HERMIT System Change - Retry Failed IMIP/MMIP Batches

February 28, 2013
Background:

Currently, the HERMIT system groups all daily Initial Mortgage Insurance Premium collections activity for a day (**Initial MIP Due**) in one "Batch" for a HECM Mortgagee upon loan setup and sends to Pay.Gov for collection. Similarly, as part of the month-end process, the HERMIT system groups the Monthly MIP collection activity (**Monthly MIP Due**) for all HECM cases for a corresponding HECM Mortgagee and sends to Pay.Gov for collection. Over the past few months, some of these Initial MIP and Monthly MIP batches have failed collection in HERMIT due to the reasons identified below:

- · Mortgagee has not authorized collection of funds by HUD through Pay.Gov
- · Insufficient funds in the Mortgagee bank account resulting in a NSF
- · Incorrect/Missing Mortgagee Banking Information in the HERMIT system.

The HECM Mortgagee can view the batches that have failed collection in HERMIT by navigating to the **Accounting -> Transmittals** screen and filter for batches with **Batch Status Category** of "**Failed**". The HECM Mortgagees must monitor for failed batches on a daily basis in HERMIT system by using the query function on the transmittal screen.

A HERMIT system security permission has been updated to allow HECM Mortgagees with the **User Role** of **Servicer Manager** to select the "Retry" link. This will allow this user role to initiate the "Retry" of collections for both Initial MIP Due or Monthly MIP Due that have failed previously. The "Retry" link will be available for each Initial MIP Due or Monthly MIP Due batch that failed collection and is in the **Batch Status Category** of "**Failed**" with a **Batch Status** of "**Retired**". Please refer to the HERMIT User Guide Chapter 5, Section 5.18.1.6 for detailed steps and instructions to retry a failed batch – http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/hecm/HERMIT_user_guide

Important Action Required by HECM Mortgagee:

> **Post launch of HERMIT system on 10/9/2012, in the event of retry of a batch by a HECM Mortgagee for Initial MIP or Monthly MIP collection activity, the Mortgagee must send an email to the HERMIT Help Desk specifying the Batch # and Batch Amount of the retried batch.**

Please note: HECM Mortgagees must **update** and **maintain** their banking information to ensure successful remittance of Initial Monthly Insurance Premium (IMIP), Monthly Mortgage Insurance Premium (MMIP) and receipt of refund of late charges and interest, if any.

If you have any questions regarding this functionality, please contact HERMIT Help Desk at 561-899-2610 or at support@hecmsp.com