



Federal Housing Administration Loan Review System (LRS) Lender User Manual

U.S. Department of Housing and Urban Development



Document Control

Revision History

Version	Date	Revision
1.0	5/15/2017	LRS 1.0 functionality
1.1	7/11/2018	Functionality updates since LRS 1.0
2.0	1/1/2020	LRS 2.0 functionality and other updates based on releases since previous revision



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Introduction

Overview

The Loan Review System (LRS) is the electronic platform for most Federal Housing Administration (FHA) Title II Single Family quality assurance review processes, including:

- Various Post-Endorsement Loan Reviews
- Unconditional Direct Endorsement Authority Test Cases
- Lender Monitoring Reviews
- Lender Self-Reporting of Fraud and Other Material Findings

System Access

All users access LRS through FHA Connection. Lender personnel must be registered to receive an M-ID (Mortgagee ID), which allows access to functions specific to each lender. For information on registering new users in FHA Connection, please reference the FHA Connection Guide: <https://entp.hud.gov/idapp/html/mrtg-pkg.cfm>

User Roles

Each institution's FHA Connection Application Coordinator must grant specific LRS authorizations for user IDs using the *Loan Review System* section of the FHA Connection ID Administration screen. LRS has three user roles that may be assigned to lenders, each with different access levels and authority to perform specific functions:

- **Read Only:** Provides access to the Active Reviews, Completed Reviews and Reports menu items. Users with this role can view detailed review results, but they cannot edit or submit responses, upload documents, manage binder requests or create self-reports.
- **Response Submission:** Provides access to the Active Reviews, Binder Request, Create Self-Report, Completed Reviews and Reports menu items. Users with this role can view detailed review results, edit and submit responses to review findings, upload documents and/or create self-reports.
- **Indemnification Submission:** Provides access to all functions included in the Response Submission role and allows the user to electronically sign and submit Indemnification Agreements in response to unacceptable findings. Users with this role must have the authority to legally bind the institution.

Administrative Contact

Each lender's designated Administrative Contact, as recorded in the Lender Electronic Assessment Portal (LEAP), will receive daily email notifications summarizing any new LRS response requests. The Administrative Contact should also be able to respond to any LRS-related inquiries from FHA, either directly or by forwarding them to the appropriate party.

Troubleshooting Access Errors

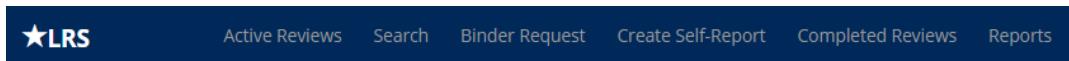
If you receive an error message while attempting to access LRS, check each of the following:

- Ask your FHA Connection Application Coordinator to ensure that you have the correct LRS authorizations for the function you are attempting to complete.
- Make sure you are using a supported browser (Explorer v11.0 or higher, Google Chrome, Mozilla Firefox).
- Make sure the web address (URL) is displaying "https" and not the unsecured "http" prefix.
- If you still encounter errors, capture screen shots of any error messages and contact the FHA Resource Center – email answers@hud.gov or telephone 1-800-CALL-FHA. Persons with hearing or speech impairments may reach this number by calling the Federal Relay Service at 1-800-877-8339.
- Be prepared to provide the time and date of your attempted log-in, your browser type and version, your user ID (M-ID), your five-digit FHA Lender ID and your institution name.



General Screen Display/Navigation

The main Navigation header is displayed across the top of the screen at all times. You may click on any of the menu items to navigate through various LRS functions.



Note: Press the *Home* button on the keyboard to return to the top of any screen.

PRA Info/OMB Control Numbers

Information about the Paperwork Reduction Act (PRA) and Office of Management and Budget (OMB) Control Numbers related to information collected in LRS can be accessed via a hyperlink located on the left sidebar on every screen.

The screenshot displays the LRS interface with a modal window titled "PRA INFO/OMB CONTROL NUMBERS". The modal contains the following text:

The information collection requirements contained in this system have been approved by the Office of Management and Budget (OMB) under the Paperwork Reduction Act of 1995 (44 U.S.C. 3501-3520) and assigned OMB control numbers 2502-0005, 2502-0059 and 2502-0600. In accordance with the Paperwork Reduction Act, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB control number.

Below the text is an "OK" button.

The background interface shows the "Active Reviews" section with filters on the left and a table of reviews on the right. The filters include:

- REQUESTS: Batches
- FILTERS: Show All
- CASE NUMBER SEARCH: [input field]
- LAST ACTION BY: (None) 61, L Lender 40, MULE, JANE 5
- REVIEW LEVEL: Initial 42, Mitigation 39, Escalation 25
- SELECTION REASON: Early Claims 8, Early Payment Defaults 61, FHA Manual 2, Lender Self-Report 10, Monthly Risk Threshold 6, OIG Audit 6, Review Location QC 10, Test Case 3
- BATCH: In Batch 7, Not In Batch 99
- PRA Info/OMB Control Numbers (link)

The table of reviews has columns: Date, Response Due, Last Action By. It lists several reviews with their respective dates and response due dates.

At the bottom of the modal, there is a "Previous 1 2 Next" navigation bar and a "UNDER REVIEW BY FHA (90)" section.

Figure 1: PRA Info/OMB Control Numbers



1. Active Reviews

1.A Managing Active Reviews

From the Navigation Header, click on **Active Reviews** to view any open *Response Requests* and loans *Under Review by FHA*. In addition to monitoring LRS email notifications, lenders should check the **Active Reviews** screen on a regular basis.

Click a blue *Case Number* or *Batch ID* hyperlink to view a single review or a batch with multiple reviews.

Requests Tab

1. The **Requests** tab on the left sidebar is automatically selected on the **Active Reviews** screen.

The screenshot displays the LRS Active Reviews - Requests Tab interface. The sidebar on the left contains filters for Case Number Search, Last Action By, Review Level, Selection Reason, and Batch. The main content area shows two tables: 'RESPONSE REQUESTS (16)' and 'UNDER REVIEW BY FHA (90)'. The 'RESPONSE REQUESTS' table has columns for Case Number, Batch, Borrower Name, Selection Reason, Review Level, Request Date, Response Due, and Last Action By. The 'UNDER REVIEW BY FHA' table has columns for Case Number, Batch, Borrower Name, Selection Reason, Review Level, Request Date, and Last Action By.

Case Number	Batch	Borrower Name	Selection Reason	Review Level	Request Date	Response Due	Last Action By
			Lender Self-Report	Mitigation 1	5/20/2019	5/30/2019	
			Early Payment Defaults	Mitigation 1	5/10/2019	5/20/2019	
			Early Payment Defaults	Mitigation 1	5/13/2019	5/23/2019	
			Lender Self-Report	Mitigation 1	5/20/2019	5/30/2019	
			Early Payment Defaults	Mitigation 1	5/20/2019	5/30/2019	
			Early Payment Defaults	Mitigation 1	5/13/2019	5/23/2019	
			Lender Self-Report	Mitigation 1	5/17/2019	5/27/2019	
			Lender Self-Report	Mitigation 1	5/17/2019	5/27/2019	
			Early Payment Defaults	Initial	5/6/2019	5/21/2019	
			Lender Self-Report	Mitigation 1	5/20/2019	5/30/2019	

Case Number	Batch	Borrower Name	Selection Reason	Review Level	Request Date	Last Action By
			OIG Audit	Mitigation 1	5/9/2019	
			OIG Audit	Mitigation 1	5/9/2019	
			Early Payment Defaults	HQ Escalation 1	3/23/2019	

Figure 2: Active Reviews – Requests Tab



Case Number Search

1. *Case Number Search* allows you to search for a specific case. As you type a case number, the results on the screen will automatically be refined and cases included in *Response Requests* and *Under Review by FHA* will filter to only show the review(s) associated with that case number.

Filter Response Requests

1. Select a combination of *Last Action By*, *Review Level*, *Selection Reason*, or *Batch* filters on the left sidebar to view reviews related to those filter options. Response Requests due today will be highlighted in yellow.

Note: If a response is not submitted to FHA by the stated due date, then the lender's opportunity to respond at that review level will expire. LRS will automatically close the Response Request and assign the review back to FHA. Once FHA has completed its review, LRS will open a new Response Request at the next level. See below for additional information about review levels.

2. Select the *Show All* option to remove all filters and view all reviews.

Note: Filter options will only be displayed for reviews that are currently applicable on the **Requests** tab (e.g., if there are no Response Requests or cases Under Review by FHA with a Selection Reason of Early Claims, then the *Early Claims* filter will not appear in the left sidebar).

Hide/Expand Response Requests and Under Review by FHA sections

1. Click on the caret to the left of the *Response Requests* section to collapse and expand the active Response Requests assigned to you.
2. Click on the caret to the left of the *Under Review by FHA* section to display the list of cases that FHA is currently reviewing.

Note: The *Response Requests* and *Under Review by FHA* sections only show 10 reviews at a time. A page count will show up at the top and bottom of the list if there are more than 10 reviews in a section. Click the *Next* or *Previous* link to navigate between pages. All filters, including the case number search, will search all active reviews, even if they do not currently appear on the screen.

Opening a Response Request/Loan Under Review by FHA

1. Click on the case number hyperlink in the *Response Requests* section to open a review and submit a response. See section *1.B Responding to Findings – Initial Review Level* and *1.C Responding to Findings – Mitigation/Escalation Levels* for more details.
2. Click on the case number hyperlink in the *Under Review by FHA* section to open a review in read-only mode.

Note: When opening a case that FHA is currently reviewing, you will be able to see a history of findings as of your last response, including FHA comments. For cases under review at the Initial level, no findings or comments will appear.



Batches Tab

- 1. Click the **Batches** tab to view a list of active batches.
- For more information, see section 1.D, *Batch Management*.

★LRS

Active Reviews

Search

Binder Request

Create Self-Report

Completed Reviews

Reports

Requests

Batches

Batches

0

2

1

1

1

1

2

0

1

1

PRA Info/OMB Control Numbers

BATCH

Selection Reason

Status

Location

Request Date

Response Due

OIG Audit

Under Review by FHA

OPERATIONAL REVIEW

Case Number	Property Address	Rating	Status	GO	FP	ER	TR	SC	AF	QC	MA	MI	CP	MC	PP	ST	DP	FM
View/Edit			Under Review	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

OPERATIONAL DOCUMENTS (15)

« Previous

1

2

Next »

File Name	Date Uploaded
	5/9/2019
	5/9/2019
	5/9/2019
	5/9/2019
	5/9/2019
	5/9/2019
	5/9/2019
	5/9/2019
	5/9/2019
	5/9/2019

« Previous

1

2

Next »

Loan Reviews (2)

Case Number	Property Address	Rating	Status	BI	BC	LM	BA	PE	PA	BE	ME	LO
		U	Under Review	0	0	1	0	0	0	0	0	0
		U	Under Review	0	0	2	0	0	0	0	0	0

Figure 3: Active Reviews – Batches Tab

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Review Levels

This user manual refers to various review levels in LRS. Lenders have a total of four opportunities to respond to FHA-initiated reviews: *Initial*, *Mitigation 1*, *Escalation 1*, and *Headquarters Escalation 1*. Other levels may be visible to lenders when the loan is under review by FHA or when viewing the history for any given finding, but they are for FHA's internal escalation processes only.

When FHA requests a response to unacceptable findings, LRS displays a due date based on the timeframe for each review level. If a lender fails to respond by the due date, the review advances to the next level, resulting in the loss of one lender response opportunity.

Any response is better than no response. If you are unable to submit a complete response by the due date, you should provide a brief explanation for the delay and submit it to FHA. Although due dates cannot be extended, this type of response may allow FHA to mitigate other findings or manage escalation decisions.

The following table provides a description of each review level when a case is listed as either *Under Review by FHA* or as a *Response Request*. Standard response timeframes (in calendar days) are included for level.

Note: Different timeframes may apply for certain selection reasons, specifically Lender Monitoring, Test Case, Review Location QC and National QC (cases that are reselected for FHA internal quality control).

Review Level	Under Review by FHA	Response Request
Initial	FHA's initial review	Lender's first opportunity to resolve (15 days)
Mitigation 1	Review of lender's initial response	Lender's second opportunity to resolve (10 days)
Mitigation 2	Review of lender's Mitigation 1 response	N/A
Escalation 1	Confirmation of Mitigation 2 decision	Lender's third opportunity to resolve (10 days)
Escalation 2	Review of lender's Escalation 1 response	N/A
HQ Escalation 1	Confirmation of Escalation 2 decision	Lender's fourth (final) opportunity to resolve (10 days)
HQ Escalation 2	Review of lender's HQ Escalation 1 response	N/A
Indemnification 1	Review of signed Indemnification from lender	N/A
Indemnification 2	Review of signed Indemnification from lender (only occurs if FHA rejects Indemnification 1)	N/A

Note: Although Indemnification levels are listed last, they may occur at any time after the Initial level is completed. An Indemnification level is triggered whenever the lender responds to unacceptable findings with an electronically signed Indemnification Agreement.



1.B Responding to Findings – Initial Review Level

Findings Overview

1. When you select a case number from the *Response Request* section of the **Active Reviews** screen, the **Findings Overview** screen opens with the **Review Data** tab selected on the left sidebar.

Note: If the underwriting lender of record has merged, LRS will redirect the review to the gaining institution. The *Lender of Record ID*, *Lender of Record Name*, and *Lender of Record Status* fields will only appear on the Review Data tab for these redirected reviews.

The screenshot shows the 'Findings Overview' screen for a review. The left sidebar has tabs for 'Review Data' and 'Findings'. The 'Review Data' tab is active, showing fields: Review ID, Selection Reason (EARLY PAYMENT DEFAULTS), Review Type (UNDERWRITING), Review Scope (F), Review Level (ESCALATION 1), Review Location (HQ), Lender of Record ID, Lender of Record Name, and Lender of Record Status (ACTIVE). The main content area is titled 'FINDINGS OVERVIEW' and contains a table with columns: Defect Area, Rating, Findings, and SEVERITY TIER (1, 2, 3, 4). The table has two rows: 'Borrower Credit/Liabilities (BC)' with Rating 'UNACCEPTABLE' and Findings '1', and 'TOTALS' with Rating 'UNACCEPTABLE' and Findings '1'. The SEVERITY TIER column shows counts for each tier: 1 (0), 2 (1), 3 (0), 4 (0). Below the table, the Rating is 'UNACCEPTABLE' and there are buttons for 'Address Findings' and 'Complete Wrap-Up'.

Figure 4: Findings Overview – Review Data Tab

Note: If the Selection Reason for the loan review is Lender Self-Report, then the Review Data tab will include the information that the reporting lender submitted on the LRS Self-Report screen.

The screenshot shows the 'Findings Overview' screen for a review with Selection Reason 'LENDER SELF-REPORT'. The left sidebar has tabs for 'Review Data' and 'Findings'. The 'Review Data' tab is active, showing fields: Review ID, Selection Reason (LENDER SELF-REPORT), Review Type (UNDERWRITING), Review Scope (L), Review Level (INITIAL), Review Location (HQ), and Lender Self-Report Information. The Lender Self-Report Information section includes: Defect Areas Identified (Lender Operations (LO)), Fraud Detected (Fraud Participants, Other), Findings that led to this Self-Report (***), Corrective Actions taken by Lender (***), and Loan NOT Covered under Settlement with HUD. The main content area is titled 'FINDINGS OVERVIEW' and contains a table with columns: Defect Area, Rating, Findings, and SEVERITY TIER (1, 2, 3, 4). The table has two rows: 'Borrower Income (BI)' with Rating 'UNACCEPTABLE' and Findings '1', and 'TOTALS' with Rating 'UNACCEPTABLE' and Findings '1'. The SEVERITY TIER column shows counts for each tier: 1 (1), 2 (0), 3 (0), 4 (0). Below the table, the Rating is 'UNACCEPTABLE' and there are buttons for 'Address Findings' and 'Complete Wrap-Up'.

Figure 5: Findings Overview – Review Data Tab (Lender Self-Report)



- Click either the **Findings** tab on the left side bar, or the *Address Findings* button on the **Findings Overview** screen to begin responding to unacceptable findings. Clicking the *Address Findings* button will navigate you to the first unacceptable finding that requires a response.

Note: The *Complete Wrap-up* button on the **Findings Overview** screen will be grayed out until a response has been provided for every unacceptable finding.

★ LRS

Active Reviews

Search

Binder Request

Create Self-Report

Completed Reviews

Reports

Back to List

Borrower Name

Property Address

Request Date
12/19/2017

Response Due
1/3/2018

Review Level
Initial

Review Data

Findings

BI Finding (2) Unacceptable

BI.7.G

BI.3.C

BC Finding (1) Unacceptable

BC.4.G

BA Finding (1) Deficient

BA.2.G

PE Finding (4) Unacceptable

PE.11.G

PE.3.F

PE.4.F

PE.6.B

BE Finding (1) Unacceptable

BE.7.A

LO Finding (1) Deficient

LO.2.F

FINDINGS OVERVIEW

Defect Area	Rating	Findings	SEVERITY TIER			
			1	2	3	4
Borrower Income (BI)	UNACCEPTABLE	2	0	1	1	0
Borrower Credit/Liabilities (BC)	UNACCEPTABLE	1	0	1	0	0
Borrower Assets (BA)	DEFICIENT	1	0	0	1	0
Property Eligibility (PE)	UNACCEPTABLE	4	0	2	1	1
Borrower Eligibility/Qualification (BE)	UNACCEPTABLE	1	1	0	0	0
Lender Operations (LO)	DEFICIENT	1	0	0	1	0
TOTALS:		10	1	4	4	1

Rating: UNACCEPTABLE

Address Findings

Complete Wrap-Up

Figure 6: Findings Overview – Findings Tab



Address Findings

1. Click the *Address Findings* button or click the caret to the left of each defect area in the left sidebar to expand the section and click on a specific finding.

Note: Only unacceptable findings (Tier 1 or 2 severity) require a response. Deficient findings (Tier 3 or 4 severity) do not require a response, but optional responses are accepted.

2. Enter a response in the *Lender Response to FHA* text box, which accepts a maximum of 2000 characters.
3. Click the *Choose File* button to upload a response document.

Note: An error message will be displayed and the document will not be uploaded if it:

- Is larger than 20 megabytes
- Includes special characters in the file name
- Has a file name longer than 100 characters (including the file extension)
- Is not an accepted file type (LRS will only accept .JPG, .TIFF, and .PDF file formats)

4. Click the trash can icon to the right of a document to remove it from the finding response.
5. Use the *Select Previously Uploaded Documents* drop-down to associate a previously uploaded document with this finding response.
6. Click the *Save Response* button. The *Save Response* button will not be active until either a text description is provided in the *Lender Response to FHA* text box or at least one *Response Document* is uploaded/selected.

Note: At any point during a response, users with the “Indemnification Submission” role can view and electronically sign an Indemnification Agreement in lieu of other response types.

See section 1E – *Indemnification* for additional details.

Figure 7: Lender Response to Finding (Initial Level)

7. Complete steps 1-6 for every unacceptable finding.

Note: You may click the *Findings Overview* button at any time to return to the main screen.



8. Once all unacceptable findings have a response (either a text description is provided in the *Lender Response to FHA* text box or a *Response Document* is uploaded/selected), the *Complete Wrap-Up* button will become active on the *Findings Overview* screen.

The screenshot shows the 'FINDINGS OVERVIEW' screen in the LRS. On the left, there's a sidebar with 'Review Data' and 'Findings' tabs. Under 'Findings', there are sections for 'BI Finding (2)', 'BC Finding (1)', 'BA Finding (1)', 'PE Finding (4)', and 'BE Finding (1)'. Each section lists specific findings with status indicators (green check for acceptable, red triangle for unacceptable, yellow square for deficient). The main area shows a table of findings with columns for 'Defect Area', 'Rating', 'Findings', and 'SEVERITY TIER' (1, 2, 3, 4). The table lists findings for Borrower Income (BI), Borrower Credit/Liabilities (BC), Borrower Assets (BA), Property Eligibility (PE), Borrower Eligibility/Qualification (BE), and Lender Operations (LO). The overall rating is 'UNACCEPTABLE'. At the bottom right, there are buttons for 'Address Findings' and 'Complete Wrap-Up'.

Defect Area	Rating	Findings	SEVERITY TIER
			1 2 3 4
Borrower Income (BI)	UNACCEPTABLE	2	0 1 1 0
Borrower Credit/Liabilities (BC)	UNACCEPTABLE	1	0 1 0 0
Borrower Assets (BA)	DEFICIENT	1	0 0 1 0
Property Eligibility (PE)	UNACCEPTABLE	4	0 2 1 1
Borrower Eligibility/Qualification (BE)	UNACCEPTABLE	1	1 0 0 0
Lender Operations (LO)	DEFICIENT	1	0 0 1 0
TOTALS:		10	1 4 4 1

Figure 8: Findings Overview – Complete Wrap Up Enabled

9. Click the *Complete Wrap-Up* button and confirm that you want to submit your responses to FHA. The case will move from *Response Requests* to the *Under Review by FHA* section on the **Active Reviews** screen and will automatically advance to the next review level.

The screenshot shows the 'FINDINGS OVERVIEW' screen with a 'CONFIRM REVIEW LEVEL SUBMIT' dialog box open. The dialog box contains the text: 'Please confirm you have properly responded to all unacceptable findings before submitting this review back to FHA.' There are 'Cancel' and 'Confirm' buttons. The background shows the same findings table as Figure 8, but the overall rating is still 'UNACCEPTABLE'. The 'Complete Wrap-Up' button is visible at the bottom right.

Figure 9: Findings Overview – Confirm Review Level Submit

Note: Even if you have responded to all unacceptable findings, the responses are not submitted to FHA until the Wrap-Up step is completed. Failure to submit responses may result in missed due dates and the loss of response opportunities. Always check the **Active Reviews** screen after submitting a response; if a review still appears in the *Response Requests* section, then the response has not yet been submitted to FHA.



1.C Responding to Findings – Mitigation/Escalation Levels

The process for responding to findings is the same at all review levels. See section *1.B Responding to Findings – Initial Review Level* for step-by-step instructions.

Each finding will display the history of all previous review levels, including FHA's finding descriptions, your written responses and any response documents uploaded at each level.

Note: Only unacceptable findings (Tier 1 or 2 severity) that have not been Mitigated or Remediated require a response. Responses are not required for Deficient findings (Tier 3 or 4 severity) or Mitigated/Remediated findings, but optional responses are accepted for all findings of any severity/outcome.

The screenshot displays the LRS interface for responding to findings. The top navigation bar includes links for Active Reviews, Search, Binder Request, Create Self-Report, Completed Reviews, and Reports. The main header shows the Borrower Name, Property Address, Request Date (12/19/2017), Response Due (12/29/2017), and Review Level (Escalation).

The left sidebar lists findings categorized by severity and outcome:

- BI Finding (2): Unacceptable
- BC Finding (1): Remediated
- BA Finding (1): Deficient
- PE Finding (4): Unacceptable
 - PE.3.F: Not Mitigated
 - PE.11.G: Mitigated
 - PE.4.F: Mitigated
 - PE.6.B: Mitigated
- BE Finding (1): Mitigated
- LO Finding (1): Deficient

The main panel shows the details for finding PE.3.F - UNACCEPTABLE. It includes the source (Property flood requirements not met), cause (Possible misrepresentation /fraud- lender knew or should have known), and a link to the current response. The INITIAL section shows the severity (Tier 2: Unacceptable) and finding description. The LENDER RESPONSE TO FHA section shows the response date (12/19/2017), response by (MULE, JANE), and response description (This is a sample Lender Response to FHA at the Initial Review Level). The RESPONSE DOCUMENTS section shows two sample documents: Sample Response Document.jpg and Sample PDF Document.pdf, both with an Initial status.

The MITIGATION 1 section shows the severity (Tier 1: Unacceptable (Highest)) and finding description. The MITIGATION 2 section shows the severity (Tier 1: Unacceptable (Highest)) and finding description. The ESCALATION 1 section shows the severity (Tier 1: Unacceptable (Highest)) and finding description. The LENDER RESPONSE TO FHA section shows a text area for the lender response and a dropdown for previously uploaded documents (None). The bottom of the panel includes buttons for Choose File..., Findings Overview, and Save Response.

Figure 10: Lender Response to Finding (Mitigation/Escalation Levels)

Note: FHA may force the escalation of a review if it determines that additional lender responses are unlikely or unnecessary. In these cases, all applicable findings will display the following text: *Review Level not completed due to Forced Escalation by FHA.*



1.D Batch Management

Batches consist of multiple reviews grouped together for a single lender response. Loan reviews that are part of a batch will not move to the next review level until the current level is complete for all loans in the batch.

A batch may include an institution-level Operational Review as a part of the Lender Monitoring process and in other special cases. For each individual review (loan or operational), the process for responding to findings is consistent with the process on a single loan review.

Note: Operational reviews progress independently from loan reviews in the batch. Lender responses may be requested and operational reviews may escalate on a different timeframe than the rest of the batch.

Open a Batch

1. Click on the **Batches** tab from the left sidebar.
2. Click a **Batch ID** from the left sidebar.

Submit Operational Documents

These functions will only be available if FHA has requested operational documents for the review.

1. Click the *Choose File* button to upload an operational document.

Note: An error message will be displayed and the document will not be uploaded if it:

- Is larger than 20 megabytes
- Includes special characters in the file name
- Has a file name longer than 100 characters (including the file extension)
- Is not an accepted file type (LRS will only accept .JPG, .TIFF, and .PDF file formats)

BATCH [Batch ID] - [Batch Name]

Selection Reason	Status	Request Date	Response Due	Operational Documents Due
FHA Manual	Response Requested	12/19/2017	1/3/2018	1/2/2018

OPERATIONAL REVIEW

Case Number	Property Address	Rating	Status
...

OPERATIONAL DOCUMENTS (0)

Waiting for operational documents to be uploaded

[Choose File...](#)

Loan Reviews (5)

Case Number	Property Address	Rating	Status	BI	BC	LM	BA	PE	PA	BE	ME	LO
● [Case Number]	[Property Address]	U	Under Review									
● [Case Number]	[Property Address]	U	Under Review									
● [Case Number]	[Property Address]	U	Under Review									
● [Case Number]	[Property Address]	C	Completed									

Figure 11: Operational Documents Requested



2. Uploaded operational documents will appear in a table, which is sorted numerically (01-99) and alphabetically (A-Z) by default based on the document name. Clicking the *File Name* or *Date Uploaded* column header will sort the values in ascending or descending order. The *Operational Documents* header will include the total number of uploaded documents in parenthesis.

Note: FHA strongly recommends that lenders follow a consistent file naming convention for operational documents before uploading them in LRS. In most cases, FHA will provide a document request list with a number for each document type. Lenders should begin each document file name with the corresponding number from the request list, using 2-digits for each number (01, 02, 03...10, 11, 12, etc.) When multiple documents are provided for a particular request type, lenders should add a letter to the document name prefix (01.a, 01.b, etc.) This file naming convention will make sorting by document name in LRS much more effective.

3. Click the trash can icon to remove a document prior to submission.

Note: You will be able to upload or delete operational documents until FHA begins the Operational Review. When FHA begins the Operational Review, the *Choose File* button for operational documents becomes inactive and the trash can icon no longer appears.

The screenshot displays the LRS interface. On the left sidebar, there are tabs for 'Requests' and 'Batches', with 'Batches' currently selected. Below these tabs, there is a 'Batches' section showing a count of 5 and a link for 'PRA Info/OMB Control Numbers'. The main content area is divided into several sections. At the top, there is a 'BATCH' summary table with columns for Selection Reason, Status, Request Date, Response Due, and Operational Documents Due. Below this is the 'OPERATIONAL REVIEW' section, which contains a table with columns for Case Number, Property Address, Rating, Status, and various rating categories (GO, FP, ER, TR, SC, AF, QC, MA, MI, CP, MC, PP, ST, DP, FM). The 'Status' column shows 'Under Review'. Below the 'OPERATIONAL REVIEW' section is the 'OPERATIONAL DOCUMENTS (15)' section, which includes a table with columns for File Name and Date Uploaded. The table shows 15 documents, all with a date of 5/9/2019. Navigation links for 'Previous', '1', '2', and 'Next' are visible at the bottom of the document list.

Figure 12: Operational Documents Submitted



Operational Review

Operational Reviews can be accessed through both the **Active Reviews** and **Batch Summary** screens.

1. Click the *View/Edit* hyperlink to view the Operational Review.
2. Click either the **Findings** tab on the left side bar, or the *Address Findings* button on the **Findings Overview** screen to begin responding to unacceptable findings. Clicking the *Address Findings* button will navigate you to the first unacceptable finding that requires a response.

Note: The *Complete Wrap-up* button on the **Findings Overview** screen will be grayed out until a response has been provided for every unacceptable finding.

Defect Area	Rating	Findings	SEVERITY TIER
			1 2 3 4
Compliance Management (CM)	UNACCEPTABLE	1	1 0 0 0
Quality Control Program (QC)	UNACCEPTABLE	2	2 0 0 0
Origination Channels (OC)	DEFICIENT	1	0 0 0 1
Funding Facilities (FF)	DEFICIENT	1	0 0 0 1
Marketing and Advertising (MA)	UNACCEPTABLE	3	3 0 0 0
Training (TR)	UNACCEPTABLE	2	0 1 1 0
TOTALS:		10	6 1 1 2

Rating: **UNACCEPTABLE**

[Address Findings](#)

[Complete Wrap-Up](#)

Figure 13: Operational Review – Findings Triggered at Initial Review Level

Note: The process for responding to operational findings is consistent with the process for responding to loan-level findings. See section *1.B Responding to Findings – Initial Review Level* for step-by-step instructions.



Loan Reviews – Awaiting Lender Response (Initial)

1. Click on the hyperlink next to each case number in the *Loan Reviews – Awaiting Lender Response* section to review the results of FHA's review.

BATCH

Selection Reason: Test Case | Status: Response Requested | Location: HQ | Request Date: 5/20/2019 | Response Due: 5/27/2019

OPERATIONAL REVIEW

Case Number	Property Address	Rating	Status	GO	FP	ER	TR	SC	AF	QC	MA	MI	CP	MC	PP	ST	DP	FM
View/Edit		U	Under Review	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0

Loan Reviews - Awaiting Lender Response (1)

Case Number	Property Address	Rating	Status	BI	BC	LM	BA	PE	PA	BE	ME	LO
		U	Response Requested	0	2	1	0	0	1	1	0	1

Submit Batch

Figure 14: Batch Summary Screen

2. Address any unacceptable findings. See section 1.B Responding to Findings – Initial Review Level.

BE.7.F - UNACCEPTABLE

Source: CAIVRS, LDP/GSA authorization and/or court-ordered judgment issues and/or delinquent federal debt issues
Cause: Possible misrepresentation /fraud- lender knew or should have known

INITIAL
Severity: Tier 1: Unacceptable (Highest)
Finding Description: This is a sample comment to the Lender at the Initial Review Level.

LENDER RESPONSE TO FHA
This is a sample Lender Response to PHA at the Initial Review Level.

RESPONSE DOCUMENTS
Sample PDF Document.pdf
Sample Response Document.jpg

SELECT PREVIOUSLY UPLOADED DOCUMENTS
- Sample Response Document.jpg

Choose File... Findings Overview Save Response

Figure 15: Case Associated with a Batch – Unacceptable Finding



- Return to the **Batch Summary** screen by clicking the *Go to Batch Summary* button next to the *Address Findings* button on the bottom right corner of the Findings Overview screen.

Findings Overview

Defect Area	Rating	Findings	SEVERITY TIER			
			1	2	3	4
Borrower Credit/Liabilities (BC)	UNACCEPTABLE	2	0	1	1	0
LTV/Max Mortgage Amount (LM)	DEFICIENT	1	0	0	1	0
Property Appraisal (PA)	UNACCEPTABLE	1	0	1	0	0
Borrower Eligibility/Qualification (BE)	DEFICIENT	1	0	0	0	1
Lender Operations (LO)	DEFICIENT	1	0	0	1	0
TOTALS:		6	0	2	3	1

Rating: **UNACCEPTABLE**

[Go to Batch Summary](#) [Address Findings](#)

Figure 16: Case Associated with a Batch – Findings Overview

Note: There is no *Complete Wrap-up* button on individual reviews in a batch.

- Complete responses for all cases in the batch that have unacceptable findings.

Note: There are progress indicators next to each case that requires a response. An empty circle indicates that no responses have been completed for the case; half full indicates that some responses have been completed; full circles indicate that all required responses have been completed for the case.

BATCH

Selection Reason	Status	Location	Request Date	Response Due	Operational Documents Due
OIG Audit	Response Requested	HQ	5/20/2019	5/30/2019	5/31/2019

OPERATIONAL REVIEW

Case Number	Property Address	Rating	Status
---	---	---	---

OPERATIONAL DOCUMENTS (2)

File Name	Date Uploaded
---	5/20/2019
---	5/20/2019

[Choose File...](#)

Loan Reviews - Awaiting Lender Response (3)

Case Number	Property Address	Rating	Status	GS	DS	FC	LS
---	---	U	Response Requested	2	0	0	1
---	---	U	Response Requested	0	0	1	1
---	---	U	Response Requested	0	0	1	1

[Submit Batch](#)

Figure 17: Batch Summary Screen – Progress Indicators



- Click the *Submit Batch* button to send to FHA for review.

Note: The *Submit Batch* button will be inactive until all unacceptable findings for all reviews in the batch have a response. Operational Review responses can be submitted to FHA without batch submission, and responses to loan-level findings in a batch can be submitted without the Operational Review being completed.

Selection Reason	Status	Location	Request Date	Response Due	Operational Documents Due
OIG Audit	Response Requested	HQ	5/20/2019	5/30/2019	5/31/2019

Case Number	Property Address	Rating	Status
...

File Name	Date Uploaded
...	5/20/2019
...	5/20/2019

Case Number	Property Address	Rating	Status	GS	DS	FC	LS
...	...	U	Response Requested	2	0	0	1
...	...	U	Response Requested	0	0	1	1
...	...	U	Response Requested	0	0	1	1

Figure 18: Batch Summary Screen – Submit Batch Active

- Once you click the *Submit Batch* button, the header will change from *Loan Reviews – Awaiting Lender Response* to simply *Loan Reviews*. This indicates that FHA is currently reviewing the responses.



Review Batches – Awaiting Lender Response (Mitigation/Escalation)

1. After FHA reviews your initial responses, any additional response requests will be sent to you at the same time (with the exception of Operational Review response requests, which may travel independently).
2. When clicking on the **Batches** tab, you will see the loans in the *Loan Reviews* section with updated ratings and/or finding information. You will also see that the circles next to those cases are now empty again, indicating that a response is required.

BATCH

Selection Reason	Status	Location	Request Date	Response Due
Test Case	Response Requested	HQ	5/21/2019	5/26/2019

OPERATIONAL REVIEW

Case Number	Property Address	Rating	Status	GO	FP	ER	TR	SC	AF	QC	MA	MI	CP	MC	PP	ST	DP	FM
View/Edit	M	Completed		0	0	0	0	0	0	0	0	0	0	1	0	0	0	0

Loan Reviews - Awaiting Lender Response (4)

Case Number	Property Address	Rating	Status	BI	BC	LM	BA	PE	PA	BE	ME	LO
<input type="radio"/>		U	Response Requested	0	0	1	0	1	0	0	1	3
<input type="radio"/>		U	Response Requested	0	0	1	0	0	0	1	0	0
<input checked="" type="radio"/>		C	Completed	0	0	0	0	0	0	0	0	0
<input checked="" type="radio"/>		D	Completed	0	0	0	1	0	0	1	0	0

Submit Batch

Figure 19: Batch Summary Screen at Mitigation 1

3. Follow steps 1-6 above in the *Review Batches – Awaiting Lender Response (Initial)* section above.

Note: The same pattern will continue for the typical review level lifecycle of a single loan review.



1.E Indemnification

At any point during a response, users with the “Indemnification Submission” role can view and electronically sign an Indemnification Agreement by following the steps below.

Sign an Indemnification

1. Click the *Indemnification* button in the top right of the screen.

The screenshot shows the LRS interface with the 'Findings Overview' section. The left sidebar contains a 'Review Data' panel with fields for Review ID, Selection Reason (FHA MANUAL), Review Type (UNDERWRITING), Review Scope (F), Review Level (HQ ESCALATION 1), and Review Location (HQ). The main panel displays a table of findings with columns for Defect Area, Rating, Findings, and a SEVERITY TIER grid (1-4). The table lists defects such as Borrower Income (BI), Borrower Credit/Liabilities (BC), Borrower Assets (BA), Property Eligibility (PE), Borrower Eligibility/Qualification (BE), and Lender Operations (LO). The overall Rating is UNACCEPTABLE. Buttons for 'Address Findings' and 'Complete Wrap-Up' are visible at the bottom right.

Defect Area	Rating	Findings	SEVERITY TIER
			1 2 3 4
Borrower Income (BI)	UNACCEPTABLE	2	0 1 1 0
Borrower Credit/Liabilities (BC)	REMIEDIATED	1	0 1 0 0
Borrower Assets (BA)	DEFICIENT	1	0 0 1 0
Property Eligibility (PE)	UNACCEPTABLE	4	1 1 1 1
Borrower Eligibility/Qualification (BE)	MITIGATED	1	1 0 0 0
Lender Operations (LO)	DEFICIENT	1	0 0 1 0
TOTALS:		10	2 3 4 1

Rating: **UNACCEPTABLE**

Buttons: Address Findings, Complete Wrap-Up

Figure 20: Indemnification Button

2. Review the Indemnification Agreement.

The screenshot shows the LRS interface with the 'INDEMNIFICATION - CASE #' section. The left sidebar is identical to Figure 20. The main panel displays the full text of the 'INDEMNIFICATION AGREEMENT'. The agreement includes sections for Indemnification Number, Review ID, and the U.S. Department of Housing and Urban Development (HUD) and (Mortgagee) agree as follows: 1. Mortgagee agrees to indemnify HUD, as provided below, for losses which have been or may be incurred related to any FHA-insured mortgage identified in Appendix A. 2. Where, as of the date HUD executes this Indemnification Agreement, a HUD/FHA mortgage insurance claim has not yet been submitted to HUD, Mortgagee shall submit no claim for insurance. Nevertheless, for any mortgages Mortgagee is still servicing, Mortgagee shall continue to observe HUD requirements for servicing and payment of mortgage insurance premiums with respect to such mortgages. 3. In the event that a mortgage insurance claim on any of the mortgages covered by this Indemnification Agreement has already been paid or is paid in the future, Mortgagee shall indemnify HUD by paying HUD the amount of HUD's Investment, as defined below, minus HUD's Recovery (in the case of conveyance or assignment claims), as defined below, plus interest, penalties, and administrative fees as may be permitted by law if Mortgagee does not pay HUD timely. HUD's Investment includes, but is not limited to: the full amount of the insurance claim actually paid (including any loss mitigation claim(s)), all taxes and assessments paid or payable by HUD, all maintenance and operating expenses paid or payable by HUD (including costs of rehabilitation and preservation), expenses associated with the servicing and sale of a note, and all sales expenses and any other expenses HUD may incur in connection with its property disposition programs regarding FHA-insured mortgages. HUD's Recovery is the net proceeds HUD receives from the sale of the property or mortgage, plus any discount (such as under the Good Neighbor Next Door program) provided by HUD to the purchaser. If HUD's Recovery exceeds HUD's Investment, HUD will retain this excess. 4. In lieu of paragraph 3, in the event that a claim is paid, HUD may, at its option, assign a mortgage listed in this Indemnification Agreement to Mortgagee or convey to Mortgagee a property securing such mortgage. In the event of such assignment or conveyance, Mortgagee agrees to pay HUD the amount of HUD's Investment, as described above. 5. Where, after the date that this Indemnification Agreement is signed by HUD, any mortgage included in this Indemnification Agreement is refinanced into a non-credit-qualifying FHA refinance mortgage, this Indemnification Agreement will extend to the new mortgage. 6. Any material breach of the terms and conditions of this Indemnification Agreement shall constitute independent grounds for imposition of administrative sanctions by the Mortgage Review Board against Mortgagee pursuant to 24 CFR Part 25. WHEREFORE, the parties hereto have duly executed this Indemnification Agreement, effective when signed and dated by the U.S. Department of Housing and Urban Development. Buttons for 'Download PDF', 'e-Sign Indemnification', 'Cancel', and 'Save Response' are visible at the bottom.

INDEMNIFICATION AGREEMENT

Indemnification Number: [REDACTED]
Review ID: [REDACTED]

The U.S. Department of Housing and Urban Development (HUD) and (Mortgagee) agree as follows:

1. Mortgagee agrees to indemnify HUD, as provided below, for losses which have been or may be incurred related to any FHA-insured mortgage identified in Appendix A.
2. Where, as of the date HUD executes this Indemnification Agreement, a HUD/FHA mortgage insurance claim has not yet been submitted to HUD, Mortgagee shall submit no claim for insurance. Nevertheless, for any mortgages Mortgagee is still servicing, Mortgagee shall continue to observe HUD requirements for servicing and payment of mortgage insurance premiums with respect to such mortgages.
3. In the event that a mortgage insurance claim on any of the mortgages covered by this Indemnification Agreement has already been paid or is paid in the future, Mortgagee shall indemnify HUD by paying HUD the amount of HUD's Investment, as defined below, minus HUD's Recovery (in the case of conveyance or assignment claims), as defined below, plus interest, penalties, and administrative fees as may be permitted by law if Mortgagee does not pay HUD timely. HUD's Investment includes, but is not limited to: the full amount of the insurance claim actually paid (including any loss mitigation claim(s)), all taxes and assessments paid or payable by HUD, all maintenance and operating expenses paid or payable by HUD (including costs of rehabilitation and preservation), expenses associated with the servicing and sale of a note, and all sales expenses and any other expenses HUD may incur in connection with its property disposition programs regarding FHA-insured mortgages. HUD's Recovery is the net proceeds HUD receives from the sale of the property or mortgage, plus any discount (such as under the Good Neighbor Next Door program) provided by HUD to the purchaser. If HUD's Recovery exceeds HUD's Investment, HUD will retain this excess.
4. In lieu of paragraph 3, in the event that a claim is paid, HUD may, at its option, assign a mortgage listed in this Indemnification Agreement to Mortgagee or convey to Mortgagee a property securing such mortgage. In the event of such assignment or conveyance, Mortgagee agrees to pay HUD the amount of HUD's Investment, as described above.
5. Where, after the date that this Indemnification Agreement is signed by HUD, any mortgage included in this Indemnification Agreement is refinanced into a non-credit-qualifying FHA refinance mortgage, this Indemnification Agreement will extend to the new mortgage.
6. Any material breach of the terms and conditions of this Indemnification Agreement shall constitute independent grounds for imposition of administrative sanctions by the Mortgage Review Board against Mortgagee pursuant to 24 CFR Part 25.

WHEREFORE, the parties hereto have duly executed this Indemnification Agreement, effective when signed and dated by the U.S. Department of Housing and Urban Development.

Buttons: Download PDF, e-Sign Indemnification, Cancel, Save Response

Figure 21: Indemnification Agreement



3. To sign the Indemnification Agreement, click the *e-Sign Indemnification* button. Once you click the *e-Sign Indemnification* button, your name will appear on the signature line along with the date. LRS will also capture your user ID (M-ID) as part of the e-Signature record.

Figure 22: E-Signed Indemnification Agreement

Note: Manually signed indemnification agreement are not accepted except in rare cases when FHA has requested indemnification outside of LRS. In order to prevent lenders from printing and manually signing LRS Indemnification Agreements, the *Download PDF* button is only available after the e-signature has been completed. You may use this button to download a PDF version of the Indemnification Agreement for your records, but this is an optional step. The final FHA Indemnification Agreement with FHA signature will be accessible via the Completed Reviews screen. See section 5. *Completed Reviews* for more information.

4. Click the *Cancel* button to return to the **Findings Overview** screen. This will stop the indemnification process and will allow you to continue to respond to individual findings.
5. Click the *Save Response* button to save the Indemnification Agreement with your signature.



- Click the *Confirm* button on the **Confirm Indemnification** pop-up to submit the Indemnification Agreement to FHA or the *Cancel* button to return back to the Indemnification Agreement with no actions taken.

The screenshot displays the 'INDEMNIFICATION - CASE #' page in the Loan Review System. A 'CONFIRM INDEMNIFICATION' pop-up is centered on the screen, asking for confirmation to submit an indemnification for a specific case. The pop-up has a close button (X) and two main buttons: 'Cancel' and 'Confirm'. The background page shows a sidebar with 'Review Data' and 'Findings' tabs. The 'Review Data' tab is active, showing fields for Review ID, Selection Reason (FHA MANUAL), Review Type (UNDERWRITING), Review Scope (F), Review Level (HQ ESCALATION 1), and Review Location (HQ). The main content area displays the 'INDEMNIFICATION - CASE #' page, which includes a 'Download PDF' button and an 'e-Sign Indemnification' button. The page also contains a section for 'MORTGAGEE' and 'UNITED STATES, DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT' with fields for 'BY: Authorized Representative', 'DATED: 12/19/2017', and 'APPENDIX A'.

Figure 23: Confirm Indemnification Pop-Up

Note: FHA will review the Indemnification Agreement and has the option to either accept or reject it. If the indemnification is accepted, it will be shown on the **Completed Reviews** tab. See section 5. *Completed Reviews* for more information. A rejected Indemnification Agreement will require further actions and will be returned as a new Response Request at the next review level in sequence.

- Once FHA executes the Indemnification Agreement, all open unacceptable findings will be updated to a rating of Remediated.



2. Advanced Search

Search by Case Number(s)

1. From the Navigation Header, select **Search** to view the Advanced Search function. Only case numbers associated with your Lender ID that have a selection or review record in LRS will be returned in search results.
2. Click the *Search Fields* drop-down to determine the search execution criteria. There are three options in the *Search Fields* drop-down that include the ability to return *All Cases* or search by specific *Case Number(s)* or *Batch ID(s)*. Choose the *Case Number(s)* option in the drop-down.
3. Enter the desired case number(s) into the *Search Fields* text box.

Note: You can paste a list of cases from a document/file to select multiple cases. LRS allows case numbers in the format of XXX-XXXXXXX (including a dash) or XXXXXXXXXX (without a dash). Each case number must be separated by line breaks or commas. The *Search Fields* box has a 2,000 character limit (approximately 165 cases using the XXX-XXXXXXX format). Any characters over the limit will not be captured and will need to be entered in a separate search.

The screenshot displays the LRS (Loan Review System) interface. At the top, a navigation bar includes '★ LRS' and several tabs: 'Active Reviews', 'Search' (which is highlighted), 'Binder Request', 'Create Self-Report', 'Completed Reviews', and 'Reports'. Below the navigation bar, the 'SEARCH FIELDS' section is visible, featuring a dropdown menu currently set to 'Case Number(s)'. Below this dropdown is a large text input field. To the right of the input field are two buttons: 'Clear' and 'Search'. To the left of the input field, under the 'FILTERS' section, a list of filter categories is shown: 'PRODUCT TYPE', 'SELECTION REASON', 'SELECTION STATUS', 'REVIEW TYPE', 'REVIEW LEVEL', 'REVIEW STATUS', 'REVIEW LOCATION', and 'BINDER TYPE'. A 'Show All' link is positioned to the right of these filter categories. The main content area on the right side of the interface displays the message 'No results found'.

Figure 24: Advanced Search – Case Number Input

4. Click the *Clear* button to clear the text box of all contents.
5. Click the *Search* button to execute the search criteria.



Search by Batch ID(s)

1. Choose the *Batch ID(s)* option in the *Search Fields* drop-down.
2. Enter the desired Batch ID(s) into the text box.

Note: LRS only allows Batch IDs in the format of XXXXX-XXXX-XXX (including dashes). Each Batch ID should be separated by line breaks or commas. The text box has a limit of 2,000 characters (130 Batch IDs). Any characters entered over the limit will not be captured and will need to be entered in a separate search.

The screenshot shows the LRS Search interface. The top navigation bar includes '★ LRS', 'Active Reviews', 'Search' (highlighted), 'Binder Request', 'Create Self-Report', 'Completed Reviews', and 'Reports'. On the left, the 'SEARCH FIELDS' dropdown is set to 'Batch ID(s)'. Below it is a text input box with 'Clear' and 'Search' buttons. A 'FILTERS' section on the left lists 'PRODUCT TYPE', 'SELECTION REASON', 'SELECTION STATUS', 'REVIEW TYPE', 'REVIEW LEVEL', 'REVIEW STATUS', and 'REVIEW LOCATION', with a 'Show All' link. The main search area on the right displays 'No results found'.

Figure 25: Advanced Search – Batch ID Input

3. Click the *Clear* button to clear the text box of all contents.
4. Click the *Search* button to execute the search criteria.

View All Cases

1. Choose the *All Cases* option in the drop down to view all cases associated with your lending institution.

The screenshot shows the LRS Search interface. The top navigation bar is the same as in Figure 25. In the 'SEARCH FIELDS' dropdown, 'All Cases' is selected. The text input box is empty, and the 'Clear' and 'Search' buttons are visible. The 'FILTERS' section on the left is partially visible, showing 'PRODUCT TYPE' and 'SELECTION REASON'. The main search area on the right displays 'No results found'.

Figure 26: Advanced Search – All Cases

2. Click the *Search* button to execute the search criteria.



View Search Results

1. The executed search is sorted based on the Selection Date column by default and there is a limit of 200 case numbers shown on a single screen. When there are more than 200 case numbers returned in the search results, pagination links will be shown at the top and bottom of the section.

Note: Active loan reviews, loan selections (for which reviews have not yet started) and Lender Self-Reports that are closed by FHA without a review will appear in the search results. Cases associated with eCase Binders will have a yellow lightning bolt next to the case number.

★LRS

Active Reviews

Search

Binder Request

Create Self-Report

Completed Reviews

Reports

SEARCH FIELDS

Batch ID(s)

Clear

Search

FILTERS

PRODUCT TYPE

N/A

Purchase

Refinance

SELECTION REASON

OIG Audit

Test Case

SELECTION STATUS

N/A

Under Review

REVIEW TYPE

Underwriting

Servicing

Comprehensive

Operational

REVIEW LEVEL

Initial

Mitigation

Forced Indemnification

REVIEW STATUS

Completed

Response Requested

REVIEW LOCATION

HQ

BINDER TYPE

Paper

SEARCH RESULTS (10)

Export

Case Number	Batch	Product Type	Selection Date	Selection Reason	Selection Status	Review Type	Review Level	Review Status	Review Location	Last Action By
		Refinance	5/9/2019	OIG Audit	Under Review	Comprehensive	Forced Indemnification 1	Completed	HQ	
		Refinance	5/9/2019	Test Case	Under Review	Underwriting	Forced Indemnification 1	Completed	HQ	
		Refinance	5/9/2019	OIG Audit	Under Review	Comprehensive	Initial	Completed	HQ	
		Refinance	5/9/2019	OIG Audit	Under Review	Servicing	Initial	Completed	HQ	
			5/9/2019	OIG Audit		Operational	Mitigation 1	Completed	HQ	
			5/9/2019	Test Case		Operational	Mitigation 1	Completed	HQ	
		Purchase	5/9/2019	Test Case	Under Review	Underwriting	Mitigation 1	Response Requested	HQ	
		Refinance	5/21/2019	Test Case	Under Review	Underwriting	Initial	Completed	HQ	
		Purchase	5/21/2019	Test Case	Under Review	Underwriting	Mitigation 1	Response Requested	HQ	
		Refinance	5/21/2019	Test Case	Under Review	Underwriting	Initial	Completed	HQ	

Figure 27: Advanced Search – Search Results

Note: The *Selection Status* column can show statuses of *Pending Review*, *Under Review*, *Closed by FHA*, or *N/A*. The *Review Status* can show statuses of *Under Review*, *Response Requested*, *Completed*, *Closed by FHA*, or *N/A*. The *Last Action By* column will show the last name and first name of the last lender user who performed an action on the review.



2. Select a combination of *Product Type*, *Selection Reason*, *Selection Status*, *Review Type*, *Review Level*, *Review Status*, *Review Location* or *Binder Type* filters from the left sidebar.

Note: Filter options will only be displayed for cases that are currently applicable to the search. (e.g., if there are no loan reviews at the HQ Escalation level, no “HQ Escalation” filter will be shown in the *Review Level* section).

The screenshot displays the LRS (Loan Review System) interface. The top navigation bar includes 'LRS', 'Active Reviews', 'Search', 'Binder Request', 'Create Self-Report', 'Completed Reviews', and 'Reports'. The 'Search' tab is active. On the left, the 'SEARCH FIELDS' section includes a 'Batch ID(s)' input field and a 'Search' button. Below this, the 'FILTERS' section is expanded, showing various filter categories with counts: 'PRODUCT TYPE' (N/A: 0, Purchase: 0, Refinance: 4), 'SELECTION REASON' (OIG Audit: 2, Test Case: 2), 'SELECTION STATUS' (N/A: 0, Under Review: 4), 'REVIEW TYPE' (Underwriting: 2, Servicing: 1, Comprehensive: 1, Operational: 0), 'REVIEW LEVEL' (Initial: 4, Mitigation: 0, Forced Indemnification: 2), 'REVIEW STATUS' (Completed: 4, Response Requested: 0), 'REVIEW LOCATION' (HQ: 4), and 'BINDER TYPE' (Paper: 4). The 'SEARCH RESULTS (4)' section on the right shows a table with 11 columns: Case Number, Batch, Product Type, Selection Date, Selection Reason, Selection Status, Review Type, Review Level, Review Status, Review Location, and Last Action By. The table contains 4 rows of data, all with 'Refinance' as the Product Type and 'HQ' as the Review Location. An 'Export' button is located in the top right corner of the results section.

Case Number	Batch	Product Type	Selection Date	Selection Reason	Selection Status	Review Type	Review Level	Review Status	Review Location	Last Action By
		Refinance	5/9/2019	OIG Audit	Under Review	Comprehensive	Initial	Completed	HQ	
		Refinance	5/9/2019	OIG Audit	Under Review	Servicing	Initial	Completed	HQ	
		Refinance	5/21/2019	Test Case	Under Review	Underwriting	Initial	Completed	HQ	
		Refinance	5/21/2019	Test Case	Under Review	Underwriting	Initial	Completed	HQ	

Figure 28: Advanced Search – Filtered Search Results

3. To remove a specific filter, click that option again. To remove all filters, click *Show All*.
4. Click any column header to re-sort the search results by the values in that column.
5. Click the *Export* button to download a CSV file of the search results. The CSV file will only include case numbers that are currently shown on the screen – if the *Export* button is clicked with filters applied, only case numbers in the filtered list will be exported into the CSV file.
6. Click a case number hyperlink to be taken to a loan review or *View/Edit* to be taken to an operational review.

Note: Only reviews that have been assigned to an FHA reviewer will have a hyperlink. Loan selections and binder requests that have not been received by FHA will be included in the search results, but will not have a hyperlink since review information is not yet available.

7. Click a Batch ID hyperlink to be taken to the **Batch Summary** screen.



3. Binder Request

View Binder Requests

1. Select **Binder Request** from the main Navigation header.
2. Click a filter from the left sidebar to filter cases with different due dates. Select a combination of *Review Location*, *Selection Reason*, *Product Type*, or *Review Type* filters from the left sidebar. To remove a filter, click that option again. To remove all filters, click *Show All*.

Note: Filter options will only be displayed for information that is currently applicable to the **Binder Request** screen (e.g., if there are no binders due today, that filter will not be displayed).

Note: The *Days Since Request* column displays the number of business days that have passed since the binder was requested by FHA. Binder Requests will be automatically removed once FHA receives the binder.

The screenshot shows the LRS interface with the 'Binder Request' tab selected. The left sidebar contains filters for Review Location, Selection Reason, Product Type, and Review Type. The main area displays a table of 43 binder requests with columns for Case Number, Review Location, Selection Reason, Product Type, Review Type, Request Date, and Days Since Request.

Case Number	Review Location	Selection Reason	Product Type	Review Type	Request Date	Days Since Request
	SNA-QAD	Early Payment Defaults	Purchase	Underwriting	5/6/2019	12
	ATL-PUD	Early Payment Defaults	Purchase	Underwriting	5/6/2019	12
	PHI-PUD	Early Payment Defaults	Refinance	Underwriting	5/7/2019	11
	PHI-PUD	Early Payment Defaults	Refinance	Underwriting	5/7/2019	11
	ATL-QAD	Early Payment Defaults	Refinance	Underwriting	5/7/2019	11
	DEN-PUD	Early Payment Defaults	Purchase	Underwriting	5/8/2019	10
	PHI-PUD	Early Payment Defaults	Purchase	Underwriting	5/8/2019	10
	ATL-PUD	Early Payment Defaults	Refinance	Underwriting	5/8/2019	10
	PHI-QAD	Early Payment Defaults	Purchase	Underwriting	5/8/2019	10
	PHI-PUD	Early Payment Defaults	Refinance	Underwriting	5/8/2019	10
	PHI-QAD	Early Payment Defaults	Refinance	Underwriting	5/8/2019	10
	PHI-PUD	Early Payment Defaults	Refinance	Underwriting	5/8/2019	10
	HQ	OIG Audit	Refinance	Comprehensive	5/9/2019	9
	HQ	OIG Audit	Refinance	Comprehensive	5/9/2019	9
	HQ	OIG Audit	Purchase	Servicing	5/9/2019	9
	HQ	OIG Audit	Refinance	Servicing	5/9/2019	9
	HQ	OIG Audit	Purchase	Servicing	5/9/2019	9
	HQ	OIG Audit	Purchase	Servicing	5/9/2019	9
	HQ	OIG Audit	Refinance	Servicing	5/9/2019	9
	HQ	OIG Audit	Refinance	Servicing	5/9/2019	9

Figure 29: Binder Requests

Note: LRS does not accept eCase Binders directly. Lenders with approval to submit eCase Binders must continue to submit them by following the instructions in FHA's *Electronic Case Binder Developer's Guide*.

Binder requests stay open in LRS until receipt is confirmed by the designated review location. LRS receipt typically does not occur on the same day as the binder is logged into FHA Connection. When eCase Binders are received in FHA Connection, they are automatically confirmed in LRS the next business day. Paper binders received by the Homeownership Center (HOC) mailroom must still be manually confirmed in LRS by HOC staff.



4. Create Self-Report

Lenders must self-report cases to FHA in accordance with HUD's Single Family Housing Policy Handbook 4000.1. Any lender with access to LRS can report any endorsed case.

Add Case(s) to Self-Report

1. Select **Create Self-Report** from the main Navigation header to open the **Add Case(s) to Self-Report** screen.
2. Choose a *Review Type* that corresponds to the issue you are self-reporting.

Note: Choose *Underwriting* for issues that occurred at loan origination. Choose *Servicing* for any issues related to servicing or loss mitigation, including loan modifications.

3. Enter a case number, or multiple case numbers, in the *Enter Case Number(s)* field.

Note: You can paste a list of cases from a document or other file to select multiple cases at once. Case numbers should be separated by line breaks or commas.

Figure 30: Add Cases to Self-Report – Review Type Drop-Down

4. Click the *Add* button.

Note: If the case entered is currently Under Review or Pending Review, an error/warning message will be shown. These cases cannot be submitted as Self-Reports until the active review is complete. You may contact the FHA Resource Center to notify FHA that you were attempting to self-report a case, but were unable to do so because of an active LRS review.



LRS

Active ReviewsSearchBinder RequestCreate Self-ReportCompleted ReviewsReports

1) Add Case(s) to Self-Report2) Add Case Details:

Review Type +

Underwriting

Enter Case Number(s)

Add

	Case #	Borrower Name	Property Address	Errors/Warnings
				Pending Review
				Pending Review
				Under Review
				Under Review
				Under Review
				Under Review
				Pending Review
				Pending Review
				Under Review
				Under Review
				Under Review

Clear

Next Step

Figure 31: Add Cases to Self-Report – Cases Listed

5. To remove a case from the list, click the trash can icon to the left of a case number. You may also click the *Clear* button near the bottom of the screen to remove all cases and information.



- Click *Confirm* on the **Please Confirm** pop-up to complete the removal. Click *Cancel* to return to the **Add Case(s) to Self-Report** screen with no actions taken.

The screenshot shows the LRS interface with the 'Create Self-Report' tab selected. A 'PLEASE CONFIRM' pop-up is displayed, asking 'Are you sure you want to remove case: [redacted]?' with 'Cancel' and 'Confirm' buttons. The background form has a 'Review Type' dropdown set to 'Underwriting' and an 'Enter Case Number(s)' text area. Below these is an 'Add' button. A table lists cases with columns for Case #, Borrower Name, Property Address, and Errors/Warnings. The table contains 7 rows of data. At the bottom right are 'Clear' and 'Next Step' buttons.

Case #	Borrower Name	Property Address	Errors/Warnings
[redacted]	[redacted]	[redacted]	⚠ Pending Review
[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]	⚠ Under Review
[redacted]	[redacted]	[redacted]	⚠ Under Review
[redacted]	[redacted]	[redacted]	⚠ Pending Review
[redacted]	[redacted]	[redacted]	⚠ Pending Review
[redacted]	[redacted]	[redacted]	⚠ Under Review

Figure 32: Add Cases to Self-Report – Remove Cases Confirmation Pop-Up

- Once you are sure that the correct cases are listed for your Self-Report, click the *Next Step* button near the bottom of the screen.



Add Case Details

1. Select the most appropriate category or multiple categories under the *Defect Areas* section.

Figure 33: Add Case Details Screen

2. If fraud has been detected for the selected case(s), use the drop-down menu to select the *Type of Fraud* and *Fraud Participants*.

Figure 34: Add Case Details – Fraud Participants Drop-Down



3. Enter any pertinent information in the *Findings and Corrective Actions* text boxes.
4. If applicable, click the *Loan Covered Under Settlement with HUD* checkbox.
5. Click the *Clear* button to clear all information from the **Add Case Details** screen and return to the **Add Cases to Self-Report** screen.
6. Click the *Submit* button to submit all information to FHA.
7. Click the *OK* button on the **Submission Successful** pop-up.

Figure 35: Add Case Details – Submission Successful Pop-Up

Note: FHA does not always initiate the review of self-reported case(s) immediately. You can confirm submission by using the **Reports** function to access the *Lender Self-Report List*. New cases and self-reported information will appear on this list one business day after they are submitted. See section 6. *Reports* for more information.

Once FHA initiates the review, subsequent actions depend on the *Review Type* selected:

For *Underwriting* reviews, LRS will automatically initiate an endorsement binder request from the underwriting lender (for LI cases) or from FHA's record center. Once the binder is received, the case will be assigned to a reviewer and will be visible on the **Active Reviews** screen for the underwriting lender of record, who will be responsible for responding to any review findings.

For *Servicing* reviews, the case will be displayed on the **Binder Request** screen for the servicer of record. However, there will be no automatic binder request. If servicing documentation is needed prior to the review, FHA will email the lender's Administrative Contact to request specific documentation. Once documentation is received (if needed), the case will be assigned to a reviewer and will be visible on the **Active Reviews** screen for the servicing lender, who will be responsible for responding to any review findings.

All information submitted in the self-report will be provided to the FHA reviewer.



5. Completed Reviews

View Completed Reviews

1. Select the **Completed Reviews** tab from the main Navigation header. The **Reviews** tab in the left sidebar will open by default.

Note: The results on the Completed Reviews tab are sorted by most recent completion date by default.

2. Only reviews completed in the past three months will appear in the default list. To change this selection, select a date under the Oldest field, which will automatically update the Newest field to three months after the selected Oldest date. The list will only include reviews completed within the designated date range.
3. Click a *Final Rating*, *Final Review Level*, or *Selection Reason* filter to filter the list of Completed Reviews.

Note: Filter options will only be displayed for reviews that are applicable to the **Completed Reviews** tab (e.g., if no loan reviews were completed at an Escalation review level, Escalation will not be shown on the left sidebar).

The screenshot displays the LRS (Loan Review System) interface for the 'Completed Reviews' tab. The top navigation bar includes 'LRS', 'Active Reviews', 'Search', 'Binder Request', 'Create Self-Report', 'Completed Reviews' (selected), and 'Reports'. The left sidebar contains a 'Reviews' tab (selected) and a 'Batches' tab. Below these are filters for 'DATE RANGE' (Oldest to Newest), 'FILTERS' (CASE NUMBER SEARCH), 'FINAL RATING' (Conforming: 66, Mitigated: 72, Remediated: 20, Unacceptable: 7, Deficient: 39), 'FINAL REVIEW LEVEL' (Initial: 95, Mitigation: 55, Escalation: 32, Indemnification: 18, Forced Indemnification: 4), and 'SELECTION REASON' (Early Claims: 11, Early Payment Defaults: 115, FHA Manual: 8, Lender Self-Report: 1, Monthly Random: 3, Monthly Risk Threshold: 38, OIG Audit: 10, Review Location QC: 9, Test Case: 9). The main content area is titled 'COMPLETED REVIEWS (204)' and shows a table of reviews with columns: Case Number, Batch, Selection Reason, Final Review Level, Final Rating, Completed Date, and Last Action By. The table lists 10 rows of data, including Test Case, OIG Audit, and FHA Manual reviews, with various final ratings and completion dates.

Case Number	Batch	Selection Reason	Final Review Level	Final Rating	Completed Date	Last Action By
		Test Case	Initial	Conforming	5/21/2019	
		Test Case	Initial	Deficient	5/21/2019	
		Test Case	Mitigation 1	Mitigated	5/9/2019	
		OIG Audit	Mitigation 1	Mitigated	5/9/2019	
		Test Case	Initial	Deficient	5/9/2019	
		FHA Manual	Mitigation 2	Mitigated	5/9/2019	
		OIG Audit	Indemnification 1	Remediated	5/9/2019	
		OIG Audit	Forced Indemnification 1	Unacceptable	5/9/2019	
		OIG Audit	Indemnification 1	Remediated	5/9/2019	
		OIG Audit	Indemnification 1	Remediated	5/9/2019	

Figure 36: Completed Reviews – Reviews Tab



- Click a *Case Number* or *Batch ID* hyperlink to view a completed review or details for a completed batch.

The screenshot shows the 'FINDINGS OVERVIEW' page. On the left, there's a sidebar with 'Review Data' and 'Findings' tabs. The 'Review Data' tab is active, showing fields like Review ID, Selection Reason (EARLY PAYMENT DEFAULTS), Review Type (UNDERWRITING), Review Scope (F), Review Level (ESCALATION 2), and Review Location (PHI-QAD). The main area displays a table of findings with columns for Defect Area, Rating, Findings, and a SEVERITY TIER grid (1-4). The findings listed are 'Borrower Income (BI)' and 'Borrower Assets (BA)', both with a 'MITIGATED' rating. The 'TOTALS' row shows 2 findings. At the bottom, there are buttons for 'Address Findings' and 'Complete Wrap-Up'.

Defect Area	Rating	Findings	SEVERITY TIER			
			1	2	3	4
Borrower Income (BI)	MITIGATED	1	0	1	0	0
Borrower Assets (BA)	MITIGATED	1	0	1	0	0
TOTALS:		2	0	2	0	0

Rating: **MITIGATED**

Buttons: Address Findings, Complete Wrap-Up

Figure 37: Findings Overview for a Completed Review

View Completed Reviews: Batches

- Select the **Completed Reviews** tab from the main Navigation header.
- Click on the **Batches** tab in the left sidebar.
- Click a *Batch ID* from the left sidebar to view the details for a completed batch.

Note: Only batches where all loan reviews in the batch have been completed will be shown.

The screenshot shows the 'Batches' tab in the 'Completed Reviews' section. The left sidebar has 'Reviews' and 'Batches' tabs, with 'Batches' selected. It shows a list of batches with columns for Selection Reason, Status, Location, and Completed Date. The main area displays the 'OPERATIONAL REVIEW' for a selected batch, showing a table with columns for Case Number, Property Address, Rating, Status, and various defect areas (GO, FP, ER, TR, SC, AF, QC, MA, MI, CP, MC, PP, ST, DP, FM). Below this, there's a 'Loan Reviews (4)' section showing a table with columns for Case Number, Property Address, Rating, Status, and various defect areas (BI, BC, LM, BA, PE, PA, BE, ME, LO).

Case Number	Property Address	Rating	Status	GO	FP	ER	TR	SC	AF	QC	MA	MI	CP	MC	PP	ST	DP	FM
View/Edit		M	Completed	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0

Case Number	Property Address	Rating	Status	BI	BC	LM	BA	PE	PA	BE	ME	LO
		C	Completed	0	0	0	0	0	0	0	0	0
		R	Completed	0	0	1	0	1	0	0	1	3
		D	Completed	0	0	0	1	0	0	1	0	0
		R	Completed	0	0	1	0	0	0	1	0	0

Figure 38: Completed Reviews – Batches Tab

- Click the *Case Number* or *View/Edit* hyperlink to view a completed review that is part of the selected batch.



Optional Responses to Findings in a Completed Review

Lenders may submit optional responses to any finding in a completed review. Submission of optional responses does not trigger assignment to an FHA reviewer. FHA will only review optional responses through exception processes initiated outside of LRS, and only if necessary.

The process for submitting optional responses is consistent with the process for submitting required responses. See section *1.B Responding to Findings – Initial Review Level* for step-by-step instructions.

Each finding will display the history of all previous review levels, including FHA's finding descriptions, your written responses and any response documents uploaded at each level prior to completion of the review.

The screenshot displays the LRS (Loan Review System) interface. The top navigation bar includes 'LRS', 'Active Reviews', 'Search', 'Binder Request', 'Create Self-Report', 'Completed Reviews', and 'Reports'. Below this is a search bar with fields for 'Borrower Name', 'Property Address', 'Request Date', 'Response Due', and 'Review Level' (set to 'HQ Escalation').

The main content area is divided into two panels. The left panel, titled 'Findings', shows a list of findings: 'BA Finding (1)' (Unacceptable), 'BA.1.A' (Not Mitigated), 'BE Finding (1)' (Deficient), and 'BE.5.A' (selected). The right panel displays details for finding 'BE.5.A - DEFICIENT'. It includes the source 'Borrower credit score' and cause 'Eligibility/qualification not supported by documentation'. The 'INITIAL' section shows 'Severity: Tier 3: Deficient' and 'Finding Description: This is an example comment to lender.' The 'MITIGATION 1' section shows 'Severity: Tier 3: Deficient' and 'Finding Description:'. The 'LENDER RESPONSE TO FHA (OPTIONAL)' section shows 'RESPONSE DATE: 12/9/2019', 'RESPONSE BY: [redacted]', and 'RESPONSE DESCRIPTION: This is an optional response to a deficient finding.' The 'RESPONSE DOCUMENTS (OPTIONAL)' section shows 'ExampleResponseDocument.tif' and 'Mitigation 1'.

The bottom panel shows the 'HQ ESCALATION 2' section, which includes 'Severity: Tier 3: Deficient' and 'Finding Description:'. The 'LENDER RESPONSE TO FHA (OPTIONAL)' section shows 'This is an optional response to FHA in a completed review.' The 'RESPONSE DOCUMENTS (OPTIONAL)' section shows 'ExampleResponseDocument.jpg' and a 'SELECT PREVIOUSLY UPLOADED DOCUMENTS' dropdown menu with '- ExampleResponseDocument.jpg' selected. At the bottom, there are buttons for 'Choose File...', 'Findings Overview', and 'Save Response'.

Figure 39: Optional Response to a Finding in a Completed review

1. After entering text and/or uploading documents, click the *Save Response* button.
2. Return to the completed review at any time to edit text or add/delete documents from the final optional response to any finding. Only the most recent edits to the final response will be saved for each finding.



6. Reports

LRS uses a commercial off-the-shelf module called MicroStrategy to provide pre-built reports and downloadable data to lenders. All reports and data are automatically filtered to the Lender ID associated with the current user.

Only some MicroStrategy functions are available through LRS, but lenders can use downloadable data to build reports using their own analytical tools.

6.A Accessing Reports

1. Select **Reports** from the main Navigation header.
2. Click the *LRS Reports* icon.

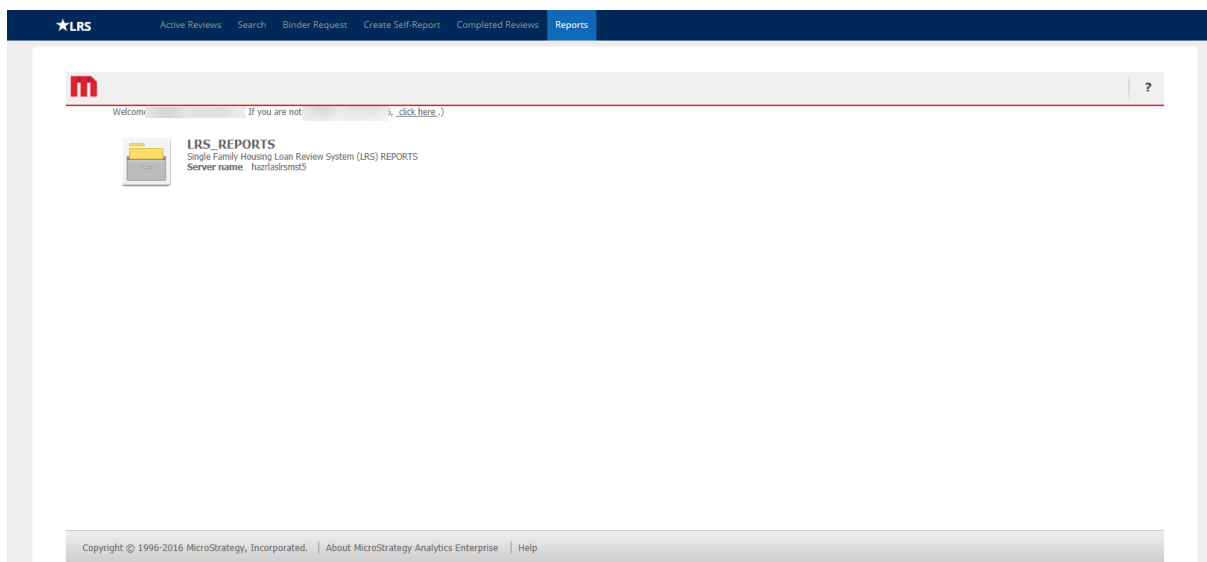


Figure 40: LRS Reports Icon

3. Click the *Shared Reports* icon.

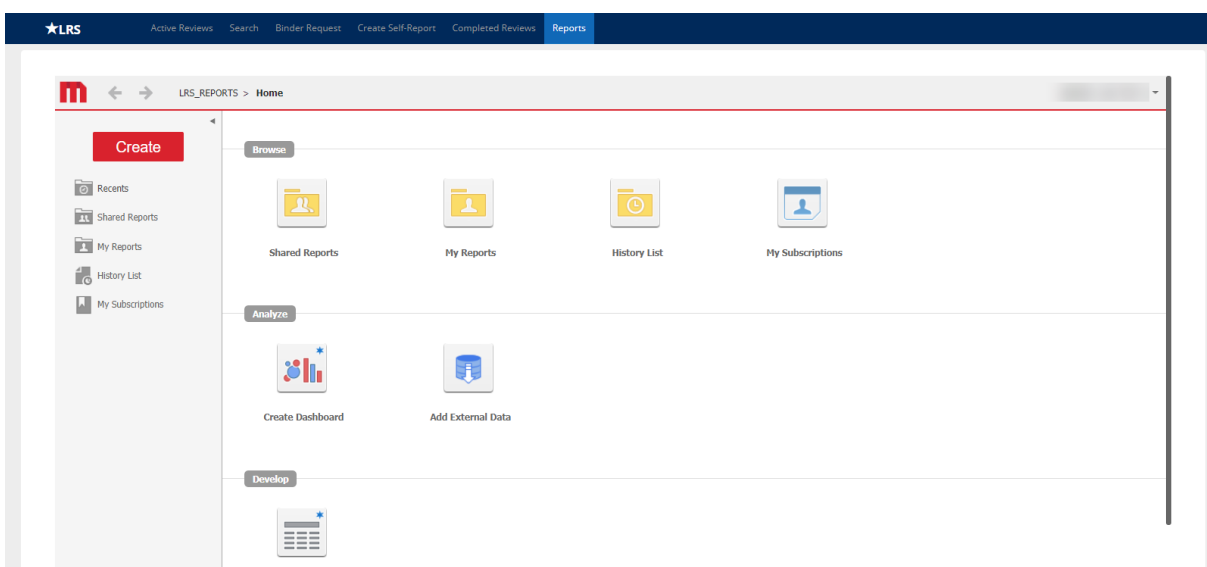


Figure 41: Shared Reports Icon



- Click on the *Lender Reports* icon to view and download reports.

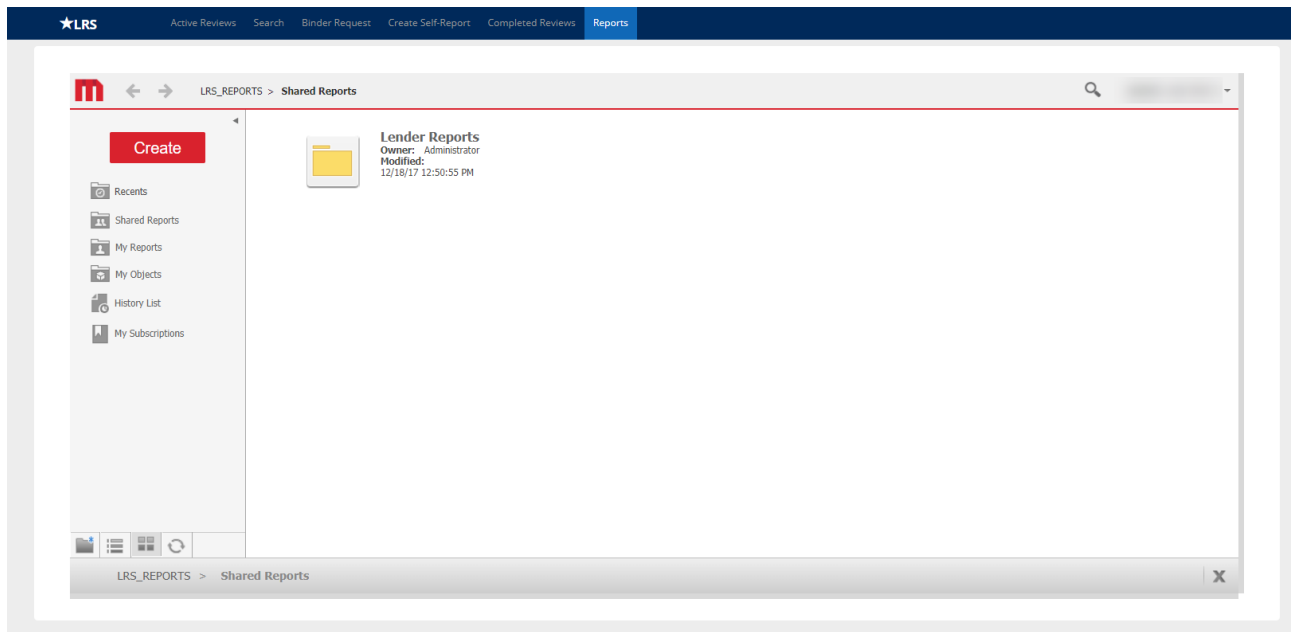


Figure 42: Lender Reports Icon

- Hover over a report for export options. *Export* will allow you to download the report as an Excel document. *PDF* will export the report as a PDF document.

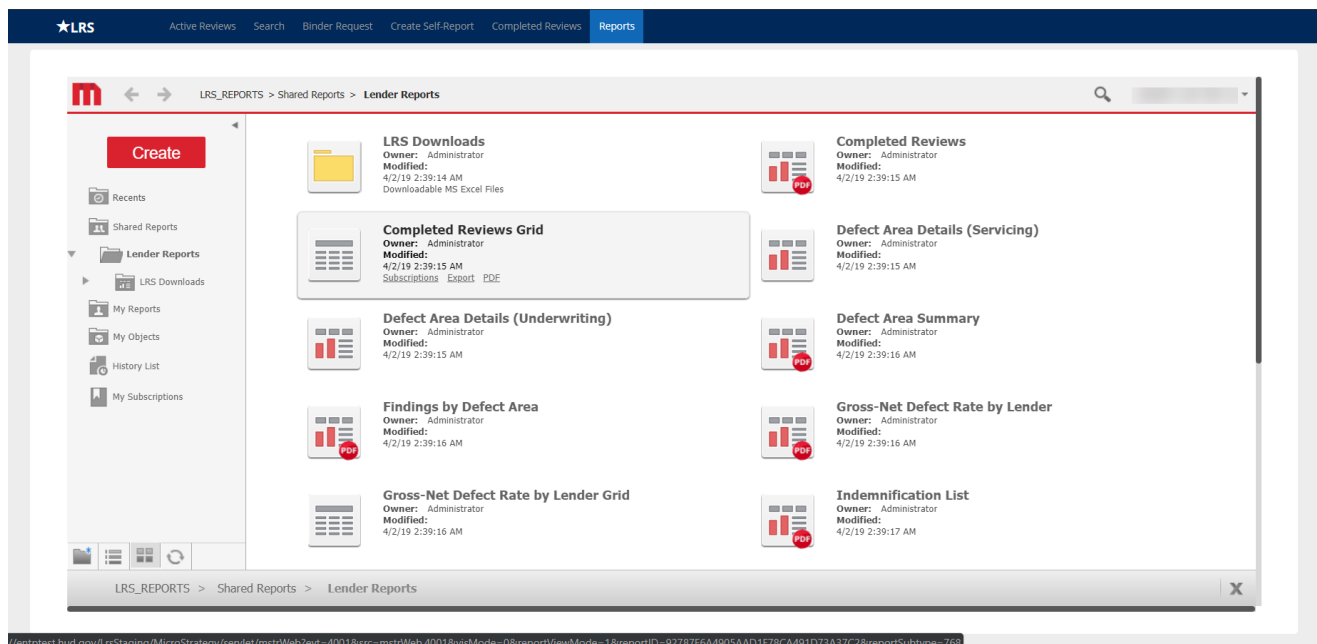


Figure 43: Lender Reports Folder



6.B Launching Pre-Built Reports

Indemnification List

1. Click the *Indemnification List* icon to open the report in the MicroStrategy filter view.
2. Choose the preferred start and end dates or leave the default dates selected.

Export

Cancel

Figure 44: Indemnification List Filters

3. Click the *Export* button to run the report.

Indemnification List 1 / 1

Indemnification List
Agreement Date between 05/14/2017 and 08/14/2017

Case Number	LRS Review ID	Endorsement Date	Agreement Date	Agreement Number	Term	Expiration Date	Document Link
					Life of Loan	04/10/2047	INDEMN LETTER
					Life of Loan	12/29/2046	INDEMN LETTER
					Life of Loan	12/29/2046	INDEMN LETTER
					Life of Loan	12/27/2031	INDEMN LETTER
					5 Year	06/01/2022	INDEMN LETTER
					5 Year	12/27/2021	INDEMN LETTER
					Life of Loan	12/30/2046	INDEMN LETTER

Page 1 of 1 08/14/2017

Figure 45: Indemnification List – PDF Version



4. Click the *INDEM LETTER* hyperlink in the far right column of the report to view/download the eSigned Indemnification Agreement.

final (7).pdf 1 / 2

INDEMNIFICATION AGREEMENT

Indemnification Number: [REDACTED]
Review ID: [REDACTED]

The U.S. Department of Housing and Urban Development (HUD) and [REDACTED], (Mortgagee) agree as follows:

1. Mortgagee agrees to indemnify HUD, as provided below, for losses which have been or may be incurred related to any FHA-insured mortgage identified in Appendix A.
2. Where, as of the date HUD executes this Indemnification Agreement, a HUD/FHA mortgage insurance claim has not yet been submitted to HUD, Mortgagee shall submit no claim for insurance. Nevertheless, for any mortgages Mortgagee is still servicing, Mortgagee shall continue to observe HUD requirements for servicing and payment of mortgage insurance premiums with respect to such mortgages.
3. In the event that a mortgage insurance claim on any of the mortgages covered by this Indemnification Agreement has already been paid or is paid in the future, Mortgagee shall indemnify HUD by paying HUD the amount of HUD's Investment, as defined below, minus HUD's Recovery (in the case of conveyance or assignment claims), as defined below, plus interest, penalties, and administrative fees as may be permitted by law if Mortgagee does not pay HUD timely. HUD's Investment includes, but is not limited to: the full amount of the insurance claim actually paid, including any loss mitigation claim(s), all taxes and assessments paid or payable by HUD, all maintenance and operating expenses paid or payable by HUD (including costs of rehabilitation and preservation), expenses associated with the servicing and sale of a note, and all sales expenses and any other expenses HUD may incur in connection with its property disposition programs regarding FHA-insured mortgages. HUD's Recovery is the net proceeds HUD receives from the sale of the property or mortgage, plus any discount (such as under the Good Neighbor Next Door program) provided by HUD to the purchaser. If HUD's Recovery exceeds HUD's Investment, HUD will retain this excess.
4. In lieu of paragraph 3, in the event that a claim is paid, HUD may, at its option, assign a mortgage listed in this Indemnification Agreement to Mortgagee or convey to Mortgagee a property securing such mortgage. In the event of such assignment or conveyance, Mortgagee agrees to pay HUD the amount of HUD's Investment, as described above.
5. Where, after the date that this Indemnification Agreement is signed by HUD, any mortgage included in this Indemnification Agreement is refinanced into a non-credit-qualifying FHA refinance mortgage, this Indemnification Agreement will extend to the new mortgage.
6. Any material breach of the terms and conditions of this Indemnification Agreement shall constitute independent grounds for imposition of administrative sanctions by the Mortgagee Review Board against Mortgagee pursuant to 24 CFR Part 25.

WHEREFORE, the parties hereto have duly executed this Indemnification Agreement, effective when signed and dated by the U.S. Department of Housing and Urban Development.

Figure 46: E-Signed Indemnification Agreement



Lender Self Report List Summary

1. Navigate to the *Lender Reports* folder. Click the *Lender Self Report List Summary* icon to open the report in the MicroStrategy filter view.

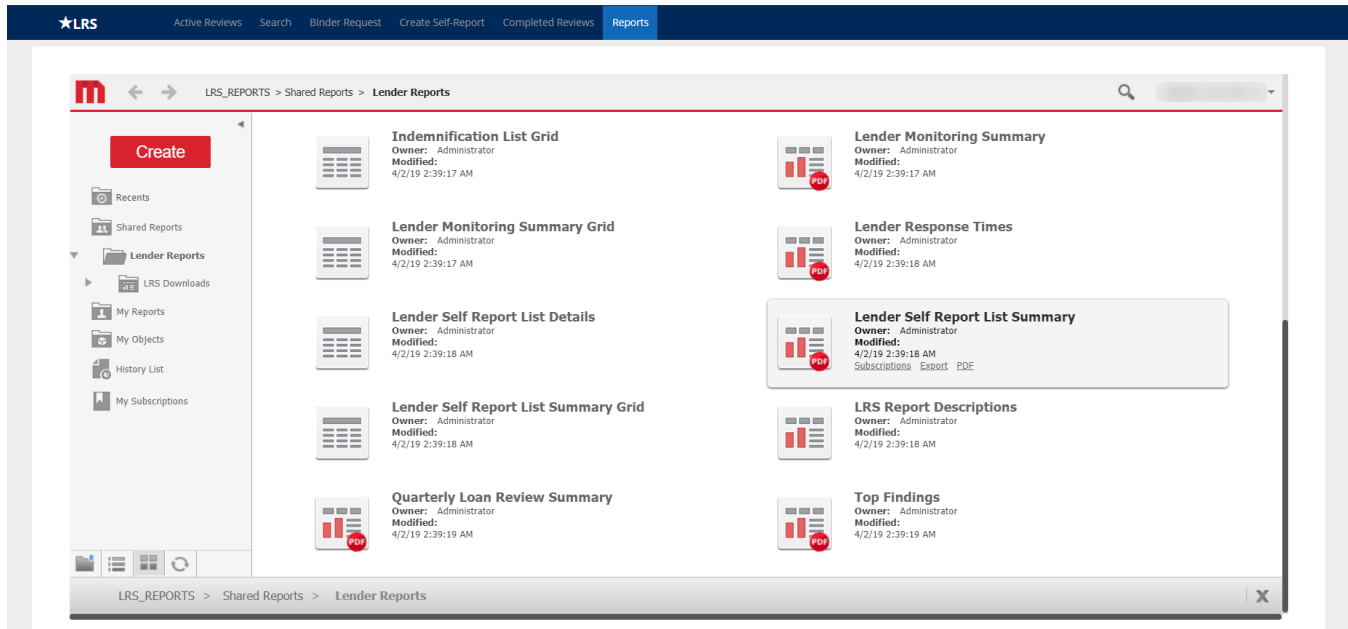


Figure 47: Lender Reports Folder

2. Choose the preferred start and end dates or leave the default dates selected.

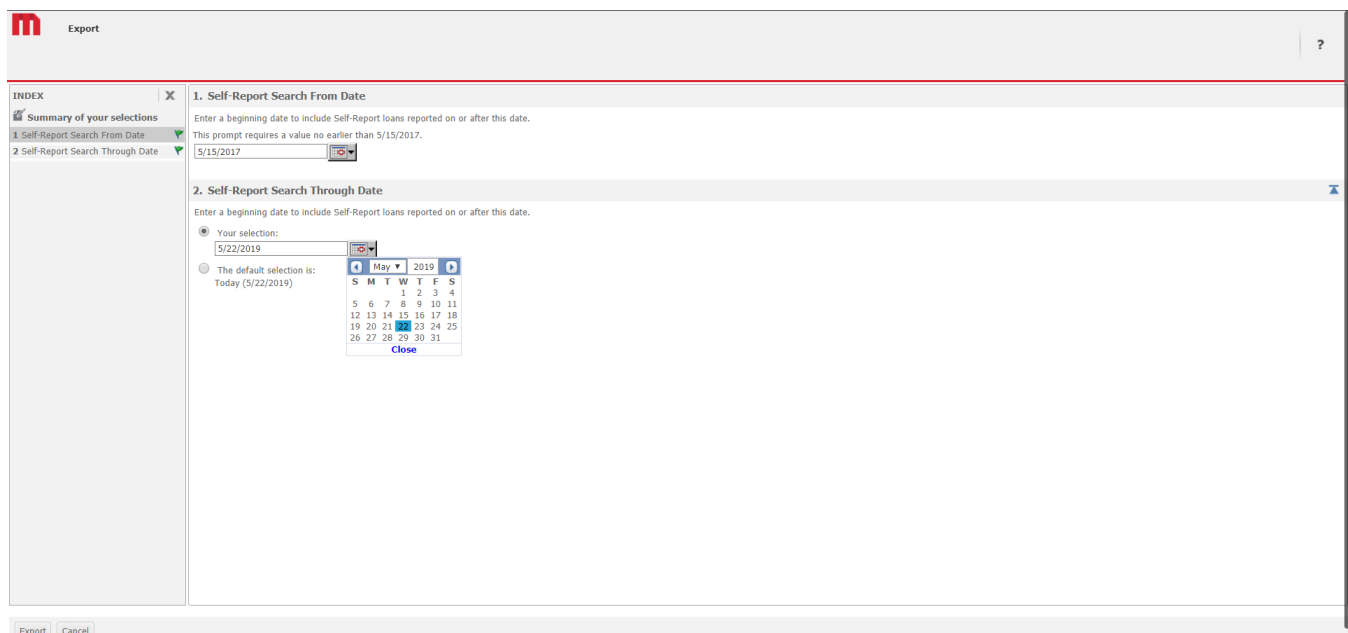


Figure 48: Lender Self-Report List Summary Filters



3. Click the *Export* button to run the report.

Lender Self-Report List Summary
Date Reported between 05/15/2017 and 05/22/2019

Case Number	Review Type	Date Reported	Current Status	Covered Under Settlement with HUD	Findings	Corrective Actions
	Underwriting	03/21/2019	Under Review	N		
	Underwriting	03/21/2019	Under Review	N		
	Underwriting	03/21/2019	Under Review	N		
	Underwriting	03/21/2019	Under Review	N		
	Underwriting	03/07/2019	Under Review	N		
	Underwriting	02/20/2019	Under Review	N		
	Underwriting	02/20/2019	Under Review	N		
	Underwriting	02/20/2019	Under Review	N		
	Underwriting	02/20/2019	Under Review	N		
	Underwriting	02/20/2019	Under Review	N		
	Underwriting	02/20/2019	Under Review	N		
	Underwriting	02/20/2019	Under Review	N		
	Underwriting	02/20/2019	Under Review	N		
	Underwriting	02/20/2019	Under Review	N		
	Underwriting	02/20/2019	Under Review	N		

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Figure 49: Lender Self-Report List Summary (PDF)

Note: For additional Lender Self-Report details and sortable data in Excel format, choose the *Lender Self Report List Details* icon from the main *Lender Reports* folder.



6.C Downloadable Data

LRS provides downloadable data so that lenders can create their own reports. Three datasets are available:

- *Review-Selection Data* contains fields that apply to each review (or to each selection if a review record has not yet been created). Each row represents a single review.
- *Review Level Data* contains fields that apply to each review level. This data may change from level to level for any given review. Each row represents a single review level, so a review that resulted in four total levels will have four rows in the dataset.
- *Findings Data* contains fields that apply to each finding logged for each review. Each row represents a single finding, so a review that resulted in three total findings will have three rows in the dataset.

Each dataset begins with a common group of approximately 10 fields. These can be used to link the datasets for more advanced analytics.

Note: For completed reviews, any field with “Current” in the name was the final version of that field.

Exporting into Excel/CSV Format

1. Navigate to the Lender Reports folder. See section 6A – *Accessing Reports* for details.
2. Click on the *LRS Downloads* icon to view downloadable datasets.

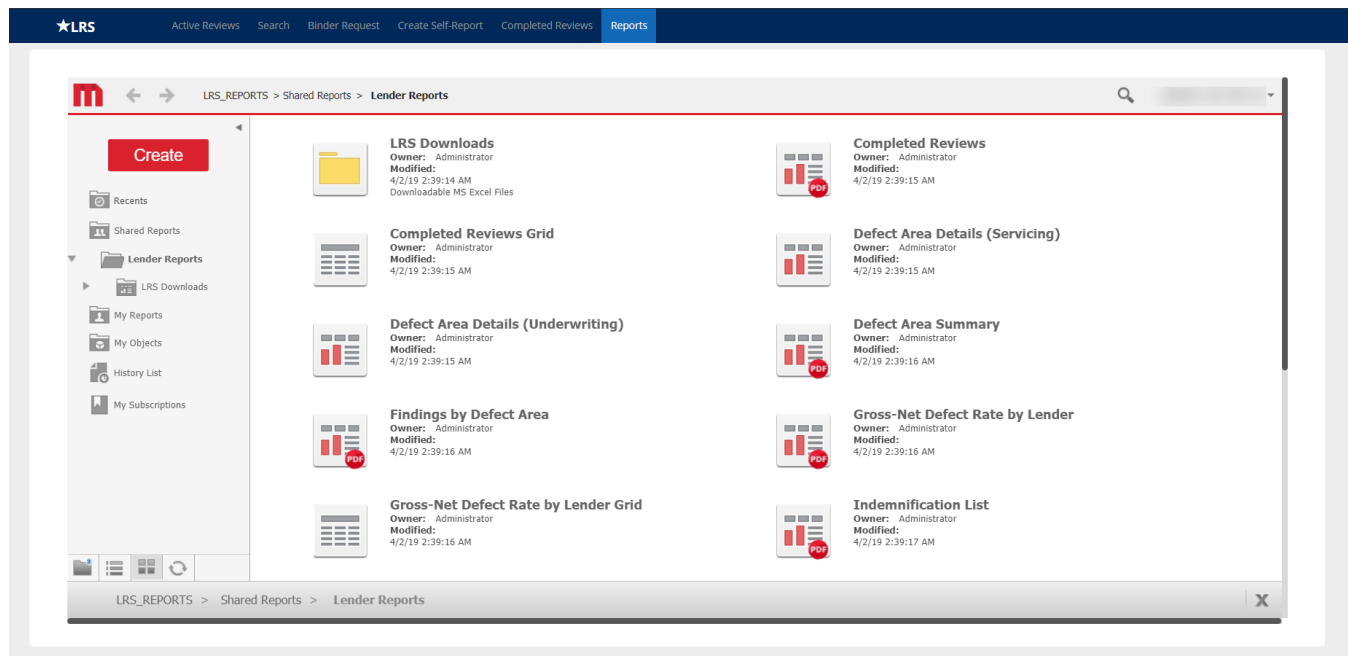


Figure 50: Lender Reports Folder



3. Click on the *Review-Selection Data Download*, *Review Level Data Download* or *Findings Data Download* to launch the corresponding dataset.

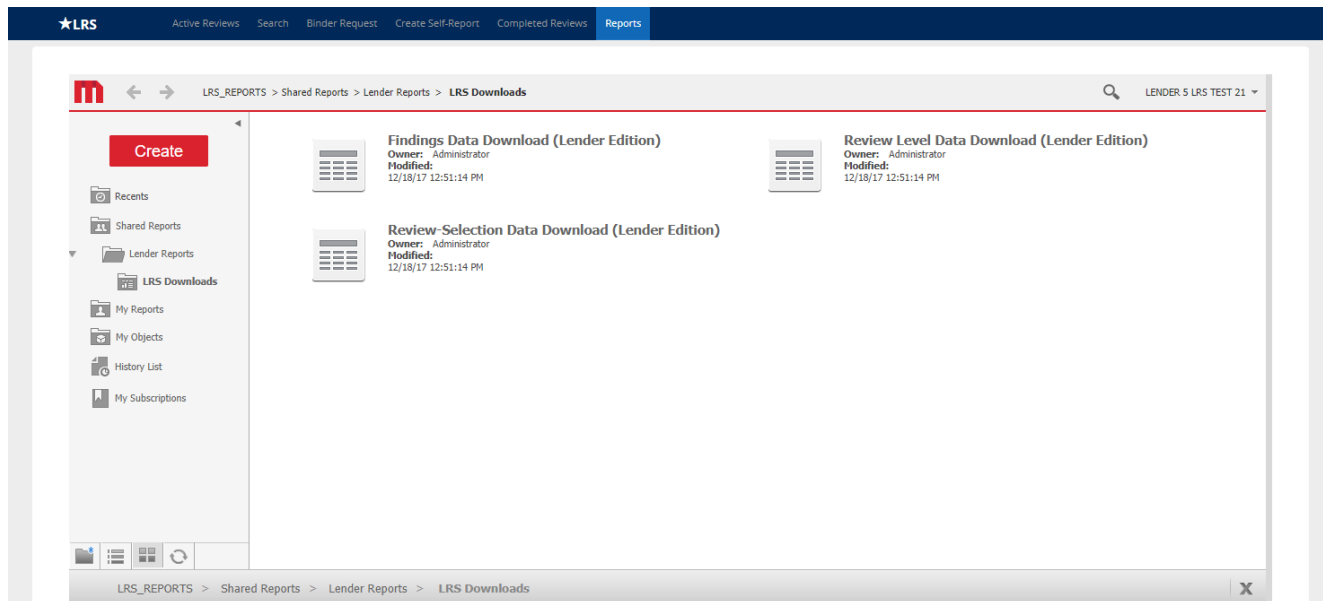


Figure 51: LRS Downloads Folder – Selecting a Dataset

4. Choose from available filters to limit the file size. Each dataset allows you to filter by *Selection Start Date*, *Selection End Date*, *Review Type*, *Selection Reason*, and/or *Review Scope*.
5. Click the *Run Report* button to launch the downloadable dataset based on the filters applied.

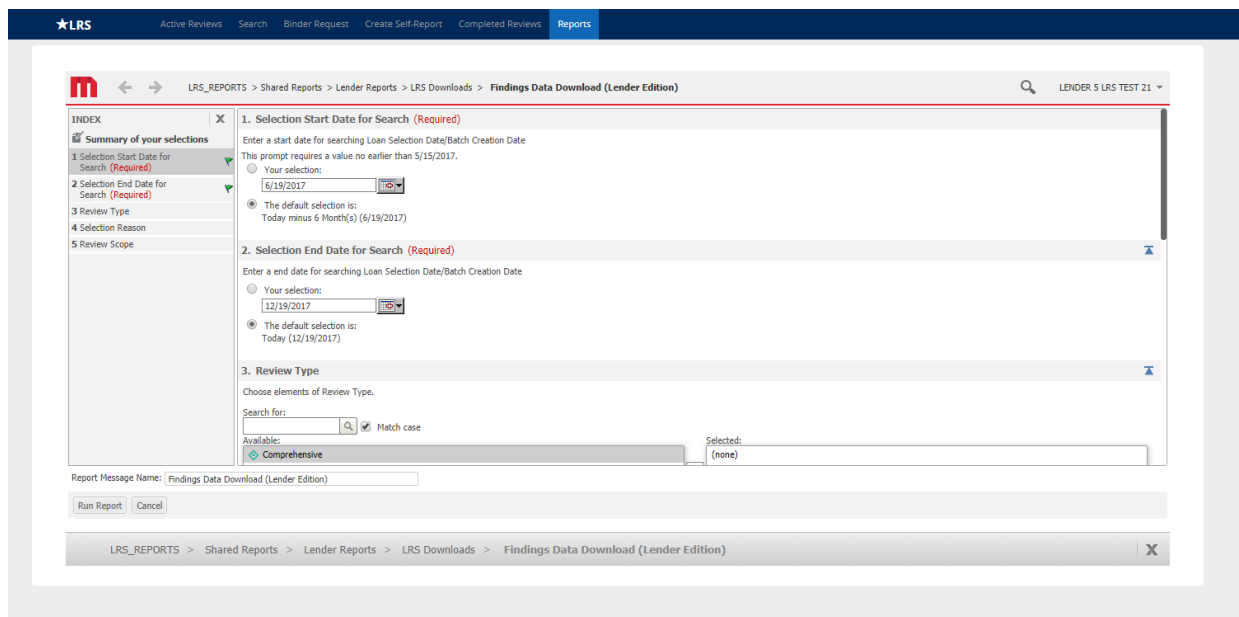


Figure 52: LRS Downloads – Setting Filters



- The MicroStrategy dataset will be run in an HTML format.
- Click the pagination links to navigate through the dataset.

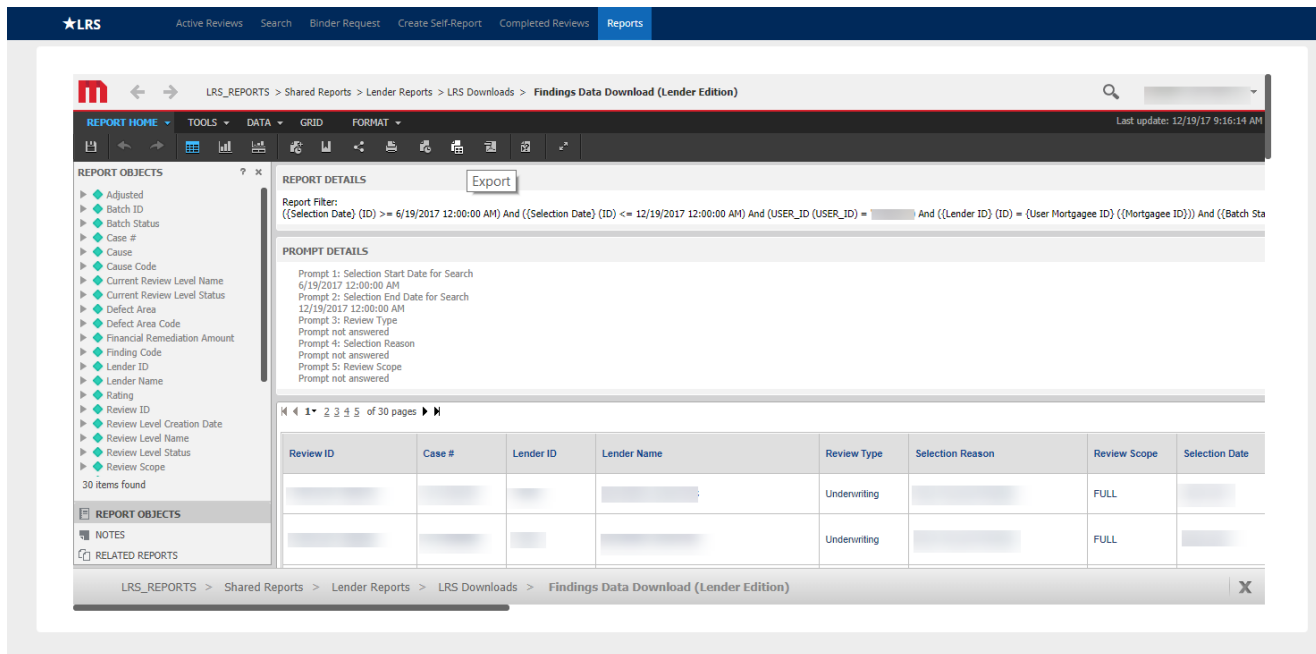


Figure 53: LRS Downloads – HTML Data Format

- Click the *Export* button in the header of the MicroStrategy application to launch the *Export Options* screen.
- Choose from the available export options. Using the default settings will export the dataset to an Excel file with the report title and filter details included in the header. MicroStrategy exports the following file formats: Excel with plain text, CSV, Excel with formatting, HTML, Plain Text.
- Click the *Export* button to download the dataset to your personal machine based on the *Export Options* applied.

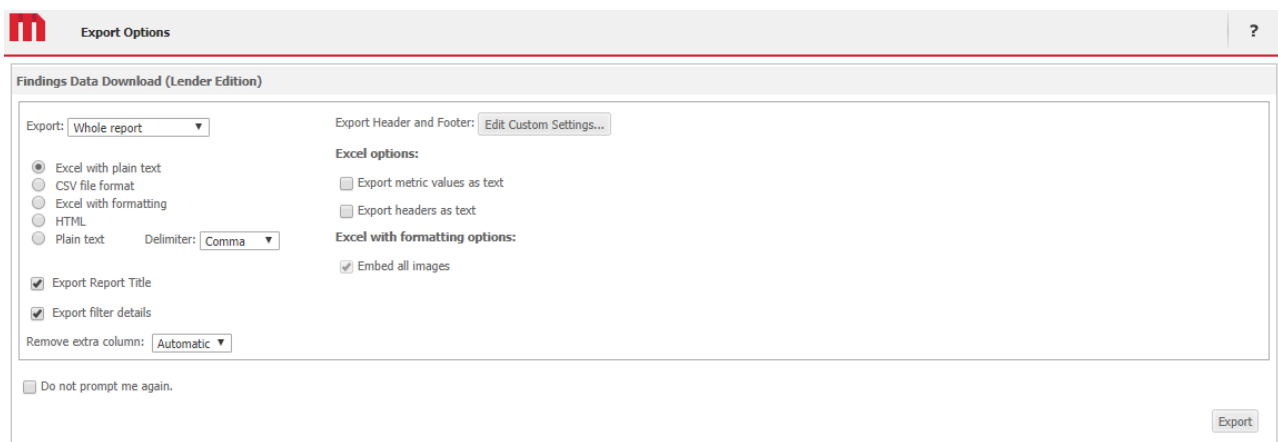


Figure 54: LRS Downloads – Export Options



11. The exported dataset will be launched with the *Export Options* applied.

Review ID	Case #	Lender ID	Lender Name	Review Type	Selection Reason	Review Scope	Selection Date	Selection Status	Review Status	Batch ID	Batch Status	Review Level Name	Review Level Status	Review Level Creation Date	Current Review Level Name
7				Underwriting	FULL	Received	Completed	N/A	N/A			Completed	Completed		As
8				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
9				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
10				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
11				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
12				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
13				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
14				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
15				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
16				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
17				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
18				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
19				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
20				Underwriting	FULL	Received	Assigned	N/A	N/A			Assigned	Assigned		As
21				Underwriting	FULL	Received	Assigned	N/A	N/A			Assigned	Assigned		As
22				Underwriting	FULL	Received	Assigned	N/A	N/A			Assigned	Assigned		As
23				Underwriting	FULL	Received	Assigned	N/A	N/A			Assigned	Assigned		As
24				Underwriting	FULL	Received	Assigned	N/A	N/A			Assigned	Assigned		As
25				Underwriting	FULL	Received	Assigned	N/A	N/A			Assigned	Assigned		As
26				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
27				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
28				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
29				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
30				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
31				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
32				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
33				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
34				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
35				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
36				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
37				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
38				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
39				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
40				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
41				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
42				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
43				Underwriting	FULL	Received	Assigned	N/A	N/A			Completed	Completed		As
44				Underwriting	FULL	Received	Completed	N/A	N/A			Completed	Completed		As
45				Underwriting	FULL	Received	Completed	N/A	N/A			Completed	Completed		As
46				Underwriting	FULL	Received	Completed	N/A	N/A			Completed	Completed		As
47				Underwriting	FULL	Received	Completed	N/A	N/A			Completed	Completed		As
48				Underwriting	FULL	Received	Completed	N/A	N/A			Completed	Completed		As
49				Underwriting	FULL	Received	Completed	N/A	N/A			Completed	Completed		As
50				Underwriting	FULL	Received	Completed	N/A	N/A			Completed	Completed		As
51				Underwriting	FULL	Received	Completed	N/A	N/A			Completed	Completed		As
52				Underwriting	FULL	Received	Completed	N/A	N/A			Completed	Completed		As

Figure 55: LRS Findings Dataset – Excel Format Example



6.D MicroStrategy Help

FHA does not maintain specific instructions for all MicroStrategy reporting options, but the MicroStrategy module contains its own Help function. There are multiple ways to access MicroStrategy Help.

1. From the main **Reports** landing page, click the question mark (?) icon in the top right of the MicroStrategy application to launch the Help function.

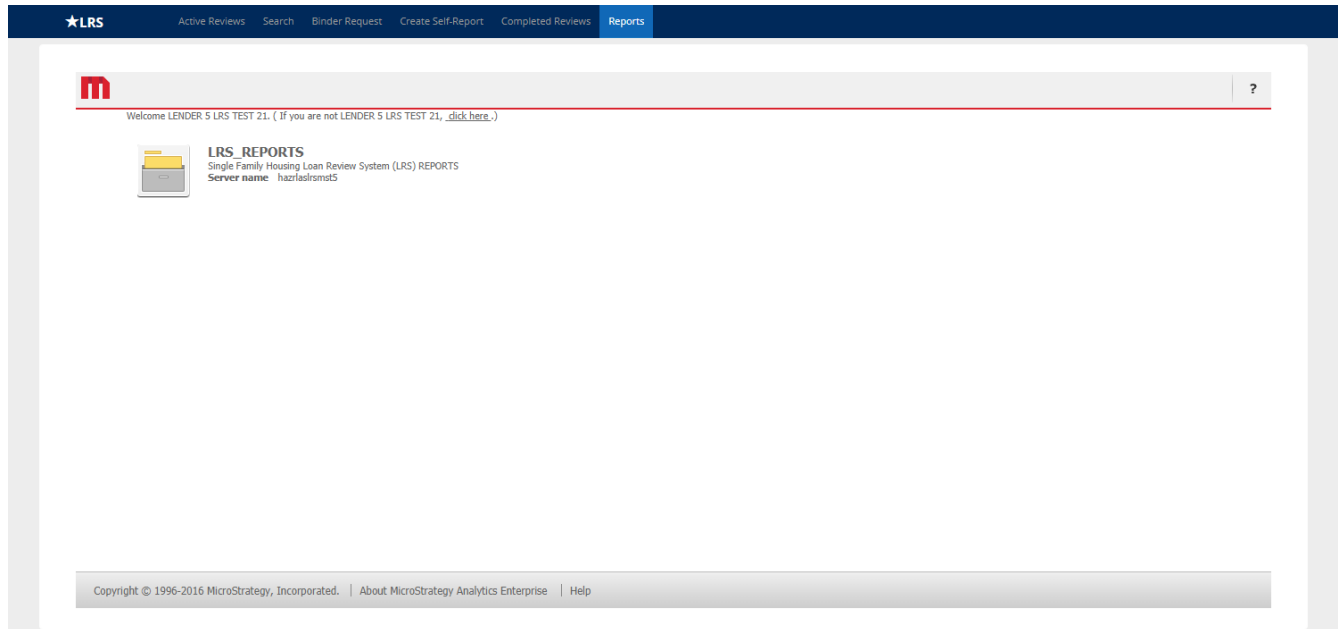


Figure 56: LRS Reports

2. From inside the **LRS Reports** folder, click the *First Name, Last Name* drop-down in the top right of the MicroStrategy application.
3. Click the question mark (?) Help option in the drop-down.

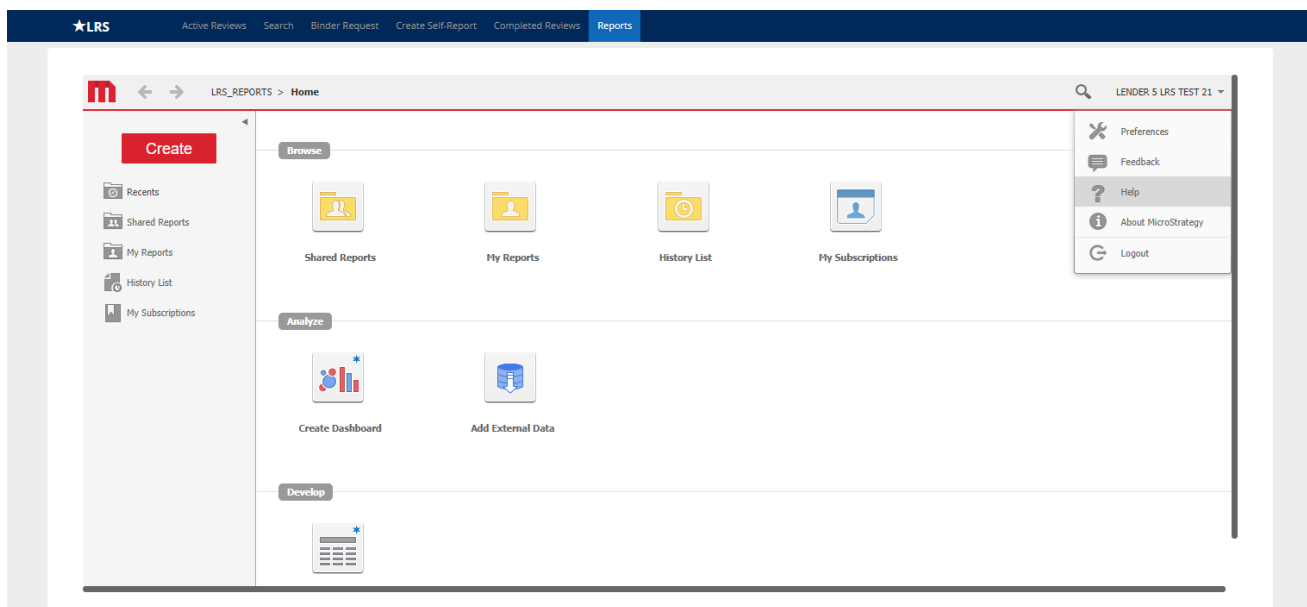


Figure 57: MicroStrategy Help Drop-Down



- 4. Navigate through the MicroStrategy help function by clicking hyperlinks from the right sidebar or the main body of the screen.
- 5. Enter text into the *Search* function on the right sidebar.

Welcome

MicroStrategy Web Help

Welcome to MicroStrategy Web Help. This online help includes information on the windows you see and the steps you perform when logging in to MicroStrategy Web, navigating through folders and other objects, and running, creating, and formatting reports and Report Services documents.

Access to functionality: Permissions and privileges

Depending on the MicroStrategy privileges assigned to your account, you may not have access to all of the features described in the documentation. If you do not have access to specific functionality that you need, contact your MicroStrategy administrator.

Additional resources

The following table lists additional resources.

For translated versions of these manuals, visit the [Product Manuals page](#).

For information about...	Use...
Evaluating MicroStrategy	Introduction to MicroStrategy: Evaluation Guide MicroStrategy Evaluation Edition Quick Start Guide
Installing or upgrading MicroStrategy	Installation and Configuration Guide Upgrade Guide
Configuring and administering a MicroStrategy system	System Administration Guide System Administration Guide MicroStrategy Mobile Design and Administration Guide
Modeling data and designing a project	Project Design Guide MDX Cube Reporting Guide
Customizing MicroStrategy Web	MicroStrategy Developer Zone (MSDZ) <div> To access the MSDZ, you must have the following:<ul style="list-style-type: none">• Access to the MicroStrategy Knowledge Base• A current MicroStrategy maintenance agreement</div>
Creating reports / working with projects	

Search

Welcome

[What's New in MicroStrategy Web](#)

[Getting started with MicroStrategy Web](#)

[Running and analyzing dashboards, documents, and reports](#)

[Designing reports, documents, and dashboards](#)

[Maintaining folders, reports, and objects](#)

[Interfaces for importing data, custom groups, thresholds, and report details](#)

[Installing MicroStrategy Office](#)

[Troubleshooting and technical support](#)

[Customizing MicroStrategy Web and the Help](#)

[Managing data source connections](#)

Figure 58: MicroStrategy Help Function



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