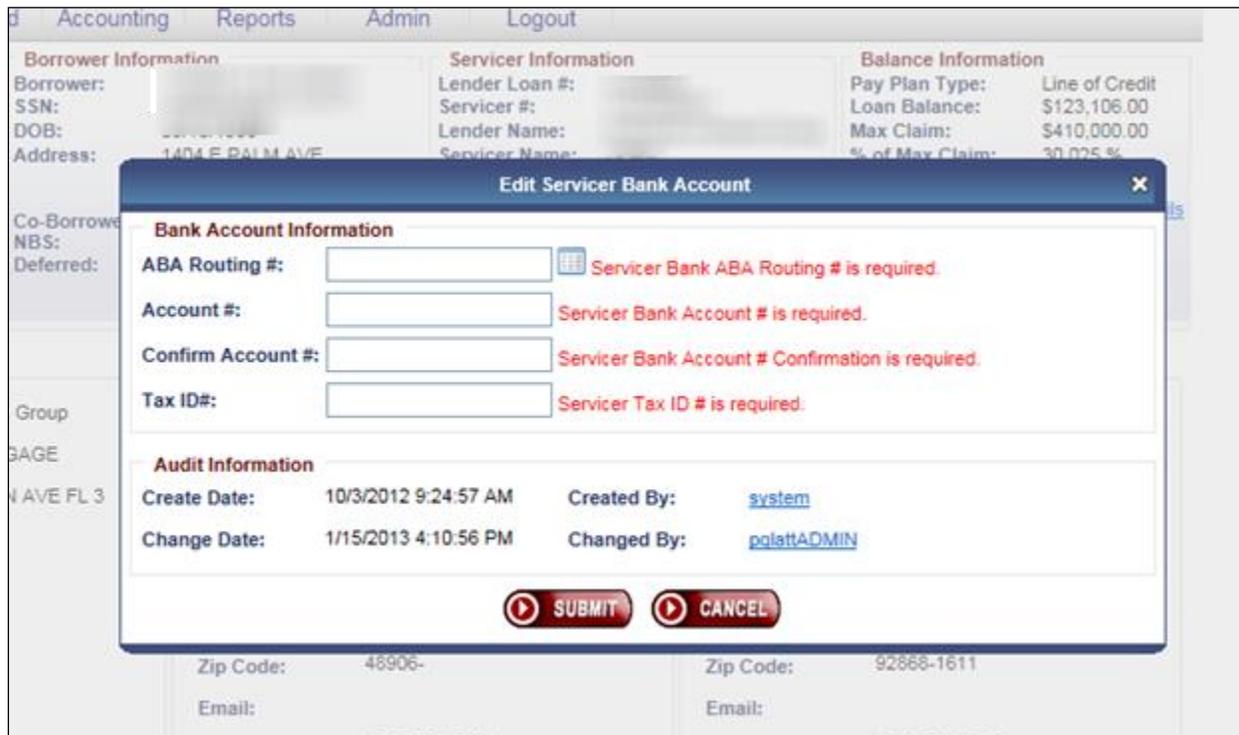
Rec #	FHA Case #	Status	Errors	Warnings
1	548-5507408	Error	<ul style="list-style-type: none"><li>- Funded Date must not be Sunday</li><li>- Investor is invalid</li><li>- Rate Type and Index Type combination is invalid</li><li>- Servicer Bank ABA Routing # is required. Please update Servicer Bank ABA Routing # from the Servicer Info page or contact the HERMIT Help Desk.</li><li>- Servicer Bank Account # is required. Please update Servicer Bank Account # from the Servicer Info page or contact the HERMIT Help Desk.</li><li>- Servicer Tax ID # is required. Please update Servicer Tax ID # from the Servicer Info page or contact the HERMIT Help Desk.</li><li>- The sum of the details entered for Mandatory Obligation fields must equal the value in the Total Mandatory Obligations field received from CHUMS(IMIP Financed, Closing Costs, Discharge of Liens, Loan Origination, Repair Set Aside, T&amp;I First Yr Payments). The difference is \$331,294.50 (MO from CHUMS is \$343,932.00 and MO fields summary is \$12,637.50)</li></ul>	

Figure 2: B2G Loan Setup displaying Banking Validation Error Messages

## HERMIT SYSTEM CHANGES – RELEASE 4.0-Part2

### 1.1.3 *Display of error messages in the Edit Servicer Bank Account Screen when Servicer Banking Information is missing*

The HERMIT system will display error messages when user clicks on the Submit button on the Edit Servicer Bank Account Screen, when all or any of the banking information for the servicer is missing. The banking information comprises of Tax ID#, ABA Routing#, and Bank Account #.

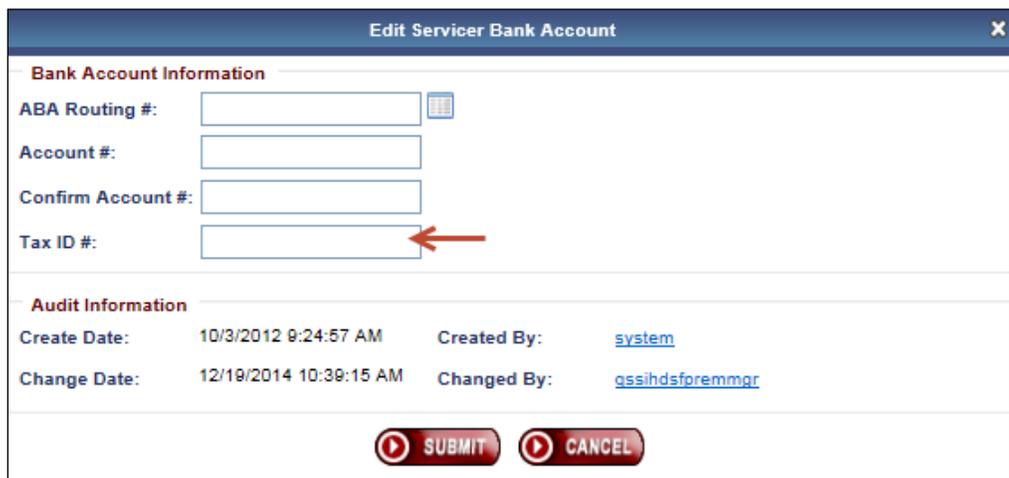


The screenshot shows the 'Edit Servicer Bank Account' dialog box. The 'Bank Account Information' section contains four input fields: 'ABA Routing #', 'Account #', 'Confirm Account #', and 'Tax ID#'. Each field has a red error message next to it: 'Servicer Bank ABA Routing # is required.', 'Servicer Bank Account # is required.', 'Servicer Bank Account # Confirmation is required.', and 'Servicer Tax ID # is required.' The 'Audit Information' section shows 'Create Date: 10/3/2012 9:24:57 AM' and 'Created By: system', and 'Change Date: 1/15/2013 4:10:56 PM' and 'Changed By: polattADMIN'. At the bottom are 'SUBMIT' and 'CANCEL' buttons.

**Figure 3: Edit Servicer Bank Account Screen displaying Banking Validation Error Messages**

### 1.1.4 *Display of the field Tax ID# in the Edit Servicer Bank Account Screen*

The HERMIT system now displays Tax ID# as field in the Edit Servicer Bank Account Screen as part of the other Banking Information. The Tax ID# field will allow the user to edit their Tax ID#.



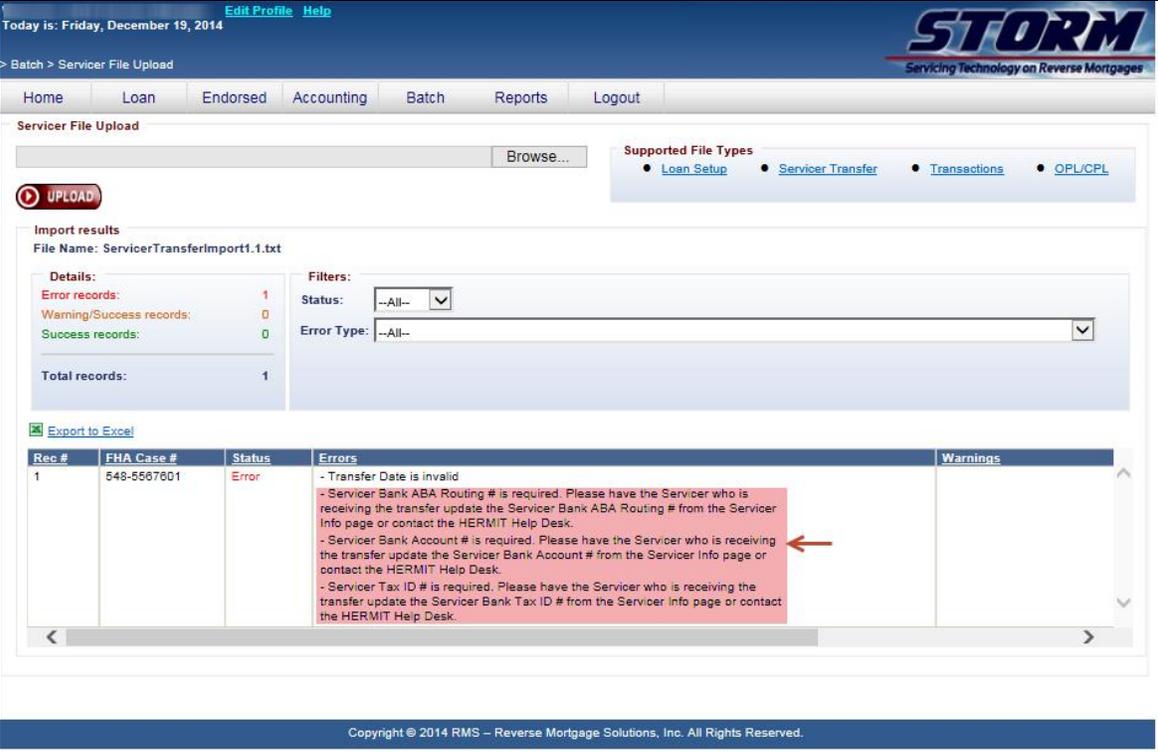
The screenshot shows the 'Edit Servicer Bank Account' dialog box. The 'Bank Account Information' section contains four input fields: 'ABA Routing #', 'Account #', 'Confirm Account #', and 'Tax ID#'. A red arrow points to the 'Tax ID #' field. The 'Audit Information' section shows 'Create Date: 10/3/2012 9:24:57 AM' and 'Created By: system', and 'Change Date: 12/19/2014 10:39:15 AM' and 'Changed By: aasihdsforemmgr'. At the bottom are 'SUBMIT' and 'CANCEL' buttons.

**Figure 4: Display of the field Tax ID# in the Edit Servicer Bank Account Screen**

## HERMIT SYSTEM CHANGES – RELEASE 4.0-Part2

### 1.1.5 Display of error messages during B2G Servicer Transfer when Servicer's Banking Information is missing

The HERMIT system now displays error messages during B2G Servicer Transfer when a user clicks on the option "Servicer Transfer" in the Servicer File Upload Screen, if the banking information for the Servicer is missing. The banking information comprises of Tax ID#, ABA Routing#, and Bank Account #.



The screenshot shows the STORM Servicer File Upload interface. At the top, it displays the date "Today is: Friday, December 19, 2014" and the STORM logo with the tagline "Servicing Technology on Reverse Mortgages". The navigation menu includes Home, Loan, Endorsed, Accounting, Batch, Reports, and Logout. The main section is titled "Servicer File Upload" and features a "Browse..." button and a "Supported File Types" section with links for Loan Setup, Servicer Transfer, Transactions, and OPL/CPL. Below this is an "Import results" section for the file "ServicerTransferImport1.1.txt". It shows a summary of records: 1 Error record, 0 Warning/Success records, and 0 Success records, with a total of 1 record. A table below the summary displays the details of the error record. The table has columns for Rec #, FHA Case #, Status, Errors, and Warnings. The error message states: "Transfer Date is invalid", "Servicer Bank ABA Routing # is required. Please have the Servicer who is receiving the transfer update the Servicer Bank ABA Routing # from the Servicer Info page or contact the HERMIT Help Desk.", "Servicer Bank Account # is required. Please have the Servicer who is receiving the transfer update the Servicer Bank Account # from the Servicer Info page or contact the HERMIT Help Desk.", and "Servicer Tax ID # is required. Please have the Servicer who is receiving the transfer update the Servicer Bank Tax ID # from the Servicer Info page or contact the HERMIT Help Desk." A red arrow points to the second bullet point in the error message. The footer of the screen contains the copyright notice: "Copyright © 2014 RMS – Reverse Mortgage Solutions, Inc. All Rights Reserved."

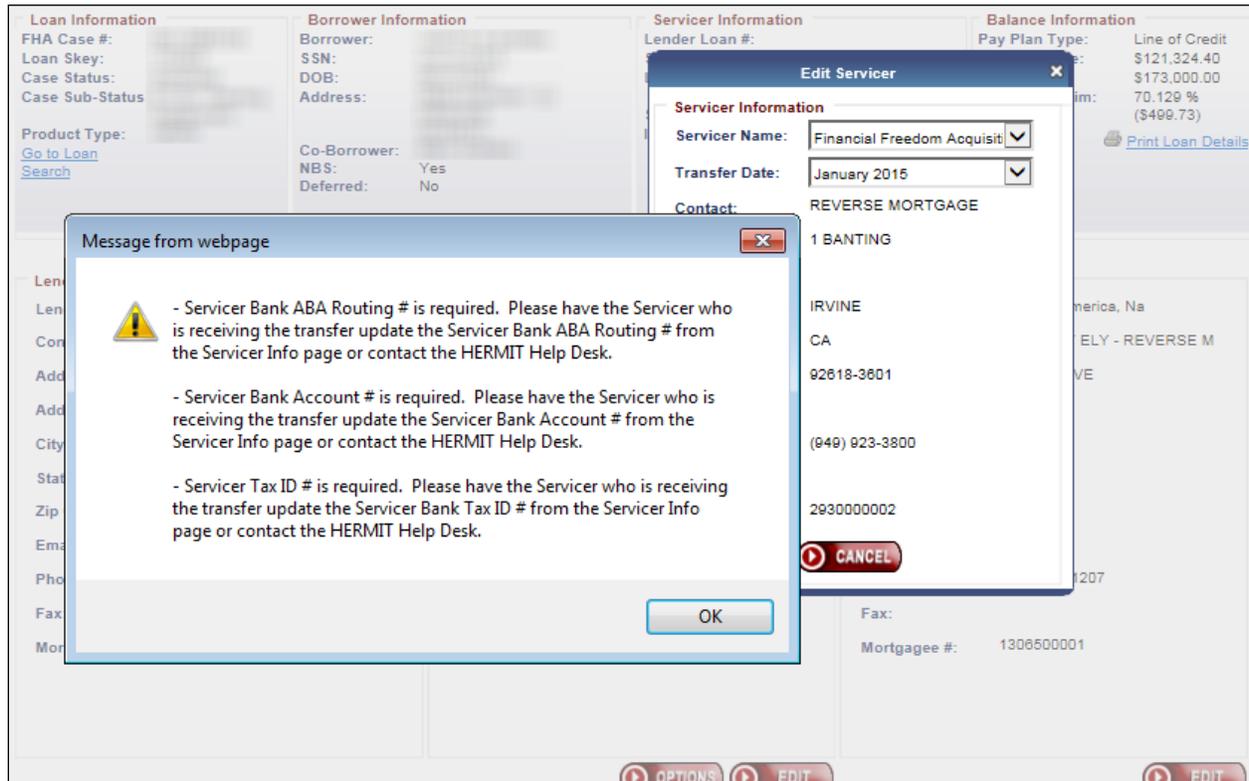
Rec #	FHA Case #	Status	Errors	Warnings
1	548-5567801	Error	<ul style="list-style-type: none"><li>- Transfer Date is invalid</li><li>- Servicer Bank ABA Routing # is required. Please have the Servicer who is receiving the transfer update the Servicer Bank ABA Routing # from the Servicer Info page or contact the HERMIT Help Desk.</li><li>- Servicer Bank Account # is required. Please have the Servicer who is receiving the transfer update the Servicer Bank Account # from the Servicer Info page or contact the HERMIT Help Desk.</li><li>- Servicer Tax ID # is required. Please have the Servicer who is receiving the transfer update the Servicer Bank Tax ID # from the Servicer Info page or contact the HERMIT Help Desk.</li></ul>	

Figure 5: Servicer File Upload Screen displaying Banking Validation Error Messages

## HERMIT SYSTEM CHANGES – RELEASE 4.0-Part2

### 1.1.6 *Display of error messages during Single Servicer Transfer when Servicer's Banking Information is missing*

The HERMIT system now displays error messages during Single Servicer Transfer when a user clicks on the field "Servicer Name" in the Edit Servicer Screen and chooses a date from the drop down option for the Transfer Date field, if the banking information for the Servicer is missing. The banking information comprises of Tax ID#, ABA Routing#, and Bank Account #.

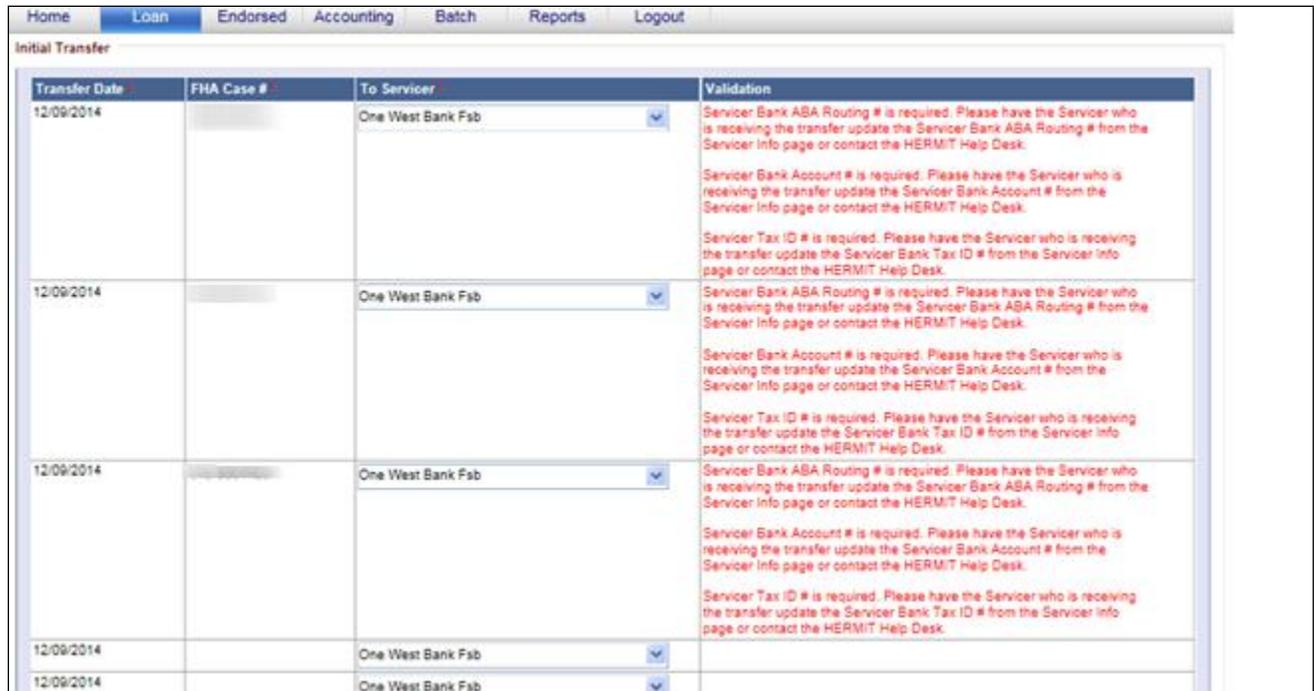


**Figure 6: Single Servicer Transfer displaying Banking Validations Error Messages**

## HERMIT SYSTEM CHANGES – RELEASE 4.0-Part2

### 1.1.7 Display of error messages during Initial Transfer when Servicer's Banking Information is missing

The HERMIT system will display error messages during Initial Transfer when a user clicks on the field "To Servicer" in the Initial Transfer Screen and clicks OK, if the banking information for the Servicer is missing. The banking information comprises of Tax ID#, ABA Routing#, and Bank Account #.



The screenshot shows the 'Initial Transfer' screen with a navigation bar at the top containing 'Home', 'Loan', 'Endorsed', 'Accounting', 'Batch', 'Reports', and 'Logout'. Below the navigation bar is a table with four columns: 'Transfer Date', 'FHA Case #', 'To Servicer', and 'Validation'. The table contains five rows, each representing a transfer entry. The 'To Servicer' column for all entries is 'One West Bank Fsb'. The 'Validation' column contains red error messages for each entry, indicating that the Servicer Bank ABA Routing #, Servicer Bank Account #, and Servicer Tax ID # are required and missing.

Transfer Date	FHA Case #	To Servicer	Validation
12/09/2014		One West Bank Fsb	Servicer Bank ABA Routing # is required. Please have the Servicer who is receiving the transfer update the Servicer Bank ABA Routing # from the Servicer Info page or contact the HERMIT Help Desk.  Servicer Bank Account # is required. Please have the Servicer who is receiving the transfer update the Servicer Bank Account # from the Servicer Info page or contact the HERMIT Help Desk.  Servicer Tax ID # is required. Please have the Servicer who is receiving the transfer update the Servicer Bank Tax ID # from the Servicer Info page or contact the HERMIT Help Desk.
12/09/2014		One West Bank Fsb	Servicer Bank ABA Routing # is required. Please have the Servicer who is receiving the transfer update the Servicer Bank ABA Routing # from the Servicer Info page or contact the HERMIT Help Desk.  Servicer Bank Account # is required. Please have the Servicer who is receiving the transfer update the Servicer Bank Account # from the Servicer Info page or contact the HERMIT Help Desk.  Servicer Tax ID # is required. Please have the Servicer who is receiving the transfer update the Servicer Bank Tax ID # from the Servicer Info page or contact the HERMIT Help Desk.
12/09/2014		One West Bank Fsb	Servicer Bank ABA Routing # is required. Please have the Servicer who is receiving the transfer update the Servicer Bank ABA Routing # from the Servicer Info page or contact the HERMIT Help Desk.  Servicer Bank Account # is required. Please have the Servicer who is receiving the transfer update the Servicer Bank Account # from the Servicer Info page or contact the HERMIT Help Desk.  Servicer Tax ID # is required. Please have the Servicer who is receiving the transfer update the Servicer Bank Tax ID # from the Servicer Info page or contact the HERMIT Help Desk.
12/09/2014		One West Bank Fsb	
12/09/2014		One West Bank Fsb	

Figure 7: Initial Transfer displaying Banking Validations Error Messages

## HERMIT SYSTEM CHANGES – RELEASE 4.0-Part2

### 1.2 HERMIT SYSTEM CHANGES – Validations for CT 22 Timelines when loan is less than 97.5% and case assignment date is prior to 8/4/2014

Note: The functionality to create a CT-22 timeline prior to 97.5% on case assignments prior to 8/4/2014 has been added due to specific litigation involving the Department. HUD has notified the Mortgagees, which are subject to this litigation, of their ability to use this functionality. No other Mortgagees may use this functionality as it is only with HUD's express written permission that this functionality may be used.

#### 1.2.1 Display of a message when initiating a CT 22 timeline when the loan is not at 97.5% of MCA and the Case Assignment date is prior to 8/4/2014.

A check box will appear for loans that have a MCA less than 97.5% and the case assignment date prior to 8/4/2014 and are initiating a CT 22 timeline. A message to certify that the non-borrowing spouse exists on the loan will appear. Once the CT 22 is initiated a note will be added to the notes section on the non-borrowing spouse. The Servicing Management tab will show a checkbox that will be checked and is a read-only field.

The screenshot displays the 'Edit Servicing Management' form. At the top, there is a section for 'Servicing Management Information' with three dropdown menus: 'Servicing Type' (set to 'Claim Type 22 - Assignment'), 'Timeline Status' (set to 'Active'), and 'Initiation Date'. Below this is a 'Step Information' table with columns for '#', 'Step Description', '# Days', and 'Sched Date'. The table lists 12 steps, with the last two steps (11 and 12) partially visible. At the bottom of the form, there is a red text message: 'I certify that this loan will be assigned prior to the MCA reaching 97.5% and that a non-borrowing spouse exists on this loan.' Below the message are two buttons: 'SUBMIT' and 'CANCEL'. At the very bottom, there is a checkbox labeled 'Go to Servicing Steps after Submit' and another checkbox labeled 'Assign prior to MCA reaching 97.5%', which is checked.

#	Step Description	# Days	Sched Date
1	Confirm loan balance is 97.5% or greater than MCA	0	
2	Confirm Clear Title	5	
3	Confirm Occupancy	5	
4	Verify Hazard Insurance current	5	
5	Verify Property Taxes current	5	
6	Upload Compliance Package	5	
7	Upload Collateral Package	5	
8	Upload Servicing Package	5	
9	Submit Assignment Request to HUD	5	
10 (ltr)	Assignment Package Received	6	
11	Assignment Package Reviewed	27	
12 (ltr)	HECM Assignment Acceptance Checklist Completed	28	

Figure 8: Checkbox and message appearing for MCA less than 97.5%

## HERMIT SYSTEM CHANGES – RELEASE 4.0-Part2

Notes Results

[Print Notes](#)

Note Type	Note Type Status	Note	Create Date	Created By
System Generated	System	This loan was certified to be assigned prior to the M ...	12/23/2014 05:13:52 PM	<a href="#">QSSISvcMgr8</a>
System Generated	System	The January 2014 1-month LIBOR Index was overstated o ...	02/23/2014 01:07:37 AM	<a href="#">system</a>
System Generated	System	Received Note-Sent to Imaging	07/22/2011 12:00:00 AM	
System Generated	System	Received Recorded Mortgage-sent to imaging	06/24/2011 12:00:00 AM	

<

4 Note(s)

Figure 9: Notes added in the notes section for the CT 22 timeline

Edit Servicing Management

Servicing Management Information

Servicing Type: Claim Type 22 - Assignment

Timeline Status: Active

Default Reason: 15-Other

Assign prior to 97.5%

Audit Information

Create Date: 12/23/2014 5:13:52 PM Created By: [QSSISvcMgr8](#)

Change Date: Changed By:

SUBMIT CANCEL

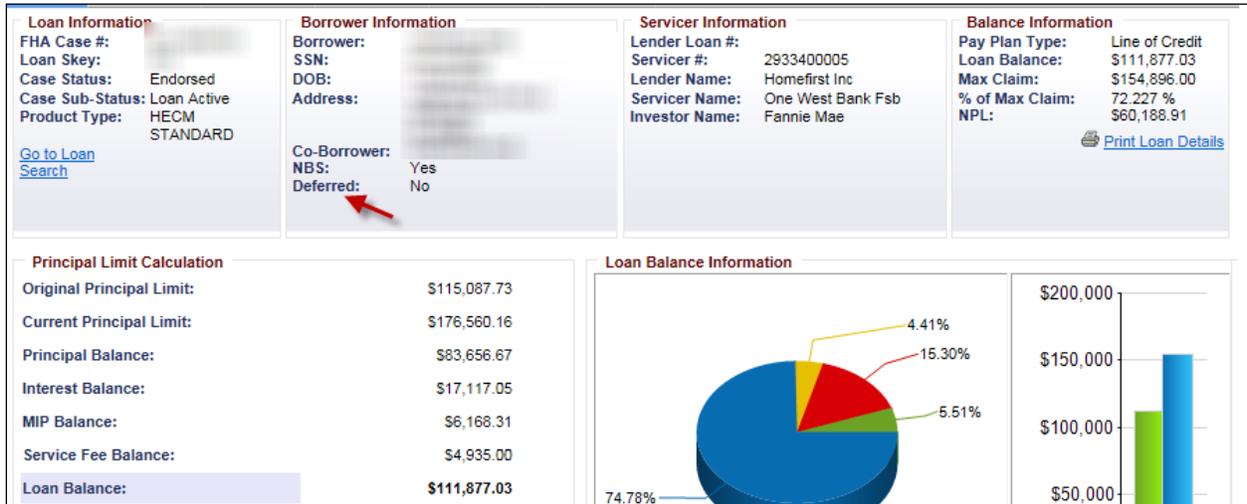
Figure 10: Read-only check box to be displayed for the CT 22 timeline

# HERMIT SYSTEM CHANGES – RELEASE 4.0-Part2

## 1.3 HERMIT SYSTEM CHANGES – Non-Borrowing Spouse changes

### 1.3.1 *Display of the deferred status in the Borrower Information section*

The Deferred status in the Header section will be displayed.



**Figure 11: Deferred label displayed in the Borrower Information section**

## HERMIT SYSTEM CHANGES – RELEASE 4.0-Part2

### 1.3.2 Display of the Deactivate NBS and deactivation message for an Eligible Non-Borrowing Spouse

The Non-Borrowing Spouse information in the Contacts section will display 'Deactivate NBS'. When the User clicks on the Deactivate NBS checkbox for an eligible non-borrowing spouse, a pop up certification box will appear.

**Contact Info**

Contact: Non-Borrowing Spouse

**Contact Name & Address**

First Name: [ ] Mid: [ ] Last: [ ]

Address 1: [ ]

Address 2: [ ]

City: [ ] State: VA Zip: 22202

Birth Date: [ ] Age: 65

**Other Information**

Marital: [ ] Emergency Contact:  Home #: [ ]

Gender: [ ] Authorized Contact:  Work #: [ ]

Language: English Deactivate NBS:  Cell #: [ ]

Death Date: [ ] Eligible:  Fax #: [ ]

Email: [ ]

**Deactivating Eligible NBS**

**Deactivate Message**

Have you obtained the mortgagor's written certification of ineligibility of this non borrowing spouse OR has the deferral period ended?

Click "YES" if you have obtained the mortgagor's written certification of ineligibility of this non borrowing spouse OR the deferral period has ended.

Click "NO" if you have not obtained the mortgagor's written certification of ineligibility of this non borrowing spouse OR the deferral period has NOT ended. Please create the mortgagor's certification of ineligibility of non borrowing spouse letter. For Assigned loans use the Occupancy Compliance Certification timeline and add the appropriate optional step "Mortgagor's Certification of Ineligible non borrowing spouse".

YES NO

Figure 12: Deferred label displayed in the Borrower Information section

### 1.3.3 Displaying the Alert message for Death of an Eligible Non-Borrowing Spouse

An alert message for the death of an eligible non-borrowing spouse will be displayed when a User logs into HERMIT.

**Critical Alerts**

Alert Date	Alert Description	Severity	Alert Amt	Expiration Date	Status	Alert Note
11/06/2014	Death of NBS	Critical			Active	NBS Name: HARRY WELLS
12/15/2014	Payments Suspended	Critical			Active	
12/13/2014	Death of Co-Borrower	Critical			Active	Co-Borrower Name: MICHAEL WELLS
12/12/2014	Death of Co-Borrower	Critical			Active	Co-Borrower Name: GREG WELLS
12/11/2014	Death of Borrower	Critical			Active	RUDOLPH WELLS

OK

Figure 13: Alert message displayed for death of an eligible non-borrowing spouse

## HERMIT SYSTEM CHANGES – RELEASE 4.0-Part2

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### 1.4 HERMIT SYSTEM CHANGES – Repair Set Aside Validation

#### 1.4.1 *Removal of Repair Set Aside Validation from the Loan Setup screen and the Transaction screen.*

The system previously restricted the user to enter 15% of MCA for their repair Set Aside amount on the Loan Setup screen and on the Transaction screen. The HERMIT validation for the RSA has been removed from the HERMIT system and user will need to ensure they enter the correct amount going forward.