		Edit Servicing	Management			
Servicing Management In	formatio	n				
Servicing Type: *	Pr	eservation and Pro	otection		•	
Fimeline Status:	A	ctive			-	
nitiation Date: *	1/	13/2012			*	
Responsible Party:					•	
Step Information						_
Step Description				# Days	Sched Date	
Initiate Request to Ex	ceed Co	sts for P&P		0	01/13/2012	
Upload P&P Package				0	01/13/2012	
(Itr) Send P&P Package to				5	01/23/2012	
Request to Exceed P (Itr) Servicer Notified of I		eviewed		4 5	01/20/2012	
I Go to Servicing Steps after	Submit	SUBMIT	CANCEL			

Figure 7-126: Edit Servicing Management - Endorsed Preservation and Protecton

- Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen).
- Step 6. Click **Submit**. (If you click **Cancel**, the **Endorsed Request Setup Search** screen will be displayed).
- Step 7. The **Request Steps** screen for **Preservation and Protection** timeline is displayed.

1 Initiate Request to Exceed Costs for P&P 01/01/2012 01/27/2012 Servicer Active 2 Upload P&P Package 01/01/2012 Servicer Active 3 Request to Exceed Package Reviewed 01/06/2012 HUD Contractor Active 4 Send P&P Package to HUD 01/09/2012 Servicer Active 5 Servicer Notified of Decision 01/09/2012 HUD Contractor Active	Welcome: Today is: Friday, J		<u>it Profile</u> <u>Help</u> 2012								Ing Technology on		_
Construction FHA Case #: Loan Skey: Case Status: Endorsed Case Sub-Status: Loan Active Product Type: HECM STANDARD Go to Loan Search Borrower: SSI: DOB: Address: Address: DOB: Address: Co-Borrower: DOB: Address: Co-Borrower: DOB: Address: Co-Borrower: DOC: Address: Co-Borrower: DOC: Address: Co-Borrower: DOC: Address: Co-Borrower: DOC: Address: Co-Borrower: DOC: Address: Co-Borrower: DOC: Address: Co-Borrower: Co-Borrowe	Home	Loan	Endorsed Ad	ccounting	Batch	Reports	Logout						
Alerts Loan Transactions Step Information: Preservation and Protection Image: Step Information: Preservation Image: Step Information: Preservating information <td>Request Steps Servicing Mgmt Preserve & Protect Notes</td> <td>FHA Case Loan Ske Case Sta Case Sul Product</td> <td>e #: ey: ttus: Endorsed b-Status: Loan Activ Type: HECM STA</td> <td>Bo SS DC e Ad NDARD</td> <td>orrower: iN:)B: Idress:</td> <td>TUSCALOOSA</td> <td></td> <td>Lender Loan #: Servicer #: Lender Name: Servicer Name:</td> <td>ation</td> <td>Pa Lo Ma</td> <td>ay Plan Type: oan Balance: ax Claim: of Max Claim: PL:</td> <td>Line of Cr \$108,857 \$115,000 94.659 % (\$185.08)</td> <td>.33 .00</td>	Request Steps Servicing Mgmt Preserve & Protect Notes	FHA Case Loan Ske Case Sta Case Sul Product	e #: ey: ttus: Endorsed b-Status: Loan Activ Type: HECM STA	Bo SS DC e Ad NDARD	orrower: iN:)B: Idress:	TUSCALOOSA		Lender Loan #: Servicer #: Lender Name: Servicer Name:	ation	Pa Lo Ma	ay Plan Type: oan Balance: ax Claim: of Max Claim: PL:	Line of Cr \$108,857 \$115,000 94.659 % (\$185.08)	.33 .00
Loan Transactions # Step Description Scheduled Date Complete Date Step Group Step Note Status 1 Initiate Request to Exceed Costs for P&P 01/01/2012 01/27/2012 Servicer Active 2 Upload P&P Package 01/01/2012 Servicer Active 3 Request to Exceed Package Reviewed 01/06/2012 HUD Contractor Active 4 Send P&P Package to HUD 01/09/2012 Servicer Active 5 Servicer Notified of Decision 01/09/2012 HUD Contractor Active 4 III III III III III III	Contacts	Go to Sea	rch Results										
# Step Description Scheduled Date Complete Date Step Group Step Note Status 1 Initiate Request to Exceed Costs for P&P 01/01/2012 01/27/2012 Servicer Active 2 Upload P&P Package 01/01/2012 Servicer Active 3 Request to Exceed Package Reviewed 01/06/2012 HUD Contractor Active 4 Send P&P Package to HUD 01/09/2012 Servicer Active 5 Servicer Notified of Decision 01/09/2012 HUD Contractor Active	Alerts		formation: Preserv	ation and P	rotection								
1 Initiate Request to Exceed Costs for P&P 01/01/2012 01/27/2012 Servicer Active 2 Upload P&P Package 01/01/2012 Servicer Active 3 Request to Exceed Package Reviewed 01/06/2012 HUD Contractor Active 4 Senvicer Notified of Decision 01/09/2012 Servicer Active 5 Servicer Notified of Decision 01/09/2012 HUD Contractor Active	Loan Transactions	🕑 NE	w)										
Image: Servicer Notified of Decision 01/01/2012 Servicer Active 3 Request to Exceed Package Reviewed 01/06/2012 HUD Contractor Active 4 Send P&P Package to HUD 01/09/2012 Servicer Active 5 Servicer Notified of Decision 01/09/2012 HUD Contractor Active							-				Step Note		Cr
3 Request to Exceed Package Reviewed 01/06/2012 HUD Contractor Active 4 Send P&P Package to HUD 01/09/2012 Servicer Active 5 Servicer Notified of Decision 01/09/2012 HUD Contractor Active					osts for P&P			01/27/201					01
Image: Constraint of the service o			-	-									01
5 Servicer Notified of Decision 01/09/2012 HUD Contractor Active				-	Reviewed								01
<		۵ 🚩		-									01/
			5 Servicer Notifie	ed of Decision	٦		01/09/2012		HUD C	ontractor		Active	01/
		5 Step(s)											

Figure 7-127: Timeline Steps - Endorsed Preservation and Protection

Step 8. The step **Initiate Request to Exceed Costs for P&P** completion date is prepopulated with the timeline created date.

- Step 9. The step **Upload P&P Package the Complete Date** will be pre-populated with the current system date. For this step, a servicer must upload the P&P Package document. The step cannot be completed without attaching the required document. Once the document is attached, a servicer will click **Submit** for the document to be attached.
- Step 10.A PDF icon is added next to the step; select the **PDF icon** to view the attached document. This document is also auto-saved in the Documents tab.
- Step 11.The servicer will select the Preserve & Protect tab to add the additional expenses that require HUD review and approval.

Home	Loan Endorsed Accounti	ing Batch	Reports Logo	ut			
Loan Balance	C Loan Information	Borrower Informa	tion	Servicer Informati	on	Balance Informat	
Request Steps	FHA Case #: Loan Skey:	Borrower: SSN:	5	Lender Loan #: Servicer #:	100000000	Pay Plan Type: Loan Balance:	Line of Credit \$133,916.98
	Case Status: Endorsed	DOB:		Lender Name:	NUMBER OF STREET, STRE	Max Claim:	\$185,100.00
Servicing Mgmt	Case Sub-Status: Loan Active	Address:	11 (Box (cd) - 40)		CONTRACTOR OF THE OWNER	% of Max Claim:	72.348 %
reserve & Protect	Product Type: HECM STANDARD			Servicer Name:	NUMBER OF BRIDE	NPL:	(\$726.79)
otes	Go to Loan Search	Co-Borrower: ZAC	35111 CK COF	Investor Name:	Contraction of Contract	é	Print Loan Deta
ocuments		oo borromoni Dia		investor nume.	1111111111		
ontacts							
ontacts	Go to Servicing Setup						
lerts	Preservation & Protection Info						
oan Transactions	Maximum Allowance Tot	al Allowance Used	Available Amount	HUD Approved Amou	nt HUD Approve	d Used HUD Appr	oved Remaining

Figure 7-128: Preservation and Protection Tab

Step 12.Click New.

F.	New Request	×
	Corp Adv - Prop Preserve - Boarding	
Requested Amount: * Bid 1:	\$2,000.00	
Bid 2: Servicer Remarks:	Test	
	*	
0		

Figure 7-129: New Request for Preservation and Protection

- Step 13.On the New window, populate the details of the expense (required fields marked with an asterisk). Click **Submit** to add the expense. Repeat the step for additional expenses. Upon completion of expenses, select the Request Steps tab.
- Step 14.The servicer must generate the P&P request exceed cost letter.

- Step 15.To submit the P&P request exceed cost letter, click the printer icon beside Send P&P Package to HUD, the **Modify Letter Fields** window is displayed. Edit the fields and select **OK**. The P&P request exceed cost letter is displayed with the updates and the additional expenses added on the Preserve & Protect tab. Once the letter is closed, the letter is submitted and is auto-saved in the **Documents** tab.
- Step 16. The step Send P&P Package to HUD is auto-completed by the system.

7.3.1.10.2 HUD NSC Contractor Activities

HUD NSC Contractor must perform the following steps:

- Step 1. Upon completion of the Request to Exceed Package review, a HUD NSC Contractor will complete the step Request to Exceed Package Reviewed. To complete the step, select the step, populate the completion date and click **Submit** on the **Edit Step** window.
- Step 2. The HUD NSC Contractor will select the **Preserve & Protect** tab to approve or deny the request.

Today is: Friday, J Home		ssigned Endorse	d Reports	Logout				y on Reverse Mortgages
Loan Balance Request Steps Servicing Mgmt Preserve & Protect Notes Documents	Loan Inform FHA Case #: Loan Skey: Case Status:	Endorsed tus: Loan Active : HECM STANDARD	Borrower Info Borrower: SSN: DOB: Address: Co-Borrower:		Servicer Info Lender Loan # Servicer #: Lender Name Servicer Name Investor Name	A FERRER DALAR FERRER DALAR FERRER	Balance Infor Pay Plan Type Loan Balance: Max Claim: % of Max Clain NPL:	Line of Credit \$133,916.98 \$185,100.00
Contacts	Go to Search R							
Alerts		on & Protection Info						
Loan Transactions	Maximum Al	lowance Tot	al Allowance Use					pproved Remaining
	\$2,500.00	Exceed Limits for Pre	\$0. servation and Pi			\$0.00	\$0.00	\$0.00
		Transaction Type		HUD Decisior	Requested Amoun	t Approved Amou	nt Bi	d1 I
	2	Corp Adv - Prop Pres	erve - Boarding	Pending	\$2,000.00		\$0.0	0 \$0
	4		11					

Figure 7-130: Preservation and Protection tab

Step 3. The HUD NSC Contractor will select the **edit document icon** beside the expense previously submitted by the Servicer. On the **Edit Request** window, the HUD NSC Contractor will select the dropdown for HUD Decision field.

	Edit Request
Transaction Type: *	Corp Adv - Prop Preserve - Boarding 🔹
Requested Amount: *	\$2,000.00
Bid 1:	\$0.00
Bid 2:	\$0.00
Servicer Remarks:	Test
	*
HUD Decision:	Approved 👻
Approved Amount:	\$2,000.00
HUD Remarks:	Approved
	-

Figure 7-131: Edit Request for Preservation and Protection

- Step 4. If Approved is selected, HUD NSC Contractor must enter the approved amount and optionally enter the HUD Remarks and click **Submit**.
- Step 5. If Denied is selected, HUD NSC Contractor may optionally enter the HUD Remarks and click **Submit**.
- Step 6. If Pending is selected, HUD NSC Contractor may optionally enter the HUD Remarks and click **Submit**.
- Step 7. Upon completion of decision, select the **Request Steps** tab.
- Step 8. The HUD NSC Contractor will add an optional step (Approved, Denied, or Pending) indicating HUD NSC Contractor decision. To add the step, click **New**.
- Step 9. Select an optional step from the Step Description dropdown that needs to be added on the timeline (HUD Decision -Approved, HUD Decision -Denied, or HUD Decision –Pending), click Submit on the new window. The step will be added to the list of steps.
- Step 10.Upon completion of the decision, a HUD NSC Contractor will generate the **Preservation and Protection Decision** Letter.
- Step 11.To generate the Preservation and Protection Decision Letter, click the magnifying glass beside optional step that was added (HUD Decision -Approved, HUD Decision -Denied, or HUD Decision –Pending). The Preservation and Protection Decision Letter is displayed with the HUD Decision. To auto-save the document to the Documents tab, select the printer icon, this action will save the Preservation and Protection Decision Letter to the Documents tab and auto-complete the step.
- Step 12.To complete the next step, select the step **Servicer Notified of Decision**, and populate the completion date, and click **Submit** on the **Edit Step** window.

7.3.1.10.3 Servicer Activity

Step 13.Upon approval on the additional Preservation and Protection expense, a servicer must re-submit the transaction on the **Transactions - Loan** screen. The approved expense is displayed on the New Preservation & Protection Transaction window. Select the approved expense and populate the required fields and click **Submit**. The transaction is added to the list of loan transactions.

7.3.1.10.4 Servicer and HUD NSC Activities

- Step 14.If the request was denied or more information is needed, a Servicer must add the optional step, Resubmit P&P package to HUD. Update the expenses and regenerates the P&P Request Exceed Cost letter (select the printer icon beside Resubmit P&P package to HUD, the Modify Letter Fields window is displayed. Edit the fields and select OK. The P&P request exceed cost letter is displayed with the updates. Once the letter is closed, the letter is submitted and is auto-saved in the Documents tab).
- Step 15.HUD NSC Contractor reviews the updated package and obtains HUD's decision. If a servicer does not submit the required documents, a HUD NSC Contractor adds the optional step, Follow-up.
- Step 16.If additional HUD review is needed, then the optional step **Sent to HUD for review** must be added on the timeline and completed.
- Step 17.Once a decision has been made, HUD NSC will add the optional step **HUD Decision issued to Contractor**. To add an optional step, click **New**, select the optional step from the step description dropdown, populate the completion date and click **Submit**. The optional step is added to the list of steps.

7.3.1.11 Request for HUD Advance (Assignment)

A servicer initiates the HUD Advance timeline when an unscheduled advance request from the mortgagor pushes the loan balance greater than 100 percent of the maximum claim amount. This timeline can be initiated only if the pay plan type on the loan is modified term, modified tenure or line of credit. The case status must be Endorsed and the sub-status must be Loan Active. This timeline requires interaction with a HUD NSC Contractor.

Multiple active requests for HUD Advance (Assignment) timelines cannot be initiated on a loan. The Servicing Management tab can be used to activate or inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Request for HUD Advance (Assignment)** timeline:

7.3.1.11.1 Initiate Timeline – Servicer Activities

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

- Step 1. From the Endorsed menu, select **Request**, and click **Setup**.
- Step 2. On the **Endorsed Request Setup Search** Screen, enter the loan search criteria and click **Search**.

Endorsed > Requ	uesi Selup						servicing recim	ology on Reverse Mort
Home	Loan En	dorsed Account	ting Batch	Reports	Logout			
Endorsed Req	uest Setup Search	i i						
oan Skey:			Borrower LN	ame:		Lender Name:		
ender Loan #:			Property Add	Iress.		Servicer Name:	County Long Charlen	to manage
HA Case #:						Investor Name:		
	-		Property Stat				-	
Case Status:	Endorsed	•	Case Sub-Sta	tus: Loan Active	•	Index Type:	ALL	
	<u>1</u>							() SEAR
Export to Exce		<u>FHA Case #</u>	<u>Case Status</u>	<u>Case Sub-Status</u>	<u>Borrower LName</u>	Property Ac	<u>ddress</u>	Property Stat
Export to Exce	<u>1</u>	181 (1828) 191	Endorsed	Loan Active	Borrower LName	<u>Property Ac</u>	<u>ddress</u>	Property Stat
Export to Exce oan Skey	<u>1</u>	10111111111	Endorsed Endorsed	Loan Active Loan Active	Borrower LName		1.11007	Property Stat AL AL
Export to Exce	<u>1</u>		Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active	Borrower LName	<u>Property A</u>	1.11007	Property Stat AL AL AL
Export to Exce	<u>1</u>		Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active	Borrower LName		n - e regent - er Fri de Cole - del General - Gener	Property Stat AL AL AL AL
Export to Exce Loan Skey	<u>1</u>		Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName		1.11007	Property Stat AL AL AL AL AL
Export to Exce	<u>1</u>		Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower L Name		1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	Property Stat AL AL AL AL AL AL
Export to Exce	<u>1</u>		Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName		1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	Property Stat AL AL AL AL AL AL
Export to Exce Loan Skey	<u>1</u>		Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName			Property Stat AL AL AL AL AL AL AL AL
Search Result	<u>1</u>		Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName			Property Stat AL AL AL AL AL AL AL AL

Figure 7-132: Setup Search - Endorsed Request for HUD Advance (Assignment)

- Step 3. From the search results, select a loan to initiate the timeline.
- Step 4. On the **Edit Servicing Management** screen, select Request for HUD Advance (Assignment) from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

		Edit Servicing Management		
Ser	rvicing Management Inf	ormation		
Serv	icing Type: *	Request for HUD Advance (Assignment)		-
Time	eline Status:	Active		~
Initia	ition Date: 🔹	1/13/2012		~
Requ	uested Amount: *			\$89,770.00
	p Information ep Description		# Day	s Sched Date
+ 300 		t for Funds Received - pushes MCA > 100%	# Day 0	01/13/2012
2	Upload Request for HI		0	01/13/2012
3		nce Received from Servicer	1	01/14/2012
, t	Request for HUD Adva		3	01/16/2012
5		Received from Servicer	90	04/12/2012
10	to Servicing Steps after S	Submit () SUBMIT () CANCEL		

Figure 7-133: Edit Servicing Management - Endorsed Request for HUD Advance

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

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

Loan Balance Loan Information Borrower Information Servicer Information Balance Information Request Steps Services Services Services Services Pay Plan Type: Modified Te Servicing Mgmt Case Status: Endorsed DOB: Lender Name: Max Claim: \$440,000.0 Notes Product Type: HECM- EL CERRITO Servicer Name: NPL: \$42,362.37 Documents Go to Loan Search Co-Borrower: Investor Name: NPL: \$42,362.37 Alerts Go to Search Results Co-Borrower: Investor Name: Servicer Name: Servicer Name: Loan Transactions Step Information: Request for HUD Advance (Assignment) Servicer Variantion: Servicer Name: Servicer Name:	Home	Loan Assigned Endor	sed Reports Logout		381	vicing Technology on I	keverse mongage
Step Information: Request for HUD Advance (Assignment) Image: Step Information: Request for HUD Advance (Assignment) Image: Step Information: Request for FUDD Advance Package O1/01/2012 Step Group Step Not Image: Step Information: Request for FUDD Advance Package O1/01/2012 Servicer Image: Step Information: Request for HUD Advance Package O1/02/2012 HUD Contractor Image: Request for HUD Advance Processed O1/02/2012 HUD Contractor	Loan Balance Request Steps Servicing Mgmt Notes Documents	Loan Information FHA Case #: Loan Skey: Case Status: Endorsed Case Sub-Status: Loan Active Product Type: HECM - REFINANCE	Borrower: SSN: DOB: Address: EL CERRITO CA 94530	Lender Loan #: Servicer #: Lender Name: Servicer Name:	nancesa An Frank (Real) Frank	Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	Modified Term \$238,477.43 \$440,000.00
I Unscheduled Request for Funds Received - pushes MCA > 100% 01/01/2012 Servicer 2 Upload Request for HUD Advance Package 01/01/2012 Servicer 3 Request for HUD Advance Received from Servicer 01/02/2012 HUD Contractor 4 Request for HUD Advance Processed 01/04/2012 HUD Contractor		Step Information: Request for H	IUD Advance (Assignment)				
2 Upload Request for HUD Advance Package 01/01/2012 Servicer 3 Request for HUD Advance Received from Servicer 01/02/2012 HUD Contractor 4 Request for HUD Advance Processed 01/04/2012 HUD Contractor		# Step Description		Scheduled D	ate <u>Complete Date</u>	Step Group	Step Note
3 Request for HUD Advance Received from Servicer 01/02/2012 HUD Contractor 4 Request for HUD Advance Processed 01/04/2012 HUD Contractor		l Unscheduled Reque	st for Funds Received - pushes MCA > 100%	01/01/2012		Servicer	
4 Request for HUD Advance Processed 01/04/2012 HUD Contractor		👼 2 Upload Request for H	IUD Advance Package	01/01/2012		Servicer	
		3 Request for HUD Ad	vance Received from Servicer	01/02/2012		HUD Contractor	
5 Assignment Package Received from Servicer 03/31/2012 HUD Contractor		4 Request for HUD Ad	vance Processed	01/04/2012		HUD Contractor	
		5 Assignment Package	Received from Servicer	03/31/2012		HUD Contractor	



- Step 8. Complete the steps in the timeline when the activity corresponding to the step is complete.
- Step 9. For Step Unscheduled Request for Funds Received pushes MCA > 100% the Complete Date will be pre-populated with current system date. For this step, a servicer must upload the document. The step cannot be completed without attaching the required document. Once the document is attached, a servicer will click Submit for the document to be attached.
- Step 10.A PDF icon is added next to the step, select the **PDF icon** to view the attached document. This document is also auto-saved in the Documents tab.
- Step 11.For the step **Upload Request for HUD Advance Package**, a servicer must upload the HUD Advance package document. The step cannot be completed without attaching the required document. Once the document is attached, a servicer will click **Submit** for the document to be attached.

Step Item				
Step Description	: Upload Request for HUD A	dvance Package		
Scheduled Date:	1/13/2012 💉 *	Complete Date:	1/13/2012	۷
Status:	Active 💌			
	Test			*
Step Note:				
				-
Documents:	r User Guide\test PDF	.pdf Browse	*	
Audit Informat	ion			
Create Date:	1/13/2012 4:58:03 PM	Created By:	-	-
Change Date:		Changed By:		

Figure 7-135: Edit Step - Endorsed Request for HUD Advance (Assignment)

Step 12.A PDF icon is added next to the step, select the **PDF icon** to view the attached document. This document is also auto-saved in the Documents tab.

7.3.1.11.2 HUD NSC Contractor Activities

HUD NSC Contractor must perform the following steps:

- Step 13.Upon completion of HUD Advance Package review, a HUD NSC Contractor will complete the step **Request for HUD Advance Received from Servicer**. Upon completion of the step, a Welcome Letter is generated. This letter is auto-imaged and auto-saved on the Documents screen.
- Step 14.If the advance request is approved, the HUD NSC Contractor will create a transaction "Unscheduled from LOC" on the loan and disburse the check (refer to Disbursement section in Chapter 6 of this User Guide to create the transaction). The Servicer will then complete the step **Request for HUD Advance Processed**. To complete the step, select the step on the timeline, populate the completion date, and click **Submit**.
- Step 15.If the advance request is denied, a HUD NSC Contractor adds the optional step, **Advance Denied No Funds Issued**. To add the optional step, click **New.**

	New Step	×
Step Item		
Step Description:	ALL	•
Scheduled Date:	1/13/2012 💙 * Complete Date:	1
Status:	Active •	
		A.
Step Note:		
		-
	SUBMIT CANCEL	

Figure 7-136: New Step - Endorsed Request for HUD Advance (Assignment)

- Step 16.Select the optional step from the **Step description** dropdown, populate the completion date, and click **Submit** on the new window. The step is added to the list of steps.
- Step 17.If a servicer has initiated the Claim Type 22 timeline and submitted the Assignment package, a HUD NSC Contractor will complete the step **Assignment Package Received from Servicer**. To complete the step, select the step, populate the completion date, and click **Submit** on the new window.
- Step 18.If the assignment is denied and the **Funds Due HUD** step is triggered on CT 22 timeline, a HUD NSC Contractor will add the optional step **Assignment Denied / Payoff Issued**. (Refer to above steps to add and complete optional step).

7.3.1.11.3 Servicer Activities

- Step 19.The Servicer must go to the Authorization tab and enter the Loan Skey or FHA Case # and click on Search.
- Step 20.Upon clicking on a HUD Advance from the Search Result, the Servicer is displayed an Authorization screen to **Approve** or **Cancel** the request.

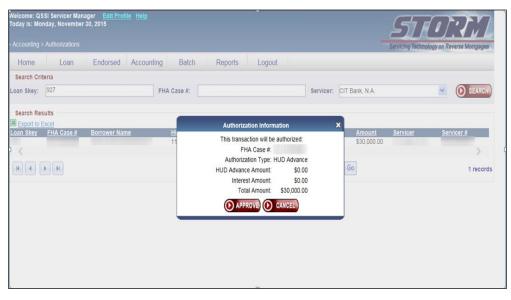


Figure 7-137: Approve / Cancel HUD Advance (Assignment)

- Step 21.The step **Servicer Authorizes Repayment of Claim** is automatically added by the system and auto-completed when the following criteria are satisfied: The Servicer authorizes / approves the transaction in the step above via the Accounting Authorizations screen (authorized by lender/investor/servicer).
- Step 22.If a servicer does not authorize the receivable transaction within the scheduled date, a HUD NSC Contractor adds the optional step, Servicer Notified of Intent to Offset. (Refer to above steps to add and complete optional step).
- Step 23. The step **HUD Verifies Repayment of HUD Advance** is automatically added by the system and auto-completed when the following criteria are satisfied: Confirmation received from the Accounting Module that the collection has been successfully made for the receivable request and the FHA Case for the Batch moves to Settled status from Pre Settled Status. The case shall remain in Pre Settled status for ten calendar

days. Please note that HUD may change the ten calendar days setting in Pre Settled status at any time. The case sub status changes to prior servicing's sub status.

Step 24.An Auto note shall be added in the Notes Section **HUD verifies Repayment of HUD Advance** once the Batch Status for the FHA Case changes to Settled after ten calendar days.

7.3.1.12 Subordination

HUD's second mortgage is subordinate to a lender's mortgage. If it is determined that the first and second mortgages are recorded out of order, a servicer initiates a subordination timeline in order to make the correction. The loan must be in an Endorsed status to begin the subordination process. A servicer initiates the timeline and HUD will approve the subordination agreement.

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

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

7.3.1.12.1 Initiate Timeline – Servicer Activities

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

- Step 1. The Servicer will initiate the timeline. From the **Endorsed** menu, select **Request** and click **Setup**.
- Step 2. On the **Endorsed Request Setup Search Screen**, enter the loan search criteria and click **Search**.

		1.5						ology on Reverse Mortga
Home	Loan End	dorsed Account	ting Batch	Reports Lo	gout			
Endorsed Req	uest Setup Search							
oan Skey:			Borrower LN	ame:		Lender Name:		~
ender Loan #:			Property Add	iress:		Servicer Name:	States - Long - States	
HA Case #:	L		Property Stat	0.040 D 10000 000		Investor Name:		*
ase Status:	Endorsed						ALL	
ase status:	LIIUUISEU		Case sub-sta	atus: Loan Active	•	Index Type:	ALL	
	-							SEARCH
Export to Exce	-	<u>FHA Case #</u>	<u>Case Status</u>	<u>Case Sub-Status</u>	Borrower LName	Property Ad	<u>ddress</u>	Property State
Export to Exce .oan Skey	1	<u>FHA Case #</u>	<u>Case Status</u> Endorsed	<u>Case Sub-Status</u> Loan Active	Borrower LName	Property Ad	ddress	
Export to Exce oan Skey	1		Endorsed Endorsed	Loan Active Loan Active	Borrower LName	10.000 000000	1.1100	Property State AL AL
Export to Exce oan Skey	1	18111111111111111	Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active	<u>Borrower LName</u>	Property Ac	1.1100	Property State AL AL AL
Export to Exce oan Skey	1		Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active	Borrower LName	10.000 000000	1.1100	Property State AL AL AL AL
Export to Exce oan Skey	1		Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName	10.000 000000	1.1100	Property State AL AL AL AL AL AL
Export to Exce .oan Skey	1		Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower L Name	11110000000000000000000000000000000000	1 - 1483 1468 - 45 1468 - 45 146 -	Property State AL AL AL AL AL AL AL
Export to Exce .oan Skey	1		Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	<u>Borrower LName</u>		1 - 1922 - 1910 - 195 - 1910 - 195 - 1910 - 198 - 1910 - 1910 - 1910 - 1910	Property State AL AL AL AL AL AL AL AL
Export to Exce .oan Skey	1		Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName		1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	Property State AL AL AL AL AL AL AL AL AL
Search Result	1		Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName			Property State AL AL AL AL AL AL AL AL

Figure 7-138: Setup Search – Endorsed Subordination

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

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

Servicing Type: *	Subordination		•
servicing Type.			
Fimeline Status:	Active		Ŧ
nitiation Date: 🔹	1/13/2012		~
New Mortgage Type:	Conventional		•
New Mortgage Amount:			\$88,888.00
Step Information			
Step Description		# Days	Sched Date
Request for Subordin		0	01/13/2012
	Deelease	5	01/23/2012
		-	
Subordination Packag	e Reviewed by HUD	8	01/26/2012
Subordination Packag		-	
Subordination Packag	e Reviewed by HUD	8	01/26/2012
Subordination Packag	e Reviewed by HUD	8	01/26/2012
Subordination Packag	e Reviewed by HUD	8	01/26/2012
Subordination Packag	e Reviewed by HUD	8	01/26/2012
Subordination Packag	e Reviewed by HUD	8	01/26/2012
Subordination Packag	e Reviewed by HUD	8	01/26/2012
Subordination Packag	e Reviewed by HUD	8	01/26/2012

Figure 7-139: Edit Servicing Management – Endorsed Subordination

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

Home	Loan	Assigned Endorse	ed Reports	Logout			Servicing Technology on	Keverse Mortg	ages
Loan Balance Request Steps Servicing Mgmt Notes Documents Contacts	Loan Info FHA Case Loan Skey Case State	ormation #: r: us: Endorsed -Status: Loan Active ype: HECM STANDARD	Borrower Infor Borrower: SSN: DOB: Address:		Servicer Inform. Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	ation	Balance Informa Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	tion Modified Te \$117,999.9 \$136,700.0 86.320 % (\$11,552.1 Print Loan I	92 00 1)
Alerts	Go to Searc	h Results							
Loan Transactions	Step Info	ermation: Subordination # <u>Step Description</u>			<u>Scheduled Da</u>	<u>te Complete Date</u>	Step Group	Step Note	<u>s</u>
		1 Request for Subordinal	tion Received		01/13/2012	01/13/2012	Servicer		A
		2 Upload Subordination P	ackage		01/23/2012		Servicer		A
		3 Subordination Package	Reviewed by HUD		01/26/2012		HUD Contractor		А
	ک 🕰	4 Servicer Notified of De	cision / Subordinatio	n Sent to Servicer	01/30/2012		HUD Contractor		4

Figure 7-140: Edit Step - Endorsed Request for HUD Advance (Assignment)

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

	Edit Step	×
Step Item		
Step Description:	Upload Subordination Package	
Scheduled Date:	1/23/2012 Complete Date: 1/13/2012	
Status:	Active -	
	Test	
Step Note:	+	
Documents:	r User Guide\test PDF.pdf Browse *	
Audit Informatio	n	
Create Date:	1/13/2012 5:13:27 PM Created By:	
Change Date:	Changed By:	
	SUBMIT () CANCEL	

Figure 7-141: Edit Step – Endorsed Subordination

7.3.1.12.2 HUD NSC Contractor Activities

HUD NSC Contractor must perform the following steps:

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

	New Step	×
Step Item		
Step Description:	ALL	*
Scheduled Date:	1/13/2012 💙 * Complete Date: 💙	
Status:	Active	
Step Note:		
	-	
	SUBMIT D CANCEL	

Figure 7-142: New Step - Endorsed Subordination

- Step 4. Select an optional step from the Step Description dropdown that needs to be added on the timeline, populate the completion date, and click Submit on the New Step window. The step will be added to the list of steps.
- Step 5. To generate the Subordination Agreement Letter, click the magnifying glass beside Servicer Notified of Decision / Subordination Sent to Servicer. The Modify Letter Fields window is displayed. Edit the subject and salutation and click OK. The Subordination Agreement Letter is displayed. The decision chosen via the optional step will be pre-populated in this letter.
- Step 6. The printer icon beside the step allows the HUD Contractor to auto-save the document to the Documents tab. Select the printer icon, the Modify Letter Fields window is displayed. Edit the Subject and select OK. The Subordination Agreement Letter is displayed. This action auto-saves the document in the Documents tab and auto-completes the step.

7.3.1.13 Zero Balance

When a payoff statement is requested on HUD's second mortgage, the HUD NSC contractor initiates this timeline to show that there are no funds advanced under the second note. This timeline is initiated and completed by a HUD NSC contractor. There is no interaction with the servicer.

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

To initiate and complete the **Zero Balance** timeline:

- Step 1. From the Endorsed menu, select **Request**, and click **Setup**.
- Step 2. On the Endorsed Request Setup Search Screen, enter the loan search criteria and click Search.

chaoroca - ricqu	uest Setup				5 <u>55</u>		servicing rechn	ology on Reverse Mor	ngag
Home	Loan En	dorsed Accoun	ting Batch	Reports	Logout				
Endorsed Req	uest Setup Search	F							_
oan Skey:			Borrower LN	ame:		Lender Name:			~
ender Loan #:			Property Add	iress:		Servicer Name:	County County Charges	In company	~
HA Case #:			Property Stat	2240		Investor Name:			~
	Endorsed				ve 🔻		ALL		
ase Status:	Endorsed	•	Case Sub-Sta	itus: Loan Acti	ve 🔹	Index Type:	ALL		- T
	<u>1</u>							() SEAR	
Export to Exce oan Skey		<u>FHA Case #</u>	<u>Case Status</u>	<u>Case Sub-Stat</u>	u <u>s Borrower LName</u>	Property A	<u>ddress</u>	Property Sta	
Export to Exce .oan Skey	<u>1</u>	18111080841121	Endorsed	Loan Active	us <u>Borrower LName</u>	-1141-p.mit-4	0.11001	Property Sta AL	
Export to Exce .oan Skey	<u>1</u>		Endorsed Endorsed	Loan Active Loan Active	u <u>s Borrower LName</u>	10.000 000.000	8	Property Sta AL AL	
Export to Exce .oan Skey	<u>1</u>		Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active	us Borrower LName	-1141-p.mit-4	8	Property Sta AL AL AL	
Export to Exce .oan Skey	<u>1</u>		Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active	<u>us Borrower LName</u>		n - e rene e Er Friedrich - en General - gene	Property Sta AL AL AL AL AL	
Export to Exce .oan Skey	<u>1</u>		Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active	us Borrower LName		8	Property Sta AL AL AL AL AL AL	
Export to Exce oan Skey	<u>1</u>		Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	us Borrower LName	1 - 14 - 1440 1 - 160 - 171 - 180 1 - 1 - 172 - 172 - 180 1 - 180 - 180 - 180 1 - 180 - 180 - 180 1 - 180 - 180 - 180	1 - 1 - 1 - 2 - 2 - 2 - 2 - 2 - 2 - 2 -	Property Sta AL AL AL AL AL AL	
Export to Exce oan Skey	<u>1</u>		Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	u <u>s Borrower LName</u>		81 - 1998 - 19 81 - 1999 - 19 - 2000 - 198 - 2001 - 198 - 1990 - 1900 51 - 1970 - 1980	Property Sta AL AL AL AL AL AL AL AL	
Export to Exce	<u>1</u>		Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	us <u>Borrower LName</u>			Property Sta AL AL AL AL AL AL AL AL	
Search Result	<u>1</u>		Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	us Borrower LName		0 - 1927 - 1916 - 20 - 2016 - 20 - 2017 - 20 - 2018 - 201	Property Sta AL AL AL AL AL AL AL AL	

Figure 7-143: Setup Search - Endorsed Zero Balance

- Step 3. From the search results, select a loan to initiate the timeline.
- Step 4. On the Edit Servicing Management screen, select Zero Balance from the Servicing Type dropdown and populate the required fields (marked with an asterisk).

		Edit Servicing Management		
Servicing Management	Informati	on		
Servicing Type: *	Z	Zero Balance		•
Fimeline Status:	A	Active		*
Initiation Date: 🔒	1	/12/2012		~
Responsible Party:				•
Step Information				
Step Description			# Days	Sched Date
Initiate Zero Balanc	e Letter		0	01/12/2012
Zero Balance Letter	r Request	t Received	0	01/12/2012

Figure 7-144: Edit Servicing Management - Endorsed Zero Balance

- Step 5. Click the Go to Servicing Steps after Submit checkbox (at the bottom of the Edit Servicing Management screen).
- Step 6. Click Submit. (If you click Cancel, the Endorsed Request Setup Search Screen will be displayed).

Welcome: Today is: Friday, . Home	January 27, Loan		d Reports	Logout					Reverse Mortgages
Loan Balance Request Steps Servicing Mgmt Notes Documents Contacts	FHA Cas Loan Sk Case St Case St Product	key: tatus: Endorsed ub-Status: Loan Active	Borrower Info Borrower: SSN: DOB: Address: Co-Borrower:	TUSCALOOSA AL 35404	Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:		Pay Plar Loan Ba Max Cla	ilance: im: x Claim:	tion Line of Credit \$126,022.35 \$154,896.00 81.359 % (\$6,350.36)
Alerts	Go to Se	arch Results							
Loan Transactions	- Step li	nformation: Zero Balance							
		# Step Description		Scheduled Date	Complete Date	Step Group	Step Note	<u>Status</u>	Create Date
		1 Initiate Zero Balance Le	tter	01/12/2012	01/13/2012	HUD Contractor		Active	01/13/2012 05:2
		2 Zero Balance Letter Re	quest Received	01/12/2012	01/12/2012	HUD Contractor	Test	Active	01/13/2012 05:2
	•	3 Zero Balance Letter Se	nt to Requestor	01/19/2012		HUD Contractor		Active	01/13/2012 05:2
	•								
	3 Step(s	s)							

Step 7. The Request Steps screen for Zero Balance timeline is displayed.

Figure 7-145: Timeline Steps - Endorsed Zero Balance

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

	Edit Stej)	
Step Item			
Step Description	: Zero Balance Letter Req	uest Received	
Scheduled Date:	1/12/2012 💉 *	Complete Date: 1/12/201	2 🗸
Status:	Active 🔻		
	Test		*
Step Note:			
			-
Audit Informat	ion		
Create Date:		Created By:	1811
Change Date:		Changed By:	
		CANCEL	

Figure 7-146: Edit Step - Endorsed Zero Balance

- Step 11. The completion date is populated beside the step Zero Balance Letter Request Received on the Request Steps screen.
- Step 12. Click the magnifying glass beside the step Zero Balance Letter Sent to Requestor to update and print the Zero Balance Letter.

- Step 13.A new window is displayed with the Zero Balance Letter with options to preview or print the document. Update the letter, and once the changes have been made, select the Preview Document link to view the updated document. To auto-save the changes made to the document, select the Print Document link. Select Open on the File Download window. This action will save the updated Zero Balance Letter to the Documents tab. Refresh the screen to auto-complete the step.
- Step 14.Select the Document tab to view the updated version of the Zero Balance Letter. Version history is maintained on the Documents tab each time the Print Document link is selected.

7.3.1.14 Extension – Late Notification of Death

Mortgagees may request an extension to take the first legal action to initiate foreclosure due to a late notification of death of a borrower. The reasons for late notification of death can be due to :

- 1. State Privacy Laws Restricted Information Access (Note: Extension request to the deadline to initiate foreclosure extended 30 days from end of state's privacy law restriction on the mortgagee's access to the information)
- 2. Other Reason (Note: Extension request from Date of Death to Mortgagee's discovery of death)

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

To initiate and complete the **Extension – Late Notification of Death** timeline:

7.3.1.14.1 Initiate Timeline – Servicer Activities

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

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

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

dorsed > Rec	quest Setup			- 15					
Home	Loan	Endorsed	Accounting	Batch	Reports Logout				
ndorsed Rec	quest Setup Sea	arch							
n Skev:				Borrower I Name:			Lender Name:		~
der Loan #:				Property Address:			Servicer Name	Contraction in the second second	~
								2	
A Case #:				Property State:	ALL	~	Investor Name		~
e Status:	Endorsed		~	Case Sub-Status:	Loan Active	V	Index Type:	ALL	×
earch Result	el								SEARCH)
		# <u>FH</u>	A <u>Case #</u>	Case Status	Case Sub-Status	Borrower LNa	me Prope	rty Address	Property
Export to Exc	el		A Case #	Endorsed	Loan Active	Borrower LNa		Look (Mer	
Export to Exc	el			Endorsed Endorsed	Loan Active Loan Active	Borrower LNa		Anna (Mer	
Export to Exc	el			Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active			ALCONTRACTORY MYNDRE CARE COLONIAL OF	
Export to Exc	el			Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active	- Constant of State		1009-1009 1009-000 100-000-00 100-000-000	
Export to Exc	el			Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active			ALTER ANDER AND ALTER AND ALTER AND ALTER AND ALTER AND ALTER AND ALTER ALTER AND ALTER ALTER AND ALTER ALTER AND ALTER ALTER AND ALTER ALTER AND ALTER AND ALTER ALTER AND ALTER AND ALTE	
Export to Exc	el			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	- Constant of State	100 100 100 100 100 100 100		
Export to Exc	el			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	- Constant of State		ALTER ANDER AND ALTER AND ALTER AND ALTER AND ALTER AND ALTER AND ALTER ALTER AND ALTER ALTER AND ALTER ALTER AND ALTER ALTER AND ALTER ALTER AND ALTER AND ALTER ALTER AND ALTER AND ALTE	
Export to Exc	el			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	- Constant of State		1012 1020 1012 1020 1010 101	
xport to Exc	el			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	- Constant of State			
Export to Exc	el			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	- Constant of State		602-1001 9930-004 99-00-00 4900-00-000 4900-00-000 4900-00-000 4900-00-00 4900-00-00 4900-00-00 4000-00-00 4000-00-00	

Figure 7-147: Setup Search – Endorsed Late Notification of Death

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

Step 4. On the Edit Servicing Management Screen, select **Extension-Late Notification of Death** from the Servicing Type dropdown and populate the required fields (marked with an asterisk). Note: The mandatory field Reason for Extension has 2 drop down option1.

State Privacy Laws Restricted Information Access 2.0ther Reason. Select the reason applicable.

		Edit Servicing Management		
Ser	vicing Management Inform	ation		
Serv	icing Type: *	Extension - Late Notification of Deat	th	\checkmark
Time	line Status:	Active		\checkmark
Initia	tion Date: *	04/02/2015		*
Reas	son for Request: *	Delay Foreclosure		\sim
Reas	son for Extension: *	State Privacy Laws Restricted Inform	mation Access	\checkmark
Basi	s for Extension Request:			$\langle \rangle$
Requ	lest:	First		$\mathbf{\vee}$
Ste	n Information			
	p Information ep Description		# Days	Sched Date
# St			# Days 0	Sched Date 04/02/2015
# Sto 1 2	ep Description Initiate Extension Upload Extension Packag			04/02/2015 04/03/2015
# Sto 1 2	ep Description Initiate Extension Upload Extension Packag Submit Extension Reques	st for Time	0	04/02/2015
# Sto 1 2 3 4	ep Description Initiate Extension Upload Extension Packag Submit Extension Reques Request for Extension of	st for Time Time Recd	0 1 1 1	04/02/2015 04/03/2015 04/03/2015 04/03/2015
	ep Description Initiate Extension Upload Extension Packag Submit Extension Reques	st for Time Time Recd wed	0 1 1	04/02/2015 04/03/2015 04/03/2015

Figure 7-148: Edit Servicing Management Screen - Endorsed Late Notification of Death

- Step 5. Click the Go to Servicing Steps after Submit checkbox (at the bottom of the Edit Servicing Management Window).
- Step 6. Click Submit (If you click Cancel, the Endorsed Request Setup Search screen will be displayed).
- Step 7. The Request Steps screen for **Extension Late Notification of Death** timeline is displayed.

Home	Loan Endorsed Accou	nting Batch	Reports Logo	out			ervicing Technology o	I Reverse mor	igages
oan Balance Request Steps Servicing Mgmt Jotes Jocuments Contacts Verts	Loan Information FHA Case #: Loan Skey: Case Status: Endorsed Case Sub-Status: Loan Active Product Type: HECM STANDARD Go to Loan Search	Borrower Info Borrower: SSN: DOB: Address: Co-Borrower: NBS: Deferred:		Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	ation	n Hann (farm) Ran (far K	Balance Informat Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	ion Line of Cre \$135,146. \$145,000. 93.204 % (\$6,721.97	42 00 7)
oan Transactions.	Go to Servicing Setup Step Information: Extension - La <u># Step Description</u> 1 Initiate Extension	ate Notification of E	Scheduled Dat 04/02/2015	e <u>Complete</u> 04/22/2015		Step Group Servicer	Step Note	<u>Status</u> Active	<u>Cr</u>
	🛃 2 Upload Extension P	ackage	04/03/2015			Servicer		Active	04/
	3 Submit Extension R 4 Request for Extensi 5 Extension Request 6 Servicer Notified of	on of Time Recd Reviewed	04/03/2015 04/03/2015 04/03/2015 04/06/2015			Servicer HUD Contractor HUD Contractor HUD Contractor		Active Active Active Active	04 04 04 04
	6 Step(s)								>

Figure 7-149: Timeline Steps - Endorsed Late Notification of Death

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

	Edit Step		*
Step Item			
Step Description:	Upload Extension Package	2	
Scheduled Date:	04/28/2015 *	Complete Date: 04/27	7/2015
Status:	Active 💙		
	Upload PDF test		
Step Note:			\sim
			\sim
Documents:		Browse *	
Audit Informatio	n		
Create Date:	4/27/2015 7:44:46 PM	Created By: g	ssisvemgr
Change Date:		Changed By:	
		CANCEL	

Figure 7-150: Edit Step Window - Endorsed Late Notification of Death

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

	Edit Step	×
Step Item		
Step Description:	Submit Extension Request for Time	
Scheduled Date:	04/28/2015 V * Complete Date: 04/30/2015 V	
Status:	Active 🖌	
	Test	
Step Note:		
Audit Information	n 4/27/2015 7:44:46 PM Created By: <u>gssisvcmgr</u>	
Change Date:	Changed By:	

Figure 7-151: Edit Step – Endorsed Late Notification of Death

7.3.1.14.2 HUD NSC Contractor Activities

HUD NSC Contractor must perform the following steps:

- Step 11. The HUD NSC Contractor must complete the step **Request for Extension of Time Recd.** To complete the step, select the step, populate the completion date and click **Submit** on the **Edit Step** window.
- Step 12. Upon completion of Extension Package review, a HUD NSC Contractor will complete the step **Extension Request Reviewed.** To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.
- Step 13. Once a decision has been made whether to approve, or deny the request. The HUD NSC Contractor adds the respective optional step.
- Step 14. To add an optional step (HUD Decision -Approved, or HUD Decision -Denied), click **New.**

	New Step	×
Step Item		
Step Description:	ALL	*
Scheduled Date:	1/13/2012 💉 * Complete Date:	
Status:	Active	
	A	K
Step Note:		
		-
	SUBMIT CANCEL	

Figure 7-152: New Step - Endorsed Late Notification of Death

- Step 15. Select an optional step from the Step Description dropdown that needs to be added on the timeline, populate the completion date, and click Submit on the new window. The step will be added to the list of steps. Upon approval, populate the Extension Expiration Date on the Servicing Management tab.
- Step 16. A HUD NSC Contractor can add an optional Follow-up step to set a reminder to track and complete the timeline.

7.3.1.15 Extension – Hardest Hit Fund

Mortgagees may request a 45-day extension to meet the deadline to initiate foreclosure or reasonable diligence in completing foreclosure as follows:

•Upon receiving a copy of the State Housing Finance Agency's or other entity administering a State's HHF conditional commitment from the mortgagor, the mortgagee must review its servicing file and confirm that the mortgagor's account is still active and due and payable.

•The mortgagor has up to 45 days after the mortgagee's deadline to initiate foreclosure or, if applicable, complete foreclosure to receive the HHF funds and apply them in satisfying the HECM mortgage or otherwise curing the default. Should HHF funds not be disbursed to the mortgagor, the

mortgagee must retain documentation regarding this delay in initiating or completing foreclosure in its servicing file to avoid curtailment.

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

To initiate and complete the **Extension – Hardest Hit Fund** (HHF) timeline:

7.3.1.15.1 Initiate Timeline – Servicer Activities

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

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

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

uiseu > rrec	uest Setup	4.0. 		11.				Servicing Technology	y on Reverse Mortgages
lome	Loan End	dorsed Accountin	ng Batch	Reports Logou	ut				
dorsed Req	uest Setup Search								
n Skey:			Borrower LName:				Lender Name:	-	~
ier Loan #:			Property Address:			-	Servicer Name:		~
	L					_			Local Contraction
Case #:			Property State:	ALL		~	Investor Name:		*
e Status:	Endorsed	V	Case Sub-Status:	Loan Active		V	Index Type:	ALL	~
earch Result	el								SEARCH)
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	el	FHA Case #	Endorsed	Loan Active	Borrower	LNam		ty Address	
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xport to Exc	el		Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active		LNam		22-100 1000-000 1-00-00 100-00-000 100-00-000 10-00-000	
xport to Exc	el		Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active		<u>L.Nam</u>		19-146 1946 - 146 19-140 - 146 19-14 - 146 19-14 - 146 19-14 - 146 19-14 - 146 19-15 - 146 19-15 - 146 19-15 - 146 19-15 - 146	
xport to Exc	el		Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active		LNam		62-1962 978-982 97-9	
xport to Exc	el		Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active		<u>L Nam</u>		19-146 1946 - 146 19-140 - 146 19-14 - 146 19-14 - 146 19-14 - 146 19-14 - 146 19-15 - 146 19-15 - 146 19-15 - 146 19-15 - 146	
Export to Exc	el		Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active		LNam		22-1282 22-22-2 22-22-2 22-22-2 22-22-2 22-22-	

Figure 7-153: Setup Search - Endorsed Hardest Hit Fund (HHF)

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

Step 4. On the Edit Servicing Management Screen, select **Extension-Hardest Hit Fund (HFF)** from the Servicing Type dropdown and populate the required fields (marked with an asterisk). Note: The mandatory field Reason for Extension has 2 drop down options 1. Borrower Participating in the HHF Program 2.0ther Reason. Select the reason applicable.

Consider Transit			
Servicing Type: *	Extension - Hardest Hit Fund (H	HHF)	~
Timeline Status:	Active		~
Initiation Date: *	05/11/2015		*
Reason for Request: *	Delay Foreclosure		~
Reason for Extension: *	Borrower Participating in the H	HF Program	~
Basis for Extension Requ	est:		\sim
Request:			~
			~
Step Information		# Da	
Step Information Step Description		# Da 0	
Step Information 5 Step Description Initiate Extension	ackage		ys Sched Dat
Step Information Step Description Initiate Extension Upload Extension P		0	uys Sched Dat 05/11/2015
Step Information Step Description Initiate Extension Upload Extension R Submit Extension R	lequest for Time	0 1	ys Sched Dat 05/11/2015 05/12/2015
Step Information	equest for Time ion of Time Recd	0 1 1	ys Sched Dat 05/11/2015 05/12/2015 05/12/2015
Step Information Step Description Initiate Extension Upload Extension R Submit Extension R Request for Extensi	equest for Time ion of Time Recd Reviewed	0 1 1 1	ys Sched Da 05/11/201 05/12/201 05/12/201 05/12/201 05/12/201
Step Information Step Description Initiate Extension Upload Extension R Submit Extension R Request for Extension Extension Request	equest for Time ion of Time Recd Reviewed	0 1 1 1 1	ys Sched Dat 05/11/2015 05/12/2015 05/12/2015 05/12/2015 05/12/2015
Step Information Step Description Initiate Extension Upload Extension R Submit Extension R Request for Extension Extension Request	equest for Time ion of Time Recd Reviewed	0 1 1 1 1	ys Sched Dat 05/11/2015 05/12/2015 05/12/2015 05/12/2015
Step Information Step Description Initiate Extension Upload Extension R Submit Extension R Request for Extension Extension Request	equest for Time ion of Time Recd Reviewed	0 1 1 1 1	ys Sched Dat 05/11/2015 05/12/2015 05/12/2015 05/12/2015 05/12/2015
Step Information Step Description Initiate Extension Upload Extension R Submit Extension R Request for Extensi Extension Request	equest for Time ion of Time Recd Reviewed	0 1 1 1 1	ys Sched Dat 05/11/2015 05/12/2015 05/12/2015 05/12/2015 05/12/2015

Figure 7-154: Edit Servicing Management Screen - Endorsed Hardest Hit Fund (HHF)

- Step 5. Click the Go to Servicing Steps after Submit checkbox (at the bottom of the Edit Servicing Management Window).
- Step 6. Click Submit (If you click Cancel, the Endorsed Request Setup Search screen will be displayed).
- Step 7. The Request Steps screen for **Extension Hardest Hit Fund (HFF)** timeline is displayed.

Loan Balance Loan Information Barce Information FHA Case #: Loan Skey: Case Status: Endorsed Case Status: Loan Active Product Type: HECM Notes Borrower Information Borrower: SSN: SSN: SSN: SSN: SSN: Case Status: Loan Active Product Type: HECM ODB: Address: Documents Balance Information Lender Name: Address: SSN: SSN: Servicer #: Loan Balance: Servicer Mame: NoBILE Address: No Deferred: No Pay Plan Type: Line of Loan Balance: \$106,217 Go to Loan Search Co-Borrower: NS: No Deferred: No Servicer Name: No Deferred: No Servicer Name: No Deferred: No Go to Servicing Setup Setup Mode Servicer Name: No Deferred: No Servicer Name: No Deferred: No Servicer Name: No Deferred: No Set Step Information - Hardest Hit Fund (HHF) Step Information - Hardest Hit Fund (HHF) # Step Description Scheduled Date 04/22/2015 Complete Date 04/22/2015 Servicer Active Act	Loan Information FHA Case #: Loan Skey: Case Status: Endorsed Case Status: Loan Active Product Type: HECM STANDARD Borrower Information Borrower: SSN: Case Sub-Status: Loan Active Product Type: HECM Address: MOBILE AL 36618 Co-Borrower: NBS: No Deferred: No Servicer Information Lender Loan #: Servicer #: Lender Name: Servicer Mame: Investor Name: Balance Information Pay Plan Type: Line of Credit Loan Balance: \$106,272.76 Max Claim: \$112,000.00 % of Max Claim: \$4,886 % NPL: Go to Loan Search Servicer Name: NBS: No Deferred: No Step Note Status C Servicer Active 0 # Step Description Scheduled Date 04/22/2015 Complete Date Servicer Step Note Status C Active 0 # Step Description Scheduled Date 04/22/2015 Complete Date Servicer Step Note Status C Active 0 1 Initiate Extension Package 04/22/2015 Servicer Active 0 3 Submit Extension Request for Time 4 Request for Extension of Time Recd 04/22/2015 Servicer Active 0	Home	Loan Endorsed Accou	nting Batch	Reports Log	out		Servicing Technology o	in reference mon	
Step Information: Extension - Hardest Hit Fund (HHF) # Step Description Scheduled Date Complete Date Step Group Step Note Statu 1 Initiate Extension 04/22/2015 04/22/2015 Servicer Active 2 Upload Extension Request for Time 04/23/2015 Servicer Active 3 Submit Extension Request for Time 04/23/2015 Servicer Active 4 Request for Extension of Time Recd 04/23/2015 HUD Contractor Active 5 Extension Request Reviewed 04/23/2015 HUD Contractor Active	Step Information: Extension - Hardest Hit Fund (HHF) # Step Description Scheduled Date Complete Date Step Group Step Note Status C 1 Initiate Extension 04/22/2015 04/22/2015 Servicer Active 0 2 Upload Extension Package 04/23/2015 Servicer Active 0 3 Submit Extension Request for Time 04/23/2015 Servicer Active 0 4 Request for Extension of Time Recd 04/23/2015 HUD Contractor Active 0	coan Balance Request Steps lervicing Mgmt lotes locuments contacts lerts	Loan Information FHA Case #: Loan Skey: Case Status: Endorsed Case Sub-Status: Loan Active Product Type: HECM STANDARD Go to Loan Search	Borrower Info Borrower: SSN: DOB: Address: Co-Borrower: NBS:	mation MOBILE AL 36618 No	Servicer Inform: Lender Loan #: Servicer #: Lender Name: Servicer Name:	-research Transie Ferner (Serve Franz Fran	Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	Line of Cro \$106,272. \$112,000. 94.886 % (\$1,144.60	.76 .00 0)
1 Initiate Extension 04/22/2015 04/22/2015 Servicer Active 2 Upload Extension Package 04/23/2015 Servicer Active 3 Submit Extension Request for Time 04/23/2015 Servicer Active 4 Request for Extension of Time Recd 04/23/2015 HUD Contractor Active 5 Extension Request Reviewed 04/23/2015 HUD Contractor Active	1 Initiate Extension 04/22/2015 04/22/2015 Servicer Active 0 2 Upload Extension Package 04/23/2015 Servicer Active 0 3 Submit Extension Request for Time 04/23/2015 Servicer Active 0 4 Request for Extension of Time Recd 04/23/2015 HUD Contractor Active 0	Sen Transactions	Step Information: Extension - H	ardest Hit Fund (HH	IF)					
Upload Extension Package 04/23/2015 Servicer Active 3 Submit Extension Request for Time 04/23/2015 Servicer Active 4 Request for Extension of Time Recd 04/23/2015 HUD Contractor Active 5 Extension Request Reviewed 04/23/2015 HUD Contractor Active	2 Upload Extension Package 04/23/2015 Servicer Active 0 3 Submit Extension Request for Time 04/23/2015 Servicer Active 0 4 Request for Extension of Time Recd 04/23/2015 HUD Contractor Active 0							Step Note	<u>Status</u>	<u>C</u>
3 Submit Extension Request for Time 04/23/2015 Servicer Active 4 Request for Extension of Time Recd 04/23/2015 HUD Contractor Active 5 Extension Request Reviewed 04/23/2015 HUD Contractor Active	3 Submit Extension Request for Time 04/23/2015 Servicer Active 0 4 Request for Extension of Time Recd 04/23/2015 HUD Contractor Active 0		town and a state of the state o			04/22/2015				04
4 Request for Extension of Time Recd 04/23/2015 HUD Contractor Active 5 Extension Request Reviewed 04/23/2015 HUD Contractor Active	4 Request for Extension of Time Recd 04/23/2015 HUD Contractor Active 0									
5 Extension Request Reviewed 04/23/2015 HUD Contractor Active										
	5 Extension Request Reviewed 04/23/2015 HUD Contractor Active 0							-765		
6 Servicer Notified of Decision 04/24/2015 HUD Contractor Active										- 25
			6 Servicer Notified of	Decision	04/24/2015		HUD Contracto	Dr	Active	

Figure 7-155: Timeline Steps - Endorsed Hardest Hit Fund (HHF)

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

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

	Edit Step		
Step Item			
Step Description:	Upload Extension Package	2	
Scheduled Date:	04/28/2015 *	Complete Date:	04/27/2015
Status:	Active 💙		
	Upload PDF test		
Step Note:			^
			\sim
Documents:		Browse	•
Audit Informatio	on		
Create Date:	4/27/2015 7:44:46 PM	Created By:	gssisvemgr
Change Date:		Changed By:	

Figure 7-156: Edit Step Window – Endorsed Hardest Hit Fund

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

	Edit Step	×
Step Item		
Step Description:	Submit Extension Request for Time	
Scheduled Date:	04/28/2015 🔹 * Complete Date: 04/30/2015 🗸	
Status:	Active	
	Test	
Step Note:		
Audit Informatio		
Create Date:	4/27/2015 7:44:46 PM Created By: <u>qssisvcmgr</u>	
Change Date:	Changed By:	
	SUBMIT (CANCEL	

Figure 7-157: Edit Step – Endorsed Hardest Hit Fund

7.3.1.15.2 HUD NSC Contractor Activities

HUD NSC Contractor must perform the following steps:

- Step 11. The HUD NSC Contractor must complete the step Request for Extension of Time Recd. To complete the step, select the step, populate the completion date and click Submit on the **Edit Step** window.
- Step 12. Upon completion of Extension Package review, a HUD NSC Contractor will complete the step Extension Request Reviewed. To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click Submit on the Edit Step window.
- Step 13. Once a decision has been made whether to approve, or deny the request. The HUD NSC Contractor adds the respective optional step.
- Step 14. To add an optional step (HUD Decision -Approved, or HUD Decision -Denied), click **New.**

	New Step	×
Step Item		
Step Description:	ALL	
Scheduled Date:	04/27/2015 💙 * Complete Date: 🗸	
Status:	Active	
Step Note:	\$	
	SUBMIT CANCEL	

Figure 7-158: New Step – Endorsed Hardest Hit Fund

- Step 15. Select an optional step from the Step Description dropdown that needs to be added on the timeline, populate the completion date, and click Submit on the new window. The step will be added to the list of steps. Upon approval, populate the Extension Expiration Date on the Servicing Management tab.
- Step 16. A HUD NSC Contractor can add an optional Follow-up step to set a reminder to track and complete the timeline.

7.3.1.16 Extension – Property Charge Loss Mitigation

The Mortgagee may offer the following loss mitigation options for a mortgagor in default due to unpaid property charges:

- Refinancing the defaulted HECM into a new HECM if possible under all applicable HECM origination requirements
- Providing information on the availability of free assistance from HUD-approved HECM Housing Counselors and local assistance programs (e.g., ELMORE) available for mortgagors.

If the aforementioned loss mitigation options are unavailable or have been exhausted, mortgagees may offer the following:

- Option (1): The option for an extension of the foreclosure timeframes due to a Corporate Advance/Repayment Plan (Note: Maximum 60 months from date of repayment).
- Option (2): The option for an extension of the foreclosure timeframes due to an "At Risk" HECM Mortgagor (Note: Required Annually).

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

To initiate and complete the **Extension – Property Charge Loss Mitigation** timeline:

7.3.1.16.1 Initiate Timeline – Servicer Activities

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

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

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

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lome	Loan E	ndorsed	Accounting	Batch	Reports Logou	t			
dorsed Req	uest Setup Search	n							
Skey:				Borrower LName:			Lender Nam	e:	~
der Loan #:				Property Address:	-		Servicer Na	me:	*
				and the second second		1000			Local Action
A Case #:				Property State:	ALL	~	Investor Na	ne:	~
e Status:	Endorsed		~	Case Sub-Status:	Loan Active	~	Index Type:	ALL	V
Export to Exc	el								SEARCH
xport to Exc		<u>FHA</u>	Case #	<u>Case Status</u>	<u>Case Sub-Status</u>	Borrower LN	<u>lame Pr</u>	operty Address	<u>Property S</u>
xport to Exc	el	<u>FHA</u>	<u>Case #</u>	Endorsed	Loan Active			N Barrie (Ber	
xport to Exc	el	-		Endorsed Endorsed	Loan Active Loan Active			in den an i den la compañía catal	
xport to Exc	el	-	<u>Case #</u>	Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active		-		
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xport to Exc	el			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active		1	1100-00-100- 8-500-00-00- 8-500-00-00- 8-500-00-000- 8-500-00-000- 8-500-00-000- 1-800-00-000-000-00-	
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ixport to Exer n Skey	el			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active		0.000	11 (0.012) 1 (02) 11 (0.012) 1 (02) 11 (0.012) 1 (02) 11 (02) 1 (02) 12 (02) 1 (02) 12 (02) 1 (02) 1 (02) 11 (02) 1 (02) 1 (02) 1 (02) 1 (02) 11 (02) 1 (02) 1 (02) 1 (02) 1 (02) 11 (02) 1 (02) 1 (02) 1 (02) 1 (02) 1 (02) 11 (02) 1 (0	Property S
earch Result Export to Exci in <u>Skey</u>	el			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	900-000 0000-000 000000	0.000		

Figure 7-159: Setup Search - Endorsed Property Charge Loss Mitigation

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

- Step 4. On the Edit Servicing Management Screen, select Extension- Property Charge Loss Mitigation from the Servicing Type dropdown and populate the required fields (marked with an asterisk). Note: The mandatory field Reason for Extension has 2 drop down options :
 - 1. Corporate Advance/Repayment Plan (Note: Maximum 60 months from date of repayment).
 - 2. "At Risk" HECM Mortgagor (Note: Required Annually).

	formation					
Servicing Type: *	Extension - Property Charge Lo	oss Mitigation	\checkmark			
fimeline Status:	Active		~			
nitiation Date: *	04/22/2015	04/22/2015				
Reason for Request: *	Delay Foreclosure		~			
Reason for Extension: *	Corporate Advance/Repayment	t Plan (Note: Maximum 60	months fi 🗸			
Basis for Extension Reque	st:		0			
Request:			~			
Step Information						
Step Description		# Days 0	Sched Date 04/22/2015			
Upload Extension Pa	ckage	1	04/23/2015			
Submit Extension Re		1	04/23/2015			
Request for Extensio		1	04/23/2015			
Extension Request F		1	04/23/2015			
	Decision	2	04/24/2015			
Servicer Notified of I						
Servicer Notified of L						
Servicer Notified of I						
Servicer Notified of I						
Servicer Notified of I						
Servicer Notified of I						

Figure 7-160: Edit Servicing Management Screen - Endorsed Property Charge Loss Mitigation

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

oan Balance		unting Batch	Reports Log	out				
equest Steps ervicing Mgmt otes ocuments ontacts lerts	Loan Information FHA Case #: Loan Skey: Case Status: Endorsed Case Sub-Status: Loan Active Product Type: HECM STANDARD Go to Loan Search	Borrower Info Borrower: SSN: DOB: Address: Co-Borrower: NBS: Deferred:		Servicer Informa Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	ation	Balance Informati Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	ion Line of Cre \$68,363.01 \$89,000.01 76.812 % \$27,619.11 ♪ Print Loan [)6)0 1
oan Transactions	Go to Servicing Setup Step Information: Extension - F	Property Charge Los	s Mitigation					
	# Step Description		Scheduled Da	te <u>Complete</u>	Date <u>Step Group</u>	Step Note	<u>Status</u>	Q
	1 Initiate Extension		04/22/2015	04/22/2015	Servicer		Active	0
		Package	04/23/2015		Servicer		Active	0
	light 2 Upload Extension							
	2 Upload Extension I 3 Submit Extension I	-	04/23/2015		Servicer		Active	0
	3 Submit Extension I 4 Request for Extens	Request for Time sion of Time Recd	04/23/2015 04/23/2015		Servicer HUD Contracto	or	Active Active	
	3 Submit Extension I	Request for Time sion of Time Recd t Reviewed				pr		0

Figure 7-161: Timeline Steps – Endorsed Property Charge Loss Mitigation

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

- Step 9. For the step **Upload Extension Package, the** completion date is prepopulated with the current system date. For this step, a servicer must upload the Extension Package document. The step cannot be completed without attaching the required document. Once the document is attached, a servicer will click **Submit** for the document to be attached. A PDF icon is added next to the step; select this icon to view the attached document. This document is also auto-saved in the Documents tab
- Step 10. The servicer must complete the step Submit Extension Request for Time. To complete the step, select the step, populate the completion date and **Click Submit** on the **Edit Step** window.

	Edit Step	8
Step Item		
Step Description:	Upload Extension Package	
Scheduled Date:	1/17/2012 Complete Date: 1/13/2012	
Status:	Active	
	Upload PDF test	
Step Note:		
Documents:	Browse *	
- Audit Informatio	n	
Create Date:	1/13/2012 11:10:15 AM Created By:	
Change Date:	Changed By:	
	SUBMIT () CANCEL	

Figure 7-162: Edit Step Window – Endorsed Property Charge Loss Mitigation

Step Item Step Description: Submit Extension Scheduled Date: 1/17/2012 Status: Active Step Note: Test	sion Reques			
Scheduled Date: 1/17/2012 Status: Active Test				
Status: Active Test Step Note:	*			
Test Step Note:		Complete Date:	1/13/2012	1
Step Note:	Ŧ			
				<u>~</u>
Audit Information				
Audit Information				-
Audit Information				
Create Date: 1/13/2012 11		Created By:	10.000.0000	
Change Date:	:10:15 AM	Changed By:		

Figure 7-163: Edit Step – Endorsed Property Charge Loss Mitigation

7.3.1.16.2 HUD NSC Contractor Activities

HUD NSC Contractor must perform the following steps:

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

- Step 12. Upon completion of Extension Package review, a HUD NSC Contractor will complete the step **Extension Request Reviewed**. To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.
- Step 13. Once a decision has been made whether to approve, or deny the request. The HUD NSC Contractor adds the respective optional step.
- Step 14. To add an optional step (HUD Decision Approved, or HUD Decision Denied), click **New**.

	New Step	×
Step Item		
Step Description:	ALL	*
Scheduled Date:	1/13/2012 Complete Date:	*
Status:	Active -	
Step Note:		*
	SUBMIT () CANCEL	

Figure 7-164: New Step – Endorsed Property Charge Loss Mitigation

- Step 15. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline, populate the completion date, and click **Submit** on the new window. The step will be added to the list of steps. Upon approval, populate the Extension Expiration Date on the **Servicing Management** tab.
- Step 16. A HUD NSC Contractor can add an optional Follow-up step to set a reminder to track and complete the timeline.

7.3.1.17 Extension – Appraisal

Mortgagees may request an extension of time to the appraisal expiration date if they have pending sale scheduled to close within 30 days from the expiration of the appraisal.

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

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

7.3.1.17.1 Initiate Timeline – Servicer Activities

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

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

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

lorsed > Req	quest Setup							Servicing Technology	on Reverse Mortgages
lome	Loan	Endorsed	Accounting	g Batch	Reports Logout				
dorsed Reg	quest Setup Sea	rch							
Skey:				Borrower LName:			Lender Name:		~
ler Loan #:				Property Address:			Servicer Name:		~
Case #:				Property State:		~	Investor Name:		~
	-				-ALL				
e Status:	Endorsed		V	Case Sub-Status:	Loan Active	~	Index Type:	ALL	V
arch Result									SEARCH
			Case #	<u>Case Status</u>	Case Sub-Status	Borrower LNam		ty Address	E SEARCH
xport to Exc	:el		\ Case #	Endorsed	Loan Active	Borrower LNam		ty Address	
port to Exc	:el			Endorsed Endorsed	Loan Active Loan Active	Borrower LNam		ty Address	
port to Exc	:el			Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active	-2014-01200 		ty Address	
port to Exc	:el			Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active			ty Address	
port to Exc	:el			Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active	-2014-01200 		ty Address	
port to Exc	:el			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active			ty Address	
port to Exc	:el			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	401-100 1000-100 100-0 1000-0 100-0 100-0 100-0 100-0 100-0 100-00		tv. Address	
port to Exc	:el			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active			ty Address	
port to Exc	:el			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	401-100 1000-100 100-0 1000-0 100-0 100-0 100-0 100-0 100-0 100-00		ty Address	
port to Exc	:el			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	401-100 1000-100 100-0 1000-0 100-0 100-0 100-0 100-0 100-0 100-00		ty Address	

Figure 7-165: Setup Search – Endorsed Appraisal

- Step 3. From the search results, select a loan to initiate the timeline.
- Step 4. On the Edit Servicing Management Screen, select Extension- Appraisal from the Servicing Type dropdown and populate the required fields (marked with an asterisk).

	Edit Servicing Management			×
Servicing Management Informat	ion			_
Servicing Type: *	Extension - Appraisal		~	
Timeline Status:	Active		~	
Initiation Date: *	04/27/2015		~	
Responsible Party:			~	
Reason for Request: *	Claims		~	
Reason for Extension: *	Pending Sale to close within 30 days of a		ion date 🗸	
Reason for Extension.	Pending Sale to close within 30 days of a	ppraisai expirat	ion date 👻	
Basis for Extension Request:			\bigcirc	
Request:			~	
Step Information # Step Description		# Dav	s Sched Date	
1 Initiate Extension		0	04/27/2015	
2 Upload Extension Package		1	04/28/2015	
3 Submit Extension Request	for Time	1	04/28/2015	
4 Request for Extension of T	ime Recd	1	04/28/2015	
5 Extension Request Review		1	04/28/2015	
6 Servicer Notified of Decisio	n	2	04/29/2015	
✓ Go to Servicing Steps after Subn				

Figure 7-166: Edit Servicing Management Screen – Endorsed Appraisal

- Step 5. Click the Go to Servicing Steps after Submit checkbox (at the bottom of the Edit Servicing Management Window).
- Step 6. Click **Submit** (If you click Cancel, the **Endorsed Request Setup Search** screen will be displayed).

Step 7. The **Request Steps** screen for **Extension – Property Appraisal** timeline is displayed.

	Federal Area	unting Ratub	Deneda		S	ervicing Technology on		-
Home Loan Balance Request Steps Servicing Mgmt Notes Documents Contacts Alerts	Loan Endorsed Accou Loan Information FHA Case #: Loan Skey: Case Status: Loan Active Product Type: HECM STANDARD Go to Loan Search	unting Batch Borrower: Info Borrower: SSN: DOB: Address: Co-Borrower: NBS: Deferred:	MOBILE AL 36618 No No	ut Servicer Informatio Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	n 19 - Langerson 19 - Canada Santa - Tananan 19 - Pengan - Pangar 19 - Pengan - Pengan - Pengan 19 - Pengan - Pengan - Pengan - Pengan 19 - Pengan - Pengan - Pengan 19 - Pengan - Pengan - Pengan - Pengan 19 - Pengan - Pengan - Pengan - Pengan 19 - Pengan - Pengan - Pengan 19 - Pengan - Pengan - Pengan - Pengan - Pengan 19 - Pengan - Pengan - Pengan - Pengan - Pengan 19 - Pengan - Pengan - Pengan - Pengan - Pengan - Pengan 19 - Pengan - Peng	Balance Informatit Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	DN Line of Cru \$106,272. \$112,000. 94.886 % (\$1,144.60 Print Loan 1	76 00 D)
	Go to Servicing Setup							
Loan Transactions	the second se	1. I.						
	Step Information: Extension - A	ppraisai						
	# Step Description		Scheduled Dat	e Complete Dat	e Step Group	Step Note	Status	Сп
	# <u>Step Description</u>		04/22/2015	04/22/2015	Servicer	3160 11016	Active	04/
	1 Initiate Extension						Active	04/
	1 Initiate Extension	Package	04/23/2015		Servicer			- 33
	🔒 2 Upload Extension F		04/23/2015		Servicer		Active	
	 2 Upload Extension F 3 Submit Extension F 	Request for Time	04/23/2015		Servicer		Active	-
	 2 Upload Extension F 3 Submit Extension F 4 Request for Extens 	Request for Time ion of Time Recd			100 M		Active Active Active	04
	 2 Upload Extension F 3 Submit Extension F 	Request for Time ion of Time Recd Reviewed	04/23/2015 04/23/2015		Servicer HUD Contractor	r	Active	04
	 2 Upload Extension F 3 Submit Extension F 4 Request for Extension 5 Extension Request 	Request for Time ion of Time Recd Reviewed	04/23/2015 04/23/2015 04/23/2015		Servicer HUD Contractor HUD Contractor	r	Active Active	04/ 04/ 04/ 04/

Figure 7-167: Timeline Steps – Endorsed Appraisal

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

	Edit Step		×
Step Item			
Step Description:	Upload Extension Package		
Scheduled Date:	1/17/2012 💉 *	Complete Date:	1/13/2012 🗸 🗸
Status:	Active -		
	Upload PDF test		*
Step Note:			-
Documents:		Browse	*
Audit Information	on		
Create Date:	1/13/2012 11:10:15 AM	Created By:	
Change Date:		Changed By:	

Figure 7-168: Edit Step Window – Endorsed Appraisal

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

Step Item			
Step Description	n: Submit Extension Request for	or Time	
Scheduled Date:	1/17/2012 💉 *	Complete Date: 1/13/2012	*
Status:	Active 🔻		
Step Note:	Test		*
Audit Informat	tion 1/13/2012 11:10:15 AM	Created By:	

Figure 7-169: Edit Step – Endorsed Appraisal

7.3.1.17.2 HUD NSC Contractor Activities

HUD NSC Contractor must perform the following steps:

- Step 11. The HUD NSC Contractor must complete the step **Request for Extension of Time Recd**. To complete the step, select the step, populate the completion date and click **Submit** on the **Edit Step** window.
- Step 12. Upon completion of Extension Package review, a HUD NSC Contractor will complete the step **Extension Request Reviewed**. To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.
- Step 13. Once a decision has been made whether to approve, or deny the request. The HUD NSC Contractor adds the respective optional step.
- Step 14. To add an optional step (HUD Decision Approved, or HUD Decision Denied), click **New.**

	New Step	×
Step Item		
Step Description:	ALL 🔻	
Scheduled Date:	1/13/2012 🔹 * Complete Date: 💌	
Status:	Active	
	A	
Step Note:		
	Ŧ	
	SUBMIT () CANCEL	

Figure 7-170: New Step – Endorsed Appraisal

- Step 15. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline, populate the completion date, and click **Submit** on the new window. The step will be added to the list of steps. Upon approval, populate the Extension Expiration Date on the **Servicing Management** tab.
- Step 16. A HUD NSC Contractor can add an optional Follow-up step to set a reminder to track and complete the timeline.

7.3.1.18 Extension – Other

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

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

7.3.1.18.1 Initiate Timeline – Servicer Activities

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

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

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

				D. I.I.						
ome	Loan	Endorsed	Accounting	Batch	Reports Logo	ut				
orsed Reg	uest Setup Se	arch								
				Borrower LName:			1 .	ender Name:		~
Skey:					· · · · · · · · · · · · · · · · · · ·					0.00
r Loan #:				Property Address:			S	ervicer Name:	and the second second	*
ase #:				Property State:	ALL		V II	vestor Name:		~
Status:	Endorsed		~	Case Sub-Status:	Loan Active		V II	ndex Type:	ALL	~
Julua.	Endorsed			cuse sub-status.	Loan Active		· "	dex Type.	ALL	· · ·
port to Exce	al l	- # - 511		0	Carao Buto Batan	0	1. Marca			SEARCH
rch Results port to Exce Skey			A Case #	Case Status	Case Sub-Status	Borrower	<u>LName</u>		ty Address	Property S
port to Exce	al l		A Case #	Endorsed	Loan Active		L.Name		180	
port to Exce	al l			Endorsed Endorsed	Loan Active Loan Active		<u>LName</u>	- and to do a	na rate	
port to Exce	al l			Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active		<u>LName</u>		ile rank nativ rank na hito re	
port to Exce	al l			Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active		<u>LName</u>		19-106 1995-1995 1-991-1995 1-991-1991	
port to Exce	al l			Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active	10000000000000000000000000000000000000	<u>LName</u>		ile range name range name range	
port to Exce	al l			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active		<u>LName</u>		an ann	
port to Exce	al l			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active		<u>LName</u>		20-1001 0000-0002 0-000-00 0-0000-00 0-0000-10 0-0000-10 0-000-00 0-000-00 0-000-00 0-000-00	
port to Exce	al l			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active		<u>LName</u>		19-1951 1995-1994 1993-1995 1993-1997 1993-1995 1995-1995 1995-1995 1995-1995 1995-1995 1995-1995 1995-1995	
ort to Exce	al l			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active		<u>LName</u>		20-1001 0000-0002 0-000-00 0-0000-00 0-0000-10 0-0000-10 0-000-00 0-000-00 0-000-00 0-000-00	
port to Exce	al l			Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed Endorsed	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active		<u>LName</u>		20-100 1000-002 10-00-00 10-00-000 10-0	

Figure 7-171: Setup Search – Endorsed Other

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

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

	Edit Servicing Management		
Servicing Management Informa	tion		
Servicing Type: *	Extension - Other		~
Timeline Status:	Active		~
Initiation Date: *	04/27/2015		*
Responsible Party:			~
Reason for Request: *	Claims		~
Reason for Extension: *	Other Reason		~
Basis for Extension Request:			\sim
Request:			~
Step Information			0.1.10.1
# Step Description 1 Initiate Extension		# Days 0	Sched Date 04/27/2015
2 Upload Extension Packag	a	1	04/28/2015
3 Submit Extension Reques		1	04/28/2015
4 Request for Extension of		1	04/28/2015
5 Extension Request Review		1	04/28/2015
6 Servicer Notified of Decisi		2	04/29/2015

Figure 7-172: Edit Servicing Management Screen – Endorsed Other

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

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

Home	Loan Assigned Endo	rsed Accounti	ng Reports Adm	in Logout		ervicing Technology o		1.00
oan Balance	Loan Information FHA Case #:	Borrower Info	ormation	Servicer Informatio	n	Balance Informat	ion Line of C	
lequest Steps	Loan Skey:	SSN:		Servicer #:	100010101	Loan Balance:	\$75,760.	
	Case Status: Endorsed	DOB:		Lender Name:	NOTION OF FREE TRANS	Max Claim:	\$78,000.	
ervicing Mgmt	Case Sub-Status: Loan Active	Address:	or body to a subsect to be		01108	% of Max Claim:	97.128 9	
lotes	Product Type: HECM STANDARD		SYLACAUGA AL 35150	Servicer Name:	NAME OF A DAMA OF A DAMA DAMA	NPL:	(\$1,324.0 Print Loar	
ocuments	Go to Loan Search	Co-Borrower: NBS:	No	Investor Name:		-	- <u></u>	<u>l betans</u>
ontacts		Deferred:	No					
lerts								
oan Transactions	Go to Search Results							
	Step Information: Extension - O	ther						
	NEW							
	# <u>Step Description</u>		Scheduled Date			Step Note	<u>Status</u>	Create
	1 Initiate Extension		04/27/2015	04/27/2015	Servicer		Active	04/27/3
	👗 2 Upload Extension F	ackage	04/28/2015		Servicer		Active	04/27/3
	3 Submit Extension F	lequest for Time	04/28/2015		Servicer		Active	04/27/2
	4 Request for Extens		04/28/2015		HUD Contractor		Active	04/27/2
	5 Extension Request		04/28/2015		HUD Contractor		Active	04/27/2
					HUD Contractor		Active	04/27/2
	6 Servicer Notified of	Decision	04/29/2015		HOD Contractor		Active	>

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

Figure 7-173: Timeline Steps - Endorsed Other

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

	Edit Step		
Step Item			
Step Description	: Upload Extension Package		
Scheduled Date:	1/17/2012 💉 *	Complete Date: 1/13/2012	~
Status:	Active 💌		
	Upload PDF test		*
Step Note:	-		
			-
Documents:		Browse *	
Audit Informat	ion		
Create Date:	1/13/2012 11:10:15 AM	Created By:	6
		Changed By:	

Figure 7-174: Edit Step Window - Endorsed Other

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

	Edit Step		
Step Item			
Step Description	n: Submit Extension Request for	or Time	
Scheduled Date:	1/17/2012 💉 *	Complete Date: 1/13/201	12 🗸
Status:	Active 🔻		
	Test		*
Step Note:			
			-
Audit Informat			
	1/13/2012 11:10:15 AM	Created By:	
Create Date: Change Date:		Changed By:	

Figure 7-175: Edit Step – Endorsed Other

7.3.1.18.2 HUD NSC Contractor Activities

HUD NSC Contractor must perform the following steps:

- Step 11. The HUD NSC Contractor must complete the step **Request for Extension of Time Recd**. To complete the step, select the step, populate the completion date and click **Submit** on the **Edit Step** window.
- Step 12. Upon completion of Extension Package review, a HUD NSC Contractor will complete the step **Extension Request Reviewed**. To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.
- Step 13. Once a decision has been made whether to approve, or deny the request. The HUD NSC Contractor adds the respective optional step.
- Step 14. To add an optional step (HUD Decision Approved, or HUD Decision Denied), click **New.**

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

Figure 7-176: New Step - Endorsed Other

- Step 15. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline, populate the completion date, and click **Submit** on the new window. The step will be added to the list of steps. Upon approval, populate the Extension Expiration Date on the **Servicing Management** tab.
- Step 16. A HUD NSC Contractor can add an optional Follow-up step to set a reminder to track and complete the timeline.

7.3.2 Release Timelines

7.3.2.1 Release 2nd (Release of HUD's Second Mortgage)

This timeline is automatically initiated by the system when a loan status is terminated. The timeline can also be initiated manually, if the loan has an active Loss Mitigation – Deed in Lieu or Loss Mitigation – Short Sale timeline. The scheduled date of the first step is set to 10 business days after the effective date of the payoff transaction, if the case is Terminated. The scheduled date of the first step is set to the complete date of the timeline step "Initiate DIL or Initiate Short Sale Process", when the loan status is Endorsed and an active DIL/Short Sale timeline exists. The initiation conditions for claim and non-claim terminations are shown below:

- **For termination by non-claim:** The case status is updated to Terminated after the creation of termination transaction on loan by a servicer.
- **For termination by claim:** The case status is updated to Terminated after the claim payment confirmation is received from the Accounting Module (claim is submitted by a servicer and approved by HUD claims staff).

HUD NSC Contractor will complete the steps within the timeline after system initiation. There is no interaction with the servicer. Multiple active Release 2nd timelines cannot be initiated on a loan. The Servicing Management tab can be used to activate or inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Release 2**nd timeline:

- Step 1. From the **Endorsed** menu, select **Release**, and click **Search**.
- Step 2. On the **Endorsed Release Search** Screen, enter the search criteria and click **Search** to retrieve the timelines that have been auto-initiated by the system.

	<mark>Edit Pro</mark> y, January 27, 2012								5	F (0)	· .
> Assigned > Re	ease Search									hnology on Rev	
Home	Loan A	ssigned Endo	rsed Log	jout							
Assigned Re	lease Search										
Loan Informat	on:										
Loan Skey:	э у:		Borrowe	Borrower LName:		Lender Name:	~		~		
Lender Loan #	:		Property	Address:				Servicer Name:			*
FHA Case #:			Property	State:	ALL Investor Na		Investor Name:	:		~	
Case Status:	Terminated		 Case Sul 	o-Status:	Terminate - Borr. Paid 🔻		•	Responsible:	ALL		•
								Property County:	ALL		-
-	agement Criteria:		_				•		-		
	ng Type: Release 2nd 🔹			Servicing Status:		ALL		Step:			•
Timeline Status: All Active		 Current 	Current Step Group:		ALL		Step Status:	ALL		•	
								Scheduled Date:	×		*
								Completion Date:	~	<=	*
								Step Group:	ALL		-
										\bigcirc	SEARCH
Search Results Export to Exc											
Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub	-Status	Servicing Type	<u>Ti</u>	meline Status	Servicing Status		
78118	1011001100	911081109	Terminated	Terminate	- Borr. Paid	Release 2nd	A	ctive	Recorded Release	Received from	County
100100		011000000	Terminated	Terminate	- Borr. Paid	Release 2nd	A	ctive	Recorded Release	Received from	County
78112		41.011000	Terminated	Terminate	- Borr. Paid	Release 2nd	A	ctive			
10000		40.11100.01	Terminated	Terminate	- Borr. Paid	Release 2nd	A	ctive	Recorded Release	Received from	County
78115	-811724822-	81-724833	Terminated	Terminate	- Borr. Paid	Release 2nd	A		Recorded Release		
10110		an - Tassas	Terminated	Terminate	- Borr. Paid	Release 2nd	A	ctive	Recorded Release	Received from	County

Figure 7-177: Setup Search – Endorsed 2nd Release

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

Step 4. The **Release Steps** screen for Release 2nd timeline is displayed.

Welcome: Today is: Friday, Home	Edit Profile Help January 13, 2012 Loan Assigned Endorse	d Logout		S							
Loan Balance Release Steps Servicing Mgmt Notes Documents Contacts	Loan Information FHA Case #: Loan Skey: Case Status: Terminated Case Sub-Status:Terminate - Borr. Paid Product Type: HECM STANDARD Go to Loan Search	Borrower Information Borrower: SSN: DOB: Address: VALLEJO CA 94591 Co-Borrower:	Servicer Information Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	t tong i forma Hong i forma Hong i forma Hong i forma Hong i forma Hong i	Balance Informa Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	Line of Credit \$0.00 \$362,790.00 0.000 % \$311,128.06					
Alerts	Go to Search Results Step Information: Release 2nd NEW										
	# Step Description 1 Payoff Transaction Pro 2 Release Request- Appr 3 Print Lien Release Pack 4 Mail Lien Release Pack 5 Recorded Release Rec	age/Request Check age for Recording	<u>Scheduled Date</u> 01/30/2012 01/31/2012 02/03/2012 02/06/2012 01/29/2013	<u>Complete Date</u> 01/13/2012	Step Group HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor	<u>Step Note</u>					

Figure 7-178: Timeline Steps – Endorsed Release 2nd

- Step 5. The Step **Payoff Transaction Processed/Initiate Release of 2**nd **Mortgage** completion date is pre-populated with timeline created date.
- Step 6. Complete the steps in the timeline when activity corresponding to the step is complete. To complete any step in the timeline, click the step, for example, Release Request Approved by Management.

Step Item			
Step Description	: Release Request- Approv	ed by Management	
Scheduled Date:	1/31/2012 🗸 *	Complete Date: 1/13/201	12 🗸
Status:	Active 💌		
	Step Completed		*
Step Note:			
			~
Audit Informat	ion		
Create Date:	1/13/2012 5:50:44 PM	Created By:	1110
		Changed By:	

Figure 7-179: Edit Step – Endorsed Release 2nd

- Step 7. Populate the completion date, add a note in the **Notes** field if applicable, and click **Submit** on the **Edit Step** window.
- Step 8. The completion date is populated beside the step Release Request Approved by Management on the **Release Steps** screen.
- Step 9. Repeat the steps above to complete the remaining steps.
- Step 10.To add an optional step, click New.

	New Step	×
Step Item		
Step Description:	ALL	•
Scheduled Date:	1/13/2012 💙 * Complete Date: 🗸	
Status:	Active -	
Step Note:		
	-	
	SUBMIT CANCEL	

Figure 7-180: New Step – Endorsed Release 2nd

Step 11.Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step will be added to the list of steps.

Step 12.To complete the step, select the step and populate the completion date, add a note in the **Notes** field if applicable, click **Submit** on the **Edit Step** window.

Step 13.Repeat the above instructions to add and complete other optional steps.

7.4 Assigned Timelines

7.4.1 Compliance Timelines

7.4.1.1 Occupancy Compliance Certification

To ensure that the mortgagor is compliant with HECM occupancy rules and to complete the occupancy inspection process, a HUD NSC Contractor initiates this timeline. This timeline is automatically initiated when a loan is established. However, this timeline can also be initiated manually to track the annual occupancy compliance.

It does not require HUD NSC Staff interactions and can be initiated and completed by a HUD NSC Contractor. Only one active Occupancy Compliance timeline can be associated with a loan. The Servicing Management tab can be used to activate or inactivate the timeline and edit inspection information. Once the timeline is inactivated, none of the steps can be edited.

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

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

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

Welcome: Today is: Thursd		<u>lit Profile</u> <u>Help</u> 012								5		.1.
Assigned > Comp	liance Search									Servicing	Technology on Rev	erse Mortgag
Home	Loan A	ssigned End	dorsed	Repor	ts	Logout						
Assigned Com	pliance Search											
Loan Informatio	1:											
Loan Skey:				Borrower L	Name:				Lender Name:			*
ender Loan #:				Property A	ddress:				Servicer Name	:		*
HA Case #:				Property St	tate:	ALL		•	Investor Name	:		*
Case Status:	Assigned		•	Case Sub-S	Status:	Loan Active		•	Responsible:	ALL		•
Servicing Manag	ement Criteria											
		pliance Certification	•	Servicing S	tatus:	ALL		-	Step:	ALL		-
Timeline Status:	All Active		•	Current Ste	ep Group:	ALL		•	Step Status:	ALL		•
									Scheduled Dat	e:	v <=	~
									Completion Da	te:	✓ <=	~
									Step Group:	ALL		-
Search Results	5										0	SEARCH
Loan Skey I	<u>ender Loan #</u>	FHA Case #	Case	<u>e Status</u>	Case Sub	<u>o-Status</u>	Servicing Type		1	<u>'imeline Status</u>	Servicing Sta	<u>atus</u>
818		101119808081	Assi	gned	Loan Activ	/e	Occupancy Compliance	e Cert	tification /	Active	Annual Occup	ancy Certifi
441		184112811881	Assi	gned	Loan Activ	/e	Occupancy Compliance	e Cert	tification A	ctive	Annual Occup	ancy Certif
10110		01-010863	Assi	gned	Loan Activ	/e	Occupancy Compliand	e Cert	tification /	ctive	Annual Occup	ancy Certifi
11111		10110071001	Assi	gned	Loan Activ	/e	Occupancy Compliand	e Cert	tification A	Active	Annual Occup	ancy Certifi
11/10/	4111111	1011010100	Assi	gned	Loan Activ	/e	Occupancy Compliand	e Cert	ification /	ctive	Annual Occup	ancy Certifi
11/101	11111000	10010030000	Assi	gned	Loan Activ	/e	Occupancy Compliand	e Cert	ification /	ctive	Annual Occup	ancy Certifi
Series 1				qned	Loan Activ		Occupancy Compliance			ctive	Annual Occup	

Figure 7-181: Compliance Search – Assigned Occupancy Compliance Certification

- Step 3. From the search results, select the loan to view or edit the timeline.
- Step 4. The **Compliance Steps** screen for Occupancy Compliance Certification timeline is displayed.

Welcome: Today is: Thursda Home		<u>idit Profile</u> <u>Help</u> 2, 2012 Assigned Endorse	d Accountin	g Batch	Reports	s Logout		S	ervicing Technology		_
Loan Balance Compliance Steps Servicing Mgmt Notes Documents Contacts	Loan Info FHA Case Loan Skey Case Statu	r: us: Assigned -Status: Loan Active ype: HECM STANDARD	Borrower Info Borrower: SSN: DOB: Address: Co-Borrower:	•		Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	nation	Same	Balance Inform Pay Plan Type: Loan Balance: Max Claim: % of Max Claim NPL:	Line o \$10,2 \$72,00	00.00 2 % 81.88
Alerts	Go to Search Step Info NEW		tification Letter Se te t Letter Received		Schedulee 01/12/2012 02/11/2012 03/02/2012	02/1	nplete Date 1/2012	Step Gro HUD Cont HUD Cont HUD Cont	tractor tractor tractor	A	<u>Status</u> Active Active Active
	•	4 Re-start Annual Occupa	ancy Certification		12/07/2012	1		HUD Cont	tractor	Δ	Active

Figure 7-182: Timeline Steps – Assigned Occupancy Compliance Certification

- Step 5. The step **Signed Anniversary Date** is auto completed by the system with the timeline created date.
- Step 6. To generate the Annual Certification of Occupancy Letter, click on the magnifying glass beside the Annual Occupancy Certification Letter Sent step to preview the letter; the Modify Letter Fields window is displayed. Edit the subject and salutation and click OK. The Annual Certification of Occupancy Letter is displayed.

	Modify Letter Fields	×
Subject:		
Salutation:	Head - Harden and	
	OK CANCEL	

Figure 7-183: Modify Letter Fields Window

Step 7. To generate the Annual Certification of Occupancy Letter when a Non-Borrowing Spouse is available on the loan, click on the magnifying glass beside the Annual Occupancy Certification Letter Sent step to preview the letter; the Modify Letter Fields window is displayed with Non-Borrowing Spouse information. Select the Borrower and NBS and select OK. The Annual Certification of Occupancy Letter is displayed with Non-Borrowing Spouse information.

(NOTE: When multiple Borrower/Co-borrowers and NBS are on the loan, the relationship of the Borrower/Co-Borrower to the NBS can be confirmed on the loan documents)

	Modify Letter Fields	×
Borrower:	-886-10-100-1000	>
NBS:		~
	OK CANCEL	

Figure 7-184: Modify Letter Fields Window

Note: The Annual Certification of Occupancy Letter is generated per the rules below:-

- If the NBS is available/active on the loan and selected by HUD NSC Contractor in the **Modify Letter Fields** window, and the last surviving borrower is not deceased, the letter is generated with last surviving borrower along with selected NBS information. Additional letters can be generated, if needed.
- If all the NBS are deactivated on the loan and no NBS is selected by HUD NSC Contractor in the **Modify Letter Fields window**, and the last surviving borrower is not deceased, the letter is generated without NBS information.
- If at least one NBS is available/active on the loan and selected by HUD NSC Contractor in the **Modify Letter Fields** window, and the last surviving borrower is deceased, the letter is generated with selected NBS information only.
- Step 8. The printer icon beside the step enables the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**; the **Modify Letter Fields** window is displayed. Edit the subject and salutation and select **OK**. The Annual Certification of Occupancy Letter is displayed. This action auto-saves the document in the **Documents** tab and auto-completes the step.
- Step 9. If the Annual Occupancy Certification letter is received, then the step **Annual Occupancy Cert Letter Received** must be completed. To complete the step, select the step and populate the completion date, add a note in the **Notes** field if applicable, click **Submit** on the **Edit Step** window.
- Step 10.If the Annual Occupancy Certification letter is not received, then the step Mail Annual Occupancy 2nd Request Letter is automatically added by the system after an overnight process. The following criteria must be satisfied: the step Signed Anniversary Date and Annual Occupancy Certification Letter Sent are completed but the step Annual Occupancy Cert Letter Received is not completed yet.
- Step 11.To generate the Annual Certification of Occupancy 2nd Request letter, click on the magnifying glass beside the Mail Annual Occupancy 2nd Request Letter step to preview the letter; the Modify Letter Fields window is displayed. Edit the subject and salutation and select OK. The Annual Certification of Occupancy 2nd Request Letter is displayed.
- Step 12.To generate the Annual Certification of Occupancy 2nd Request letter when a Non-Borrowing spouse is available on the loan, click on the magnifying glass beside the Mail Annual Occupancy 2nd Request Letter step to preview the letter; the Modify Letter Fields window is displayed with Non-Borrowing Spouse information. Select the Borrower and NBS and select OK. The Annual Certification of Occupancy 2nd Request Letter is displayed.

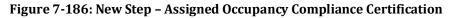
	Modify Letter Fields	×
Borrower:		\checkmark
NBS:		\checkmark
	OK CANCEL	

Figure 7-185: Modify Letter Fields Window

Note: The Annual Certification of Occupancy 2nd Request Letter is generated per the rules below:-

- If the NBS is available/active on the loan selected by HUD NSC Contractor in the Modify Letter Fields window, and the last surviving borrower is not deceased, the letter is generated with last surviving borrower along with selected NBS information. Additional letters can be generated
- If all the NBS are deactivated and no NBS is selected by HUD NSC Contractor in the Modify Letter Fields window, and the last surviving borrower is not deceased, the letter is generated without NBS information
- If at least one NBS is available/active on the loan selected by HUD NSC Contractor in the Modify Letter Fields window, and the last surviving borrower is deceased, the letter is generated with selected NBS information only
- Step 13.The printer icon beside the step enables the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**; the Modify Letter Fields window is displayed. Edit the subject and salutation and select **OK**. The **Annual Certification of Occupancy 2nd Request Letter** is displayed. This action auto-saves the document in the Documents tab and auto-completes the step.
- Step 14.The step **Telephone/Verbal Confirmation of Occupancy Made** is an optional step. To add an optional step, click **New**. Select the optional step from the **Step Description** dropdown and click **Submit** on the new window. The step will be added to the list of steps.

	New Step	×
Step Item		
Step Description:	ALL	*
Scheduled Date:	1/11/2012 🔹 * Complete Date: 💌	
Status:	Active -	
	A	
Step Note:		
	-	
	SUBMIT CANCEL	



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

- Step 16.The step **Order Property Inspection** and SSI Search is automatically added by the system. The following criteria must be satisfied: 44 days have passed since step **Signed Anniversary Date** completion and step **Annual Occupancy Cert Letter Received** is not completed yet.
- Step 17.To complete the step, select it and populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step window**.
- Step 18.The step **Received Property Inspection** is automatically added by the system after an overnight process. The following criteria must be satisfied: nine days have passed since step **Order Property Inspection and SSI Search** is completed. To complete the step, select it and populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step window**.
- Step 19.To complete the step **Annual Occupancy Cert Letter Received**, the following steps must be completed first:
 - Mail Annual Occupancy 2nd Request Letter.
 - Telephone/Verbal confirmation of Occupancy Made and order Property Inspection and SSI search.
- Step 20.Complete the step **Annual Occupancy Cert Letter Received**. To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step window**.
- Step 21. The system will trigger a new Occupancy Compliance Certification timeline upon completion of the step **Annual Occupancy Cert letter Received** on the anniversary date (Closing date) of the loan. The old timeline is automatically updated to an inactive status once a new timeline is created by the system.
- Step 22.The step **Re-start Annual Occupancy Certification** is auto completed by the system when the scheduled date matches the current system date.
- Step 23.To add an optional step, click New.
- Step 24.Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step will be added to the list of steps.
- Step 25.To complete the step, select it and populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step window**.
- Step 26.Repeat the above instructions to add and complete other optional steps.
- Step 27.To generate the **Mortgagor's Certification of Ineligible NBS** when an Ineligible Non Borrowing Spouse is available on the loan. Follow Step 23 through Step 25.The Mortgagor's Certification of Ineligible NBS is generated. Click on the magnifying glass beside the Mortgagor's Certification of Ineligible NBS step to preview the letter; the Modify Letter Fields window is displayed. Edit the subject and salutation and click **OK**. The Mortgagor's Certification of Ineligible NBS is displayed.
 - Note: The Mortgagor's Certification of Ineligible NBS is generated per the rules below :-

If an Ineligible NBS is available on the loan, selected by HUD NSC Contractor in the Modify Letter Fields window, the letter is generated with the last surviving borrower along with the selected Ineligible NBS information.

To manually initiate the timeline:

- Step 1. From the **Assigned** menu, select **Compliance** and click **Setup**.
- Step 2. On the **Assigned Compliance Setup Search** screen, enter the loan search criteria and click **Search**.

Assigned > Con	npliance Setup						Servicing Tech	nology on Reverse Mortg
Home	Loan As:	signed Endors	sed Reports	Logout				
Assigned Co	mpliance Setup Sea	rch						
Loan Skev:		2.2.40	Borrower LName			Lender Name:		
			4					
Lender Loan #:			Property Addres			Servicer Name:		
FHA Case #:			Property State:	ALL	T	Investor Name:		
Case Status:	Assigned	•	Case Sub-Status	Loan Active	· · · · · · · · · · · · · · · · · · ·	Index Type:	ALL	
						Property County:	ALL	
Search Resul	ts							SEARC
	535-34							SEARC
Export to Exc	535-34	FHA Case #		<u>Case Sub-Status</u>	Borrower LName	Property Add	dress	Property State
Export to Exc Loan Skey	<u>el</u> Lender Loan #	<u>FHA Case #</u>	Assigned	Loan Active	Borrower LName	1001001000	100	<u>Property State</u> AR
Export to Exc Loan Skey	al Lender Loan #		Assigned Assigned	Loan Active Loan Active	<u>Borrower LName</u>	Property Add	100	Property State AR AR
Export to Exc Loan Skey	<u>el</u> Lender Loan #	<u>FHA Case #</u>	Assigned Assigned Assigned	Loan Active Loan Active Loan Active	<u>Borrower LName</u>	1001001000	100	Property State AR AR AR AR
Export to Exc Loan Skey	al Lender Loan #		Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active	Normalian Militation Militation Militation	1001001000	100	Property State AR AR AR AR AR
Export to Exc Loan Skey	e <u>l</u> <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active	An		1 - 1986 61-52 122 - 48814 1030 80-62	Property State AR AR AR AR AR AR
Export to Exc Loan Skey	a <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	1100000000 010000 01000 00000 000000 01000000			Property State AR AR AR AR AR AR
Export to Exc Loan Skey	a <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	10100000000000000000000000000000000000			Property State AR AR AR AR AR AR AR AR
Export to Exc Loan Skey	a <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	Vicesee Bried State Bried Brie		n (1786) 1011 - 68 11 1010 - 68 11 1010 1010 10101 (1866) 10101 (1866) 10101 (1866)	Property State AR AR AR AR AR AR AR AR AR AR
Export to Exc Loan Skey	a <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	10100000000000000000000000000000000000		n (2000) 1023	Property State AR AR AR AR AR AR AR AR

Figure 7-187: Compliance Setup - Assigned Occupancy Compliance Certification

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

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

	Ec	dit Servicing Management			- 8
Servicing Management I	nformation				
Servicing Type: *	Occup	ancy Compliance Certification		-	
Timeline Status:	Active			~	
Initiation Date: 🔒	1/1/20	12		*	
Responsible Party:	10000-0	Sec Hart		•	
Step Information					
Step Description			# Days		
Signed Anniversary			0	01/01/2012	
(Itr) Annual Occupancy (-30	12/02/2011	
Annual Occupancy O Re-start Annual Occ			20 300	01/21/2012	
Go to Servicing Steps after	r Submit 🜘	SUBMIT () CANCEL			

Figure 7-188: Edit Servicing Mangement – Assigned Occupancy Compliance Certification

- Step 5. Click on the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** Window).
- Step 6. Click **Submit.** (If you click **Cancel**, the Assigned Compliance Setup Search Screen will be displayed).
- Step 7. The **Compliance Steps** screen for Occupancy Compliance Certification timeline is displayed.

Welcome: Today is: Thursda		<u>Edit Profile</u> <u>Help</u> 2, 2012								
Home	Loan	Assigned Endorse	d Accountin	g Batch	Reports	s Logout				
Loan Balance Compliance Steps Servicing Mgmt Notes Documents Contacts	FHA Case Loan Ske Case Stat	y: Lus: Assigned -Status: Loan Active Type: HECM STANDARD	Borrower Info Borrower: SSN: DOB: Address: Co-Borrower:	PHOENIX AZ 85041		Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	nation	i nga milan	Balance Inform Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	Line of Credit \$10,218.39 \$72,000.00
Alerts	Go to Sear	ch Results								
	Step Inf		npliance Certifica	ation						
	و ج	# <u>Step Description</u>			Scheduled		iplete Date	Step Gro		
	≪ ⊜	1 Annual Occupancy Cer		nt	01/12/2012			HUD Cont		Active
		2 Signed Anniversary Da			02/11/2012		1/2012	HUD Cont		Active
		3 Annual Occupancy Cer			03/02/2012			HUD Cont		Active
		4 Re-start Annual Occup	ancy Certification		12/07/2012			HUD Cont	tractor	Active
	•			III						

Figure 7-189: Timeline Steps – Assigned Occupancy Compliance Certification

7.4.1.2 Insurance - Hazard Policy

A mortgagor is required to maintain hazard insurance in an amount acceptable to HUD. The HUD NSC Contractor initiates this timeline to verify compliance with insurance requirements. This timeline is automatically created when a loan is established. However, it can also be initiated manually to track the renewal after the initial timeline. The system sends alerts to a HUD NSC Contractor 30 days before the expiration of the certificate of insurance.

It does not require HUD NSC Staff interactions and can be initiated and completed by a HUD NSC Contractor. Only one active Insurance Hazard Policy timeline can be associated with a loan. The Servicing Management tab can be used to activate or inactivate the timeline and edit inspection information. Once the timeline is inactivated, none of the steps can be edited.

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

- Step 1. From the **Assigned** menu, select **Compliance**, and click **Setup**.
- Step 2. On the **Assigned Compliance Setup Search** Screen, enter the loan search criteria and click **Search**.

Assigned > Co	impliance Setup						Servicing Techn	ology on Reverse Mort
Home	Loan As:	signed Endors	ed Reports	Logout				
Assigned C	ompliance Setup Sea	rch						
oan Skey:			Borrower LName	:		Lender Name:		1
ender Loan	#		Property Addres			Servicer Name:		
HA Case #:			Property State:	ALL	.	Investor Name:		
	Anninger						ALL	
Case Status:	Assigned	•	Case Sub-Status:	Loan Active	•	Index Type:	A. 57.776	
						Property County:	ALL	
Search Resi	ults							SEARC
	cel							
Export to Ex	<u>cel</u> Lender Loan #	<u>FHA Case #</u>	and the second se	Case Sub-Status	Borrower LName	Property Add	Iress	Property State
Export to Ex Loan Skey	cel	FHA Case #	Assigned L	oan Active	Borrower LName	Property Add	<u>Iress</u>	Property State
Export to Ex Loan Skey	<u>cel</u> Lender Loan #	and the second sec	Assigned L Assigned L	oan Active oan Active	Borrower LName	<u>Property Add</u>	<u>Iress</u>	Property State AR AR
Export to Ex Loan Skey	<u>cel</u> Lender Loan #		Assigned L Assigned L Assigned L	oan Active	Borrower LName	<u>Property Add</u>	e o mile Rédui	Property State
Export to Ex Loan Skey	<u>cel</u> Lender Loan #		Assigned L Assigned L Assigned L Assigned L	oan Active oan Active oan Active	<u>Borrower LName</u>	<u>Property Adc</u>	e o mile Rédui	Property State AR AR AR
Export to Ex Loan Skey	<u>cel</u> Lender Loan #		Assigned L Assigned L Assigned L Assigned L Assigned L	oan Active oan Active oan Active oan Active	Borrower LName	Property Add	- 2000 Rindo Daa - 88010 Rindo Rindo	Property State AR AR AR AR
Export to Ex Loan Skey	<u>ce</u> <u>Lender Loan #</u>		Assigned L Assigned L Assigned L Assigned L Assigned L Assigned L	oan Active oan Active oan Active oan Active oan Active	Annual and a second and a secon		- 2000 Rindo Daa - 88010 Rindo Rindo	Property State AR AR AR AR AR AR
Export to Ex Loan Skey	<u>ce</u> <u>Lender Loan #</u>		Assigned L Assigned L Assigned L Assigned L Assigned L Assigned L Assigned L	oan Active oan Active oan Active oan Active oan Active oan Active	110000000 011000 11000 0000 00000 000000		1 (1988) 85440 1021 - 488 110 9980 9980 9980 9980 9980 9980 9980 9	Property State AR AR AR AR AR AR
Export to Ex Loan Skey	<u>ce</u> <u>Lender Loan #</u>		Assigned L Assigned L Assigned L Assigned L Assigned L Assigned L Assigned L Assigned L	oan Active oan Active oan Active oan Active oan Active oan Active oan Active	10000000000000000000000000000000000000		1 (1986) 1010 - 348 (1) 1020 - 348 (1) 1020 1030 1030 1030 1030 1030 1030 1030	Property State AR AR AR AR AR AR AR AR

Figure 7-190: Setup Search - Assigned Hazard Policy

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

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

	Edit Servicing Managem	ent	
Servicing Management I	formation		
Servicing Type: *	Insurance - Hazard Policy		•
Timeline Status:	Active		-
Initiation Date: *	1/1/2012		*
Responsible Party:			-
Insurance Information			
Policy #:	1100100-000	Premium:	\$100.00
Policy Holder:	ALL CONTRACTORS OF CONTRACTORS		
Company Name:	INCOME INCOMES OF		
Agent Name:	BAR STREET		
Address1:	451114511		
Address2:	175-381		
City, State, Zip:	SALT LAKE CITY	UT 🔻 8411	1-
Email:	101.00.000.000 (000.000.0000		
Website URL:	Nevi Yessan (An The Const		
Phone #:	4	Fax #:	18811981

Figure 7-191: Edit Servicing Management – Assigned Hazard Policy

- Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** Window).
- Step 6. Click **Submit**. (If you click **Cancel**, the Assigned Compliance Setup Search Screen will be displayed).

Step 7. The Compliance Ste	os screen for Insurance Hazard	Policy timeline is displayed.

Welcome: Today is: Thursda Home	ay, January 1 Loan	<u>Edit Profile</u> <u>Help</u> 2, 2012 Assigned Endorse	d Reports	Logout				Se	rvicing Technology on		
Loan Balance Compliance Steps Servicing Mgmt Notes Documents Contacts	FHA Case Loan Ske Case Stat	y: tus: Assigned Status: Loan Active Type: HECM STANDARD	Borrower Inf Borrower: SSN: DOB: Address: Co-Borrower:	LITTLEFELD AZ 86432	0.00	Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	ation	t Superin	Balance Informa Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	tion Line of C \$74,238. \$68,500. 108.377 \$56.74 Print Loar	.15 .00 %
Alerts		icing Setup ormation: Insurance - Haz	ard Policy								
		# Step Description		<u>Sc</u>	heduled Date	<u>complet</u>	e Date	Step Group	Step Note	<u>Status</u>	Cre
		1 Policy Effective		01/	01/2012	01/12/201	2	HUD Contracto	r	Active	01/1
	ے 🔍	2 Insurance Declaration F	Received	01/	/06/2012			HUD Contracto	r	Active	01/1
	کې 😂	3 Mail Renewal Verification	on Letter	12/	01/2012			HUD Contracto	r	Active	01/
		4 Policy Expires		12/	31/2012			HUD Contracto	r	Active	01/
	کې 😂	5 Mail Certified Letter to E	forrower	01/	/17/2013			HUD Contracto	r	Active	01/
		6 Return Receipt Receive	d from Borrower	01/	31/2013			HUD Contracto	r	Active	01/

Figure 7-192: Timeline Steps – Assigned Hazard Policy

- Step 8. The step **Policy Effective** completion date is pre-populated with the timeline created date.
- Step 9. To generate the **Hazard Mortgage Clause** letter, click on the **magnifying glass** beside **Insurance Declaration Received** to preview the letter; the Modify Letter

Fields screen is displayed. Edit the subject and salutation and select **OK**. The Hazard Mortgage Clause Letter is displayed.

- Step 10.The printer icon beside the step enables the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**; the Modify Letter Fields screen is displayed. Edit the subject and salutation and click **OK**. The **Hazard Mortgage Clause Letter** is displayed. This action auto-saves the document in the **Documents** tab and auto-completes the step.
- Step 11.To generate the **Hazard Insurance Renewal Verification Letter**, click on the **magnifying glass** beside Mail Renewal Verification Letter to preview the letter; the Modify Letter Fields screen is displayed. Edit the subject and salutation and click **OK**. The Hazard Insurance Renewal Verification Letter is displayed.
- Step 12. The printer icon beside the step enables the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**; the Modify Letter Fields window is displayed. Edit the subject and salutation and click **OK**. The **Hazard Mortgage Clause Letter** is displayed. This action auto-saves the document in the **Documents** tab and auto-completes the step.
- Step 13.Complete the steps in the timeline when the corresponding activity tied to the step is complete. To complete steps in the timeline, click on the step, for example step **Policy Expires**.
- Step 14.Populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 15.The completion date is populated beside the step **Policy Expires**.
- Step 16.The step **Send 2nd Request for Policy Verification** is automatically added by the system after an overnight process. The following criteria must be satisfied: One day has passed since completion of the step **Policy expires** and the step **Received Notification of Policy Cancellation** does not exist on the timeline.
- Step 17.To complete the step **Send 2nd Request for Policy Verification**, select the step, populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 18.The step **Notify Loan Counselor** is automatically added by the system after an overnight process. The following criteria must be satisfied: 14 or more days have passed since completion of the step **Send 2nd Request for Policy Verification** OR the optional step **Received Notification of Policy Cancellation** is completed.
- Step 19.To add an optional step, click **New**.

	New Step	×
Step Item		
Step Description:	ALL	*
Scheduled Date:	1/11/2012 💙 * Complete Date: 💙	
Status:	Active -	
Step Note:	A	
	*	
	SUBMIT CANCEL	

Figure 7-193: New Step - Assigned Hazard Policy

- Step 20.Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step will be added to the list of steps.
- Step 21.To complete the step, select the step and **populate** the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 22.Repeat the above instructions to add and complete other optional steps.
- Step 23.To generate the Hazard Req Proof of Insurance- 10 Day Letter, click on the magnifying glass beside Mail Certified Letter to Borrower to preview the letter; the Modify Letter Fields window is displayed. Edit the subject and salutation and click OK. The Hazard Req Proof of Insurance- 10 Day Letter is displayed.
- Step 24.The printer icon beside the step enables the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**; the Modify Letter Fields screen is displayed. Edit the subject and salutation and select **OK**. The **Hazard Req Proof of Insurance** 10 Day Letter is displayed. This action auto-saves the document in the **Documents** tab and auto-completes the step.
- Step 25.Complete the step **Return Receipt Received from Borrower** when the receipt is received from the borrower. To complete the step, select it, populate the completion date, add a note in the Notes field if applicable, and click **Submit** on **Edit Step** window.

7.4.1.3 Insurance – Flood Policy

If a mortgaged property is located within a flood zone, the mortgagor should meet the flood insurance requirements in an amount acceptable by HUD. A HUD NSC Contractor initiates this timeline to verify actions required to comply with flood insurance requirements.

It does not require HUD NSC Staff interactions and can be initiated and completed by a HUD NSC Contractor. Only one active Insurance Flood Policy timeline can be associated with a loan. The Servicing Management tab can be used to activate or inactivate the timeline and edit inspection information. Once the timeline is inactivated, none of the steps can be edited.

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

- Step 1. From the **Assigned** menu, select **Compliance**, and click **Setup**.
- Step 2. The **Assigned Compliance Setup Search** Screen, enter the loan search criteria and click **Search**.

> Assigned > Co	mpliance Setup						Servicing Techn	ology on Reverse M	lortgag
Home	Loan As:	signed Endors	ed Reports	Logout					
Assigned C	ompliance Setup Sea	rch							
Loan Skey:			Borrower LName			Lender Name:			*
Lender Loan	f•		Property Address			Servicer Name:			~
	···			ALL	.		-		
FHA Case #:	Discourse and on or		Property State:			Investor Name:			*
Case Status:	Assigned	•	Case Sub-Status:	Loan Active	•	Index Type:	ALL		•
						Property County:	ALL		•
Search Resi	llts							D SE	ARCH
Export to Ex	cel								ARCH
Export to Ex	and the second se	<u>FHA Case #</u>	and the second state of th	<u>ase Sub-Status</u>	Borrower LName	Property Add	<u>tress</u>	Property S	
Export to Ex Loan Skey	cel	<u>FHA Case #</u>	Assigned L	oan Active	Borrower LName	Property Add	<u>tress</u>	Property S AR	
Export to Ex Loan Skey	cel		Assigned L Assigned L	oan Active oan Active	Borrower LName		<u>tress</u>	Property S AR AR	
Export to Ex Loan Skey	<u>cel</u> Lender Loan #		Assigned L Assigned L Assigned L	oan Active	Borrower LName	101000	<u>Iress</u>	Property S AR	
Export to Ex Loan Skey	<u>ce</u> Lender Loan #		Assigned L Assigned L Assigned L Assigned L	oan Active oan Active oan Active	<u>Borrower LName</u>	101000	<u>iress</u>	Property S AR AR AR AR	
Export to Ex Loan Skey	<u>ce</u> Lender Loan #		Assigned L Assigned L Assigned L Assigned L Assigned L	oan Active oan Active oan Active oan Active	<u>Borrower LName</u>	101000	n 2000 611.01 1011 - 68111 1010 6100	Property S AR AR AR AR AR	
Export to Ex Loan Skey	<u>cel</u> <u>Lender Loan #</u>		Assigned L Assigned L Assigned L Assigned L Assigned L Assigned L	ban Active ban Active ban Active ban Active ban Active	<u>Borrower L Name</u>		n 2000 611.01 1011 - 68111 1010 6100	Property S AR AR AR AR AR AR	
Export to Ex Loan Skey	cel Lender Loan #		Assigned L Assigned L Assigned L Assigned L Assigned L Assigned L Assigned L	oan Active oan Active oan Active oan Active oan Active o an Active			1 (198 814) 121 - 3811 120 814 120 814 120 814 120 121 121 121 121 121 121 121 121 121	Property S AR AR AR AR AR AR AR AR	
Export to Ex Loan Skey	ce <u>Lender Loan #</u>		Assigned L Assigned L Assigned L Assigned L Assigned L Assigned L Assigned L Assigned L Assigned L	ban Active ban Active ban Active ban Active ban Active ban Active ban Active ban Active ban Active			n (1980) Reide Reide Reide Reide Reide Reide Reider	Property S AR AR AR AR AR AR AR AR AR AR AR	
Export to Ex Loan Skey	cel Lender Loan #		Assigned L Assigned L Assigned L Assigned L Assigned L Assigned L Assigned L Assigned L Assigned L	ban Active ban Active ban Active ban Active ban Active ban Active ban Active ban Active			n (1980) Reide Reide Reide Reide Reide Reide Reider	Property S AR AR AR AR AR AR AR AR AR	

Figure 7-194: Setup Search – Assigned Flood Policy

- Step 3. From the search results, click a loan to initiate the timeline.
- Step 4. On the **Edit Servicing Management** screen, select **Insurance Flood Policy** from the Servicing Type dropdown and populate the required fields (marked with an asterisk). The insurance information can be edited on the Servicing Management tab after the initiation of timeline.

	Edit Servicing Managem	ent	
Servicing Management I	formation		
Servicing Type: *	Insurance - Flood Policy		•
Timeline Status:	Active		
Initiation Date: 🔹	1/1/2012		~
Responsible Party:	100000-00000000		•
Insurance Information			
Policy #:		Premium:	\$100.00
Policy Holder:	101110		
Company Name:	1051107		
Agent Name:	100.7888		
Address1:	121300 (810)		
Address2:	1461 (881		
City, State, Zip:	Denver	CO 🔻 80	010-0000
Email:	10111110000000000000000000000000000000		
Website URL:	Nev Territori, Chernese and		

Figure 7-195: Edit Servicing Management – Assigned Flood Policy

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

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

Welcome: Today is: Wednes Home	day, January	Edit Profile Help y 11, 2012 Assigned Endorse	d Reports	Logout			STO Servicing Technology on I		_
Loan Balance Compliance Steps Servicing Mgmt Notes Documents Contacts	FHA Case Loan Ske Case Stat	y: tus: Assigned Status: Loan Active Type: HECM STANDARD	Borrower Info Borrower: SSN: DOB: Address: Co-Borrower:	MAGNOLIA AR 71753	Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	ation	Balance Informat Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	Line of Creat \$163,180.2 \$154,896.0 105.348 % (\$506.35) Print Loan D	25
Alerts	Go to Sear Step Info	ormation: Insurance - Floo	d Policy						
		# Step Description		Scheduled D	ate <u>Comple</u>	te Date Step Grou	<u>p</u> <u>Step Note</u>	<u>Status</u>	<u>C</u>
		1 Policy Effective		01/01/2012	01/11/20	12 HUD Contra	actor	Active	0
		1 Policy Effective							
	کې 😂	2 Insurance Declaration R	eceived	01/06/2012		HUD Contra	actor	Active	0
	€. # €. #			01/06/2012		HUD Contra HUD Contra		Active Active	
	•	2 Insurance Declaration F					actor		0
		2 Insurance Declaration R 3 Mail Renewal Verification	on Letter	12/01/2012		HUD Contra	actor actor	Active	

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

Figure 7-196: Timeline Steps – Assigned Flood Policy

- Step 8. The **Step Policy Effective** completion date is pre-populated with the timeline created date.
- Step 9. To generate the **Flood Mortgage Clause Letter**, click the **magnifying glass** beside Insurance Declaration Received to preview the letter; the Modify Letter Fields screen is displayed. Edit the subject and salutation and select **OK**. The **Flood Mortgage Clause Letter** is displayed.
- Step 10.The printer icon beside the step enables the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**; the Modify Letter Fields screen is displayed. Edit the subject and salutation and click **OK**. The **Flood Mortgage Clause** Letter is displayed. This action auto-saves the document in the **Documents** tab and auto-completes the step.
- Step 11.To generate the **Flood Insurance Renewal Verification Letter**, click the **magnifying glass** beside Mail Renewal Verification Letter to preview the letter; the **Modify Letter Fields** screen is displayed. Edit the subject and salutation and select **OK**. The **Flood Insurance Renewal Verification Letter** is displayed.
- Step 12.The printer icon beside the step allows the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**; the Modify Letter Fields window is displayed. Edit the subject and salutation and select **OK**. The **Flood Mortgage Clause Letter** is displayed. This action auto-saves the document in the **Documents** tab and auto-completes the step.
- Step 13.Complete the steps in the timeline when the corresponding activity tied to the step is complete. To complete steps in the timeline, click the step, For example step **Policy Expires.**

- Step 14.Populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 15. The completion date is populated beside the step **Policy Expires**.
- Step 16.The step **Send 2nd Request for Policy Verification** is automatically added by the system after an overnight process. The following criteria must be satisfied: One day has passed since completion of the step **Policy Expires** and the step **Received Notification of Policy Cancellation** does not exist on the timeline.
- Step 17.To complete the step **Send 2nd Request for Policy Verification**, select the step, populate the completion date, add a note in the notes field if applicable, and click **Submit** on **Edit Step** window as explained above.
- Step 18.The step **Notify Loan Counselor** is automatically added by the system after an overnight process. The following criteria must be satisfied: 14 or more days have passed since completion of the step **Send 2nd Request for Policy Verification** OR the step **Received Notification of Policy Cancellation** (this is an optional step) is completed.
- Step 19.To add an optional step, click New.
- Step 20.Select an optional step (for example: Received Notification of Policy Cancellation) from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step will be added to the list of steps.

	New Step	×
Step Item		
Step Description:	ALL	*
Scheduled Date:	1/11/2012 💙 * Complete Date: 🗸	
Status:	Active	
Step Note:	· · · · · · · · · · · · · · · · · · ·	
	SUBMIT () CANCEL	

Figure 7-197: New Step – Assigned Flood Policy

- Step 21.To complete the step, **Select** the step and populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 22.Repeat the above instructions to add and complete other optional steps.
- Step 23.To generate the **Flood Req Proof of Insurance Letter**, click the **magnifying glass** beside **Mail Certified Letter to Borrower** to preview the letter; the Modify Letter Fields window is displayed. Edit the subject and salutation and select **OK**. The Flood Req – Proof of Insurance Letter is displayed.
- Step 24.The printer icon beside the step enables the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**; the Modify Letter Fields window is displayed. Edit the subject and salutation and select **OK**. The **Flood Req – Proof of Insurance** Letter is displayed. This action auto-saves the document in the **Documents** tab and auto-completes the step.

Step 25.Complete the step **Return Receipt Received from Borrower** when the receipt is received from the borrower. To complete the step, select the step, populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.

7.4.1.4 Insurance/Loss Draft Administration

The mortgagor files a claim with their hazard insurance company when the HECM property has been damaged by fire, flood, windstorm or similarly insurable hazards. HUD will work with the mortgagor to determine how the insurance proceeds will be used. If it is determined that the property will be repaired, this timeline will be initiated by HUD NSC Contractor to monitor the restoration process and ensure the appropriate use of the insurance claim funds.

This timeline can be initiated only if loss draft funds are available. The system will automatically add the initial timeline when the Loss Draft transaction is created on the loan. Refer to the Disbursements – Loss Draft transactions in **Section 6.15** for details about how to generate the transaction. This timeline does not require HUD NSC Staff interaction.

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

To initiate and complete the **Insurance/Loss Draft Administration** timeline:

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

Step 2. On the **Assigned Compliance Search** Screen, enter the search criteria, including a Servicing Type of Insurance/Loss Draft Administration and click Submit to retrieve the timelines that have been auto-initiated by the system.

Assigned > Con	pliance Search									cing Technology on	
Home	Loan /	Assigned End	lorsed Re	ports	Logout						
Assigned Co	mpliance Search										
Loan Informati	on:										
Loan Skey:			Borrow	er LName:				Lender Name:			*
Lender Loan #:			Propert	y Address:				Servicer Name:			*
FHA Case #:			Propert	y State:	ALL		•	Investor Name:			*
Case Status:	Assigned		 Case Su 	b-Status:	Loan Active	•	•	Responsible:	ALL		•
Servicing Mana	gement Criteria:										
Servicing Mana	_	Draft Administration	 Servicin 	q Status:	ALL		•	Step:	ALL		•
Timeline Statu	a: All Active			Step Group:	ALL		•	Step Status:	ALL		•
								Scheduled Date:		<=	*
								Completion Date		× <=	~
								Step Group:	ALL		-
								otop oroup:			
										(SEARCH
Search Resul	ts										
Export to Exce	<u>el</u>										
Loan Skey	Lender Loan #	FHA Case #	Case Status	Case Sub-	<u>Status</u>	Servicing Type		<u>Timel</u>	<u>ine Status</u>	Servicing Sta	atus
11108	0.011000011	100-1000-11	Assigned	Loan Active	•	Insurance/Loss Draft Admi	inistr	ation Active		Verify Contra	ct / Adjuster's Re
11108	11100000101	31-00000181	Assigned	Loan Active	•	Insurance/Loss Draft Admi	inistr	ation Active		Verify Contra	ct / Adjuster's Re
20120	011001100	100-10031-100-	Assigned	Loan Active	•	Insurance/Loss Draft Admi	inistr	ation Active		Verify Contra	ct / Adjuster's Re

Figure 7-198: Compliance Search – Assigned Loss Draft Administration

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

Step 4. The **Compliance Steps** screen for Insurance/Loss Draft Administration timeline is displayed.

	ay, January 12, 2012					Servicing Technology	on Reverse Mortgage
Home coan Balance Compliance Steps Servicing Mgmt Notes Documents Contacts	Loan Assigned Endors Loan Information FHA Case #: Loan Skey: Case Status: Assigned Case Sub-Status: Loan Active Product Type: HECM STANDARt Go to Loan Search	Borrower Information Borrower: SSN: DOB: Address:		ts Logout Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	nation	Balance Inform Pay Plan Type: Loan Balance: Max Claim: % of Max Claim NPL:	Line of Credit \$129,693.64 \$112,000.00
Alerts	Go to Servicing Setup Step Information: Insurance/Los	s Draft Administration					
	# <u>Step Description</u>		<u>Schedu</u>	led Date Cor	nplete Date <u>St</u>	tep Group Ster	<u>o Note</u> <u>Status</u>
	1 Initiate Insurance/Los	s Draft Administration	01/01/20	12 01/1	2/2012 HI	JD Contractor	Active
	2 Verify Contract / Adju		01/31/20			JD Contractor	Active
	3 Issue First Third of Re	•	02/05/20			JD Contractor	Active
	4 Order 50% Inspection		03/06/20			JD Contractor	Active
	5 Issue Second Third o		03/11/20			JD Contractor	Active
	6 Order Final Inspection		04/10/20			JD Contractor	Active
	7 Disburse Final Funds	Send Lien Walver	04/15/20	12	H	JD Contractor	Active

Figure 7-199: Timeline Steps - Assigned Loss Draft Administration

- Step 5. Complete the steps in the timeline when the corresponding activity tied to the step is complete.
- Step 6. The step **Initiate Insurance/Loss Draft Administration** is auto-completed by the system with the timeline created date.
- Step 7. To complete remaining steps, **select** the step you want to complete, populate the complete date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 8. To add an optional step, click New.

	New Step	×
Step Item		
Step Description:	ALL	*
Scheduled Date:	1/11/2012 💙 * Complete Date: 🗸	
Status:	Active -	
Step Note:	*	
	-	

Figure 7-200: New Step for Loss Draft Administration

Step 9. Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step will be added to the list of steps.

- Step 10.To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.
- Step 11.Repeat the above instructions to add and complete other optional steps.

To manually initiate the timeline:

- Step 1. From the Assigned menu, select **Compliance**, and click **Setup**.
- Step 2. On the **Assigned Compliance Setup Search** Screen, enter the loan search criteria and click **Search**.

	esday, January 11, 2	.012					21	
Assigned > Com	npliance Setup		22				Servicing Techn	nology on Reverse Mortga
Home	Loan As:	signed Endors	sed Reports	Logout				
Assigned Cor	mpliance Setup Sea	rch						
Loan Skey:			Borrower LName	:		Lender Name:		~
ender Loan #:			Property Addres	s:		Servicer Name:		~
HA Case #:			Property State:			Investor Name:		~
Case Status:	Assigned			Loan Active		Index Type:	ALL	
ase status;	Assigned	-	Case Sub-Status	Loan Active		Property County:	ALL	
Search Result	ts							SEARCH
the second s	el							
Export to Exce Loan Skey	<u>el</u> Lender Loan #	<u>FHA Case #</u>		<u>Case Sub-Status</u>	Borrower LName	Property Add		Property State
Export to Exce Loan Skey	<u>Lender Loan #</u>	<u>FHA Case #</u>	Assigned I	oan Active	Borrower LName	Property Add		<u>Property State</u> AR
Export to Exce Loan Skey	a <u>Lender Loan #</u>		Assigned I Assigned I	.oan Active .oan Active	<u>Borrower LName</u>	A second s		Property State AR AR
Export to Exce Loan Skey	<u>Lender Loan #</u>		Assigned I Assigned I Assigned I	oan Active oan Active oan Active	<u>Borrower LName</u>	A second s		Property State AR AR AR AR
Export to Exce Loan Skey	a <u>Lender Loan #</u>		Assigned I Assigned I Assigned I Assigned I	.oan Active .oan Active	Borrower LName	A second s		Property State AR AR
Export to Exce Loan Skey	a <u>Lender Loan #</u>		Assigned I Assigned I Assigned I Assigned I Assigned I	oan Active oan Active oan Active oan Active		A second s		Property State AR AR AR AR
Export to Exce Loan Skey	a <u>Lender Loan #</u>		Assigned I Assigned I Assigned I Assigned I Assigned I Assigned I	oan Active oan Active oan Active oan Active oan Active	An and a second			Property State AR AR AR AR AR AR
Export to Exce Loan Skey	a Lender Loan #		Assigned I Assigned I Assigned I Assigned I Assigned I Assigned I Assigned I	oan Active oan Active oan Active oan Active oan Active oan Active	410000000 010000 01000 00000 000000 000000		1 2008 6140 101 - 480 10 101 000 8140 8140 8140 10101 2.085	Property State AR AR AR AR AR AR AR
Export to Exce Loan Skey	a <u>Lender Loan #</u>		Assigned I Assigned I Assigned I Assigned I Assigned I Assigned I Assigned I Assigned I	oan Active oan Active oan Active oan Active oan Active oan Active	40000000000 0010000 010000 000000 000000 000000		1 (198 814) 121 - 3811 100 814) 8141 8167 61101 (198 81	Property State AR AR AR AR AR AR AR AR

Figure 7-201: Setup Search – Assigned Loss Draft Administration

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

Step 4. On the **Edit Servicing Management** screen, select Insurance/Loss Draft Administration from the Servicing Type dropdown and populate the required fields (marked with an asterisk).

	ervicing Management Ir						
Ser	vicing Type: *	Insurance/Loss Draft Administration		•			
[im	eline Status:	Active		-			
nit	ation Date: 🔹	1/1/2012	1/1/2012				
Responsible Party:				•			
Сог	tractor:	19981		•			
Ins	pector:	CONTRACT CONTRACTOR		•			
St	ep Information						
	tep Description		# Days	Sched Date			
	Initiate Insurance/Lo	ess Draft Administration	0	01/01/2012			
	Verify Contract / Adj	uster's Report Received	30	01/31/2012			
	Issue First Third of I	Repair Funds	35	02/05/2012			
	Order 50% Inspectio	n	65	03/06/2012			
	Issue Second Third	of Repair Funds	70	03/11/2012			
	Order Final Inspection	on	100	04/10/2012			
	Disburse Final Funds	s / Send Lien Waiver	105	04/15/2012			

Figure 7-202: Editing Servicing Management – Assigned Loss Draft Administration

- Step 5. Click the **Go to Servicing Steps after Submit** checkbox (at the bottom of the **Edit Servicing Management** screen).
- Step 6. Click **Submit**. (If you click **Cancel**, the Assigned Compliance Setup Search Screen will be displayed).
- Step 7. The **Compliance Steps** screen for **Request for Insurance/Loss Draft Administration** timeline is displayed.

		· · · ·					STIC Providence of the second	
van Balance ompliance Steps ervicing Mgmt otes	Loan Assigned Endorsed Loan Information FHA Case #: Loan Skey: Case Status: Assigned Case Sub-Status: Loan Active Product Type: HECM STANDARD Go to Loan Search	d Accounting Batch Borrower Information Borrower: SSN: DOB: Address: PHOENIX AZ 85023	Reports	Servicer Inforn Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:		o Segundito	Balance Informa Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	tion Line of Credit \$129,693.64 \$112,000.00 115.798 % (\$792.60)
ocuments ontacts		Co-Borrower: MARY JOHNSO	DN					
	Go to Servicing Setup Step Information: Insurance/Loss	Draft Administration						
, , , , , , , , , , , , , , , , , , ,	# Step Description		Schedule	d Date Co	mplete Date	Step Gr	oup Step N	ote Status
	1 Initiate Insurance/Loss D	raft Administration	01/01/201	2 01/	12/2012	HUD Con	tractor	Active
	2 Verify Contract / Adjuste	er's Report Received	01/31/201	2		HUD Con	tractor	Active
	3 Issue First Third of Repa	ir Funds	02/05/201	2		HUD Con	tractor	Active
	4 Order 50% Inspection		03/06/201	2		HUD Con	tractor	Active
	5 Issue Second Third of R	epair Funds	03/11/201	2		HUD Con	tractor	Active
	6 Order Final Inspection		04/10/201	-		HUD Con		Active
	7 Disburse Final Funds / S	end Lien Waiver	04/15/201	2		HUD Con	tractor	Active

Figure 7-203: Timeline Steps – Assigned Loss Draft Administration

Step 8. To add multiple **Insurance/Loss Draft Administration** timelines, repeat the steps above to initiate and complete the timeline as mentioned above for the second timeline.

7.4.1.5 Request for Unscheduled Advance

A HUD NSC Contractor initiates this timeline when an unscheduled advance request is received from the mortgagor. This timeline can be initiated only if the pay plan type is modified term, modified tenure or line of credit.

It does not require HUD NSC Staff interactions and can be initiated and completed by a HUD NSC Contractor. Multiple active Unscheduled Advance timelines can be associated with a loan. The Servicing Management tab can be used to activate or inactivate the timeline and edit inspection information. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Request for Unscheduled Advance** timeline:

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

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

							20	
Assigned > Corr	ipliance Setup						Servicing Techn	hology on Reverse Mortg
Home	Loan As:	signed Endors	ed Reports	Logout				
Assigned Co	mpliance Setup Sea	rch						
oan Skey:			Borrower LName:			Lender Name:		1
ender Loan #:	-		Property Addres	s:		Servicer Name:		
HA Case #:			Property State:	ALL	•	Investor Name:		
	Ta contra con	222	-					
Case Status:	Assigned	•	Case Sub-Status	: Loan Active	•	Index Type:	ALL	
						Property County:	ALL	35.
Search Result	ts							SEARC
the second s	el							
Export to Exce Loan Skey	<u>el</u> Lender Loan #	FHA Case #	the second se	Case Sub-Status	Borrower LName	Property Add		Property State
Export to Exc. Loan Skey	<u>Lender Loan #</u>	<u>FHA Case #</u>	Assigned	Loan Active	Borrower LName	<u>Property Add</u>		Property State AR
Export to Exc Loan Skey	a <u>Lender Loan #</u>		Assigned Assigned	Loan Active Loan <mark>Active</mark>	Borrower LName			Property State AR AR
Export to Exc.	<u>Lender Loan #</u>		Assigned Assigned Assigned	Loan Active Loan Active Loan Active	Borrower LName			Property State AR AR AR AR
Export to Exc Loan Skey	a <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active				Property State AR AR AR AR
<mark>≚ Export to Exc</mark> e Loan Skey	a <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active	An and a second		1.2000 61.07 102 - 68111 1020 6100	Property State AR AR AR AR AR AR
Export to Exc.	a <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	110000000 11000 11000 10000 10000 10000 100000		1.2000 61.07 102 - 68111 1020 6100	Property State AR AR AR AR AR AR AR
Export to Exce Loan Skey	a Lender Loan #		Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	1010000000 001000 01000 00000 00000 000000		4 (1988) 85440 1021 - 488 (10 9980) 86460 8640 864	Property State AR AR AR AR AR AR AR AR
<mark>⊠ Export to Exc</mark> Loan Skey	a <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	110000000 11000 11000 10000 10000 10000 100000		1 (198 8140) 1011 - 38111 1020 8141 8140 8141 01011 - 5160 61	Property State AR AR AR AR AR AR AR AR AR AR
Export to Exce Loan Skey	a <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	VICEORE		1 (1980) 1011	Property State AR AR AR AR AR AR AR AR

Figure 7-204: Compliance setup for Unscheduled Advance

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

Step 4. On the **Edit Servicing Management** screen, select Request for Unscheduled Advance from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

 Servicing Management Inf 	formation	
Servicing Type: *	Request for Unscheduled Advance	•
Timeline Status:	Active	
Initiation Date: 🔹	1/1/2012	~
Responsible Party:	- He man	•
Requested Amount: *		\$995.00
Requested By:	Borrower	•

Figure 7-205: Editing Servicing Management - Assigned Unscheduled Advance

- Step 5. Click the checkbox beside **Go to Servicing Steps after Submit** (at the bottom of the **Edit Servicing Management** window).
- Step 6. Click **Submit** (If you click **Cancel**, the Assigned Compliance Setup Search Screen will be displayed).
- Step 7. The **Compliance Steps** screen for Request for Unscheduled Advance timeline is displayed.

	Edit Profile Help ay, January 12, 2012 Loan Assigned Endorse	d Reports Logout			STIC servicing Technology or	
Loan Balance Compliance Steps Servicing Mgmt Notes Documents Contacts	Loan Information FHA Case #: Loan Skey: Case Status: Assigned Case Sub-Status: Loan Active Product Type: HECM STANDARD Go to Loan Search	Borrower Information Borrower: SSN: DOB: Address: PRESCOTT VALLEY AZ 86314 Co-Borrower:	Servicer Informat Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	tion	Balance Informa Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	tion Line of Credit \$202,416.58 \$178,000.00 113.717 % (\$300.16)
Alerts	Go to Servicing Setup Step Information: Request for Uns NEW # Step Description 1 Request for funds Rece 2 Request for funds verif 3 Cash Management Appr	ived from Borrower	<u>Scheduled Date</u> 01/01/2012 01/04/2012 01/05/2012	<u>e Complete Date</u> 01/12/2012	Step Group HUD Contractor HUD Contractor HUD Contractor	<u>Step Note</u> <u>S</u> A A A

Figure 7-206: Timeline Steps - Assigned Unscheduled Advance

- Step 8. Complete the steps in the timeline when activity corresponding to the step is complete.
- Step 9. The step **Request for funds Received from Borrower** is pre-populated with the created date of the timeline. This step is auto-completed.

- Step 10.To complete remaining steps, Request for funds verified by Loan Counselor and Cash Management Approved Unscheduled Request for Funds, **select** the step, populate the complete date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 11.To add an optional step (Contacted borrower/POA for further verification or Unable to Verify / Void Request for Funds) click **New**.

	New Step	×
Step Item		
Step Description:	ALL	*
Scheduled Date:	1/11/2012 💉 Complete Date: 👻	
Status:	Active -	
Step Note:	A	
	~	

Figure 7-207: New Step - Assigned Unscheduled Advance

- Step 12.Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step will be added to the list of steps.
- Step 13.To complete the step, select it and populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 14.Repeat the above instructions to add and complete other optional steps.

To add multiple requests for Unscheduled Advance timelines, repeat the steps above to initiate and complete the timeline as mentioned above for the second timeline.

7.4.1.6 Taxes Delinquent

When the mortgagor defaults on taxes, a HUD NSC Contractor initiates this timeline to track the tax payment. The delinquent notification is sent to the mortgagor requesting the tax payment to avoid the loan becoming due and payable. The system will automatically initiate the timeline if the FARETS file processed includes the corresponding FHA Case #.

It does not require HUD NSC Staff interactions and can be initiated and completed by a HUD NSC Contractor. Multiple active Taxes Delinquent timelines can be initiated on a loan to track multiple delinquencies. The Servicing Management tab can be used to activate or inactivate the timeline and edit inspection information. Once the timeline is inactivated, none of the steps can be edited.

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

- Step 1. From the **Assigned** menu, select **Compliance**, and click **Setup**.
- Step 2. On the **Assigned Compliance Setup Search** Screen, enter the loan search criteria and click **Search**.

Assigned > Co	mpliance Setup						Servicing Techn	ology on Reverse Mor	tgag
Home	Loan As:	signed Endors	ed Reports	Logout					
Assigned C	ompliance Setup Sea	rch							
Loan Skey:			Borrower LName	:		Lender Name:			~
ender Loan			Property Addres	e.		Servicer Name:			~
HA Case #:	·			ALL		Investor Name:	·		~
			Property State:						1
Case Status:	Assigned	•	Case Sub-Status	Loan Active	•	Index Type:	ALL		•
						Property County:	ALL		•
Search Resu	ilts							SEAR	RCH
Export to Ex	cel							~	
Export to Ex	and the second se	<u>FHA Case #</u>	and the second state of th	Case Sub-Status	Borrower LName	Property Add	Iress	Property Stat	
Export to Ex Loan Skey	<u>cel</u> Lender Loan #	<u>FHA Case #</u>	Assigned	oan Active	Borrower LName	100100100100	1000	Property Stat	
Export to Ex Loan Skey	<u>ce</u> Lender Loan #		Assigned Assigned	_oan Active _oan Active	<u>Borrower LName</u>	1010100-00	e e trate Resta	Property Stat AR AR	
Export to Ex Loan Skey	<u>cel</u> Lender Loan #	and the second se	Assigned Assigned Assigned	oan Active oan Active oan Active	<u>Borrower LName</u>	100100100100	1000	Property Star AR AR AR AR	
Export to Ex Loan Skey	<u>ce</u> Lender Loan #		Assigned Assigned Assigned Assigned	oan Active oan Active oan Active oan Active	Borrower LName	1010100-00	e e trate Resta	Property Stat AR AR AR AR AR	
Export to Ex Loan Skey	<u>ce</u> Lender Loan #		Assigned Assigned Assigned Assigned Assigned	oan Active oan Active oan Active	Borrower LName	1010100-00		Property Star AR AR AR AR	
Export to Ex Loan Skey	<u>ce</u> <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned	oan Active oan Active oan Active oan Active oan Active	VERSION			Property Stat AR AR AR AR AR AR	
Export to Ex Loan Skey	<u>ce</u> <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	110000000 11000 11000 1000000		4 (1998) 89449 922 - 48914 9460 9460 9460 9460 9460 9460 9460 946	Property Stat AR AR AR AR AR AR AR	
Export to Ex Loan Skey	cej <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	40100000000 401000 41000 4000 40000 40000 40000 4000000		1 (1986) 1011 - 380 (1) 1020 - 380 (1) 1020 1030 1030 1030 1030 1030 1030 1030	Property Stat AR AR AR AR AR AR AR	
Export to Ex Loan Skey	ce] Lender Loan #		Assigned Assigned Assigned Assigned Assigned Assigned Assigned Assigned	oan Active oan Active oan Active oan Active oan Active oan Active oan Active oan Active	Vicentes Brieds Citilio Between Briedsbrief Brieze Vicentes Briedsbrief		1 (1980) 1011	Property Stat AR AR AR AR AR AR AR AR AR	

Figure 7-208: Compliance Setup – Assigned Taxes Delinquent

- Step 3. From the search results, select a loan to initiate the timeline.
- Step 4. From the **Edit Servicing Management** screen, select Taxes Delinquent from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

	Edit Servicing Management		
Servicing Management I	nformation		
Servicing Type: *	Taxes Delinquent		•
fimeline Status:	Active		
nitiation Date: 🔹	1/1/2012		~
Responsible Party:	CONTRACTOR OF A		•
Step Information			
Step Description		#Days	Sched Date
Delinquent Notificati	on Received	0	01/01/2012
(Itr) Mail Borrower Delin Received Proof of T		0	01/01/2012

Figure 7-209: Edit Servicing Management – Assigned Taxes Delinquent

- Step 5. Click the checkbox beside **Go to Servicing Steps after Submit** (at the bottom of the **Edit Servicing Management** Window).
- Step 6. Click **Submit** (If you click **Cancel**, the Assigned Compliance Setup Search Screen will be displayed).

		ed Reports	Logout					_
FHA Case Loan Ske Case Stat Case Sub Product T	transition #: y: us: Assigned -Status: Loan Active ype: HECM STANDARD			Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	nation	Pay Plan Type: Loan Balance: Max Claim:	Modifi \$1,74 \$230, 0.758 \$252,	00.00
Go to Search Results Step Information: Taxes Delinquent NEW								
• 5	2 Mail Borrower Delinque	nt Letter	<u>Scheduled Date</u> 01/01/2012 01/01/2012 01/11/2012	<u>Complete Date</u> 01/12/2012	<u>Step Group</u> HUD Contractor HUD Contractor HUD Contractor		Active Active	Create 01/12/20 01/12/20 01/12/20
	Loan Infe FHA Case Loan Ske Case Stat Product T Go to Loan Go to Sear Step Infe NEV	Ay, January 12, 2012	Ay, January 12, 2012	Address: Case Status: Assigned Endorsed Reports Logout Loan Information FHA Case #: Case Status: Assigned Case Sub-Status: Loan Active Product Type: HECM STANDARD Go to Loan Search Step Information: Taxes Delinquent * Step Description * Step delinquent Notification Received * Method Status * Step Method Status * Step Method Status * Step Description * Step Description * Step delinquent Notification Received * Method Status * Step	Ay, January 12, 2012	ay, January 12, 2012 Image: Second secon	ay, January 12, 2012 Servicing Technology of Service Technology	Bay, January 12, 2012 Servicent Technology on Reverse Loan Assigned Endorsed Reports Logout Loan Assigned Endorsed Reports Logout FHA Case #: Borrower Information Ender Loan #: Pay Plan Type: Modific Loan Balance: \$1,74 Loan Skey: Case Status: Assigned SSN: D0B: Servicer #: Lender Loan #: Pay Plan Type: Modific Loan Balance: \$1,74 Max Claim: SSN: D0B: Address: ScotTSDALE Servicer #: Investor Name: Servicer #: NPL: \$230, % of Max Claim: \$230, %

Step 7. The **Compliance Steps** screen for Taxes Delinquent timeline is displayed.

Figure 7-210: Timeline Steps - Assigned Taxes Delinquent

- Step 8. The step **Delinquent Notification Received** completion date is pre-populated with the timeline created date. If timeline initiated by the system, this step is completed with the date the FARETS file was processed for the corresponding FHA Case #.
- Step 9. To generate the Taxes Delinquent 10 Day Letter, click the magnifying glass beside Mail Borrower Delinquent Letter step to preview the letter; the Modify Letter Fields screen is displayed. Edit the subject and salutation and select OK. The Taxes Delinquent – 10 Day Letter is displayed.
- Step 10.The printer icon beside the step enables the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**; the Modify Letter Fields screen is displayed. Edit the subject and salutation and click **OK**. The Taxes Delinquent 10 Day Letter is displayed. This action auto-saves the document in the **Documents** tab and auto-completes the step.
- Step 11.If proof of taxes paid is received, complete the step **Received Proof of Taxes Paid**. To complete step in the timeline, click the step, populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 12.If authorization received to pay taxes, add the optional step **Authorization Received/Pay Taxes**.
- Step 13.To add an optional steps click New.
- Step 14.Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new screen. The step will be added to the list of step.
- Step 15.To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.

	New Step	×
Step Item		
Step Description:	ALL	
Scheduled Date:	1/11/2012 💙 * Complete Date: 🗸	
Status:	Active -	
Step Note:		
	Ψ.	

Figure 7-211: New Step- Assigned Taxes Delinquent

- Step 16.To pay the taxes, the HUD NSC Contractor must select the Servicing Management tab. On the Servicing Management tab, click **Pay Taxes**. A new screen is displayed with New Tax Disbursement; select the Payee from the dropdown and click **Submit**. A new screen is displayed with **Edit Disbursement**; populate the disbursement amount and click **Submit**. The Disbursements tab is displayed with the new Taxes transaction.
- Step 17.To trigger the step, **Mail Letter of Taxes Paid**, the following criteria must be satisfied: The optional step Authorization Received/Pay Taxes must be added on the timeline and completed and the taxes must be paid as explained in the above step.
- Step 18.To generate the **Taxes Delinquent/Paid For Borrower** Letter, click on the magnifying glass beside **Mail Letter of Taxes Paid** step to preview the letter, the Modify Letter Fields window is displayed. Edit the Subject and Salutation and select **OK**. The **Taxes Delinquent/Paid For Borrower Letter** is displayed.
- Step 19.The printer icon beside the step allows the HUD Contractor to auto-save the document to the **Documents** tab. Select the **printer icon**, the Modify Letter Fields screen is displayed. Edit the Subject and Salutation and select **OK**. The **Taxes Delinquent/Paid For Borrower Letter** is displayed. This action auto-saves the document in the Documents tab and auto-completes the step.
- Step 20.Repeat the above instructions to add and complete other optional steps.
- Step 21.To add multiple Taxes Delinquent timelines, repeat the steps above to initiate and complete the timeline as mentioned above for the second timeline.

7.4.2 Disposition Timelines

7.4.2.1 Due and Payable

The Due & Payable timeline is initiated by a HUD NSC Contractor to record the Due and Payable event. The HUD NSC Contractor does not need HUD NSC staff approval on this timeline.

When a HUD NSC Contractor populates the death date of last surviving mortgagor on the Contact Screen, the system automatically initiates the Due & Payable timeline with the default reason of Death. For all other default reasons, a HUD NSC Contractor must manually initiate the timeline.

When this timeline is initiated, the case sub-status is updated to Due and Payable. If the timeline is inactivated, the case sub-status is updated accordingly.

Multiple active Due & Payable timelines cannot be initiated on a loan. The Servicing Management tab can be used to activate or inactivate the timeline and update the default date and default reason (other than Death). Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Due & Payable** timeline with a default reason of Death:

Step 1. Select the **Loan** menu option on the header.

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

> Loan									Servicing Tec	hnology on Reverse Mortgage
Hom	ne	Loan Assig	ned Endors	ed Repo	orts Log	gout				
Loan	Search									
Loan Sk	key:			Borro	wer LName:	-		Lender Name:		
ender	Loan #:			Index	Туре:	ALL		Servicer Name:		
FHA Case #:			Prope	rty Address:			Investor Name:	1 <u></u>		
Case St	tatus:	Assigned		• Prope	rty State:	ALL		Product Type:	ALL	
Case Sub-Status:		Loan Active		• Prope	rty County:	ALL		Pay Plan Type:	ALL	
Print	Search Res t Welcome Le	etter(s) 🖨 Print Ad		Export to E		Status Borrowe	r I Name Boi	rower FName	•	
Print			FHA Case #	Case Status	<u>Case Sub</u>	and the second second second		rower FName	Index Type	CLEAR O SEARC
Print	t Welcome Le	etter(s) 🖨 Print Ad Lender Loan #	<u>FHA Case #</u>	Case Status Assigned	<u>Case Sub</u> Loan Activ	e anniori	199	10	Index Type 1-Year CMT	
Print	t Welcome Le	etter(s) 🖨 Print Ad	<u>FHA Case #</u>	Case Status Assigned Assigned	<u>Case Sub</u> Loan Activ Loan Activ	re kontrakt		10 10007	Index Type 1-Year CMT 1-Year CMT	Property Address
Print	t Welcome Le	etter(s) Print Ad Lender Loan #	<u>FHA Case #</u>	Case Status Assigned Assigned Assigned	<u>Case Sub</u> Loan Activ Loan Activ Loan Activ	re Hittinger re Hittinger	195 1957 1957	a Marti File A	Index Type 1-Year CMT 1-Year CMT 1-Year CMT	Property Address
	t Welcome Le	etter(s) 🚔 Print Ad Lender Loan #	<u>FHA Case #</u>	Case Status Assigned Assigned Assigned Assigned	Case Sub Loan Activ Loan Activ Loan Activ Loan Activ	re solities re solities re solities	195 1957 1957	10 10007	Index Type 1-Year CMT 1-Year CMT 1-Year CMT 1-Year CMT	Property Address
	t Welcome Le	etter(s) Print Ad Lender Loan #	<u>FHA Case #</u>	Case Status Assigned Assigned Assigned Assigned	Case Sub Loan Activ Loan Activ Loan Activ Loan Activ Loan Activ	e and a second s	195 1957 1957	a Marti File A	Index Type 1-Year CMT 1-Year CMT 1-Year CMT 1-Year CMT 1-Year CMT	Property Address
	t Welcome Le	etter(s) A Print Ad	FHA Case #	Case Status Assigned Assigned Assigned Assigned Assigned	Case Sub Loan Activ Loan Activ Loan Activ Loan Activ Loan Activ Loan Activ	e hining	100 100 100 100 100 100	00000 10000 10000 10000 10000 10000 10000	Index Type 1-Year CMT 1-Year CMT 1-Year CMT 1-Year CMT 1-Year CMT 1-Year CMT	Property Address
	t Welcome Le	etter(s) 🚔 Print Ad Lender Loan #	FHA Case #	Case Status Assigned Assigned Assigned Assigned Assigned Assigned	Case Sub Loan Activ Loan Activ Loan Activ Loan Activ Loan Activ Loan Activ Loan Activ	e hining	100 000 000 000 000 000 000 000	12 000007 700-1 0000 0000 0000 0000 0000 0	Index Type 1-Year CMT 1-Year CMT 1-Year CMT 1-Year CMT 1-Year CMT 1-Year CMT 1-Year CMT	Property Address
Print	t Welcome Le	etter(s) A Print Ad	FHA Case #	Case Status Assigned Assigned Assigned Assigned Assigned	Case Sub Loan Activ Loan Activ Loan Activ Loan Activ Loan Activ Loan Activ	e filme		00000 10000 10000 10000 10000 10000 10000	Index Type 1-Year CMT 1-Year CMT 1-Year CMT 1-Year CMT 1-Year CMT 1-Year CMT	Property Address

Figure 7-212: Loan Search - Assigned Due and Payable

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

Step 4. The Loan Balance screen is displayed.

Step 5. Select the **Contacts** tab.

Welcome: Today is: Friday, J	Edit Profile Help anuary 13, 2012					ST ()	T.T.
> <u>Loan</u> > Contacts						ervicing Technology on R	
Home	Loan Assigned Endo	rsed Reports L	ogout				
Loan Balance	Loan Information	Borrower Information		Servicer Information		Balance Information	
Loan Details	FHA Case #: Loan Skey:	Borrower: SSN:		ender Loan #: ervicer #:		Pay Plan Type: Loan Balance:	Modified Term \$208,610.05
Transactions	Case Status: Assigned Case Sub-Status: Loan Active	DOB: Address:		ender Name: ervicer Name:	And the state of the second states	Max Claim: % of Max Claim:	\$160,950.00 129.612 %
Contacts	Product Type: HECM STANDA			vestor Name:	1000	NPL:	\$69,236.28
Property	Go to Loan Search	CA 9080 Co-Borrower:	18			4	Print Loan Details
Documents							
Notes	Contact Information						
Alerts	NEW)					Death I	nteractive Search
Change Of Plan		me First Name DOB	Address	0:4.	State Zip Create Dat		
Payoff	Contact Type Last Na Borrower	me First Name DOB	Address	City LONG BEACH			u By Chai
Statement	Alternate Contact	1000	CONTRACTOR OF STREET,	Canyon Lake	CA 92587 06/29/2011	05:11:23 PM	Concession of the local division of the loca
Disbursement	•		m				۱.
Servicer Info							
Servicer Request							
Bank Account							

Figure 7-213: Contact Information - Assigned Due and Payable

Step 6. Select the **Document** icon beside the last surviving borrower contact name.

			Contact Info		\$
Contact:	Borrower				
Contact Na	me & Address				
First Name:	100100000000000000000000000000000000000	Mid:		Last:	100-010
Address 1:	- Part I - RED BER BURNING - STATE				
Address 2:					
City:	LONG BEACH	State:	CA	Zip:	90808
Birth Date:		Age:			
Other Info	rmation				
Marital:	•	Email:		Home #:	**************************************
Gender:	-	Emergenc	y Contact:	Work #:	
Language:	English 👻	Authorize	d Contact:	Cell #:	
Death Date:	1/12/2012	1		Fax #:	
Contact M	ailing into	0	SAME AS CONTACT ADDRESS		
First Name:	000000000000000000000000000000000000000	Mid:		Last:	
Address 1:	ATT COMPANY AND A STREET				
Address 2:					
City:	LONG BEACH	State:	California 💌	Zip:	90808-
Audit Info	mation				
Create Date:	6/29/2011 5:11:23 PM	Created By:	ALC: NOT THE OWNER.		
Change Date		Changed By			
		Ø	SUBMIT (CANCEL		

Figure 7-214: Contact Information – Assigned Due and Payable

- Step 7. Populate the Death Date on the contact information screen and click **Submit**. The case sub-status is updated to Due and Payable. The system will automatically initiate the **Due and Payable** timeline for this loan.
- Step 8. From the Assigned menu, select Disposition and click Search.
- Step 9. On the **Assigned Disposition** Search Screen, enter the search criteria, select Servicing Type to Due and Payable and click **Submit** to retrieve the timeline that has been auto-initiated by the system.

Welcome: Today is: Friday	, January 13, 2012	<u>t Profile</u> <u>Help</u>					STOR	T.
> Assigned > Disp	oosition Search						Servicing Technology on Revers	
Home	Loan As	signed Endors	ed Reports	Logout				
Assigned Dis	position Search							
Loan Information	on:		_					
Loan Skey:	1111111		Borrower LName:			Lender Name:		*
Lender Loan #:			Property Address:			Servicer Name:		*
FHA Case #:			Property State:	ALL	•	Investor Name:		*
Case Status:	Assigned	•	Case Sub-Status:	ALL	•	Responsible:	ALL	•
Servicing Mana	gement Criteria: Due & Payable	•	Servicing Status:	ALL	•	Step:	ALL	-
Timeline Status	·	•	,		•	Step Status:	ALL	-
rimenne statu:	S: All Active		Current step Group			Scheduled Date:	ALL	*
						Completion Date:		*
						Step Group:	ALL	•
							D SE	ARCH
 Search Resul Export to Excel 								
Loan Skey	Lender Loan #	FHA Case #	Case Status Case	e Sub-Status	Servicing Type	Timeline Status	Servicing Status	
Courses .	- B = 1411000 - 1	- and the second second	Assigned Due a	& Payable	Due & Payable	Active	Mail Condolence / Repayment Le	etter
•		111						÷.

Figure 7-215: Disposition Search – Assigned Due and Payable

Step 10.Select the loan to view or edit the timeline.

Step 11. The **Disposition Steps** screen for Due and Payable timeline is displayed.

Welcome: Today is: Friday, J Home	lanuary 13, 201	Edit Profile Help 2 Assigned Endorse	ed Reports	s Logout			servicing Technology or	n Reverse M	10 10
Loan Balance Disposition Steps Servicing Mgmt Notes Documents Contacts	Loan Infor FHA Case # Loan Skey: Case Statu: Case Sub-S Product Tyj Go to Loan S	: Assigned Status: Due & Payable pe: HECM STANDARD	Borrower: Borrower: SSN: DOB: Address: Co-Borrower:	LONG BEACH CA 90808	Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	nation	Balance Informa Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:		50.00 2 % 6.28
Alerts	Go to Search Step Infor	mation: Due & Payable							
	€. ∰ €. ∰	Step Description 1 Disposition Event Occur 2 Mail Condolence / Repair 3 Mail Loss Mit Letter(s) 4 Follow Up Phone Attem	ayment Letter	<u>Scheduled Date</u> 01/12/2012 01/14/2012 01/14/2012 02/18/2012	<u>Complete Da</u> 01/12/2012	te <u>Step Group</u> HUD Contractor HUD Contractor HUD Contractor HUD Contractor	<u>Step Note</u>	Status Active Active Active Active	<u>Crea</u> 01/13 01/13 01/13 01/13

Figure 7-216: Timeline Steps – Assigned Due & Payable

- Step 12. The step **Disposition Even Occurred** completion date is pre-populated with the Death Date.
- Step 13.To generate the Condolence Letter, click the magnifying glass beside the **Mail Condolence / Repayment Letter** step to preview the letter; the Modify Letter Fields screen is displayed. Edit the subject and salutation and select **OK**. The Condolence Letter is displayed.
- Step 14.The printer icon beside the step enables the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**; the Modify Letter Fields

screen is displayed. Edit the subject and salutation and select **OK**. The **Condolence Letter** is displayed. This action auto-saves the document in the **Documents** tab and auto-completes the step.

- Step 15.To generate the **Loss Mitigation** letter, click the **magnifying glass** beside the **Mail Loss Mit Letter(s)** step to preview the letter; the Loss Mitigation letter is displayed. The printer icon beside the step enables the HUD contractor to auto-save the document to the **Documents** tab.
- Step 16.Select the printer icon; the **Loss Mitigation letter** is displayed. This action autosaves the document in the **Documents** tab and auto-completes the step.
- Step 17.Complete the steps in the timeline when the activity corresponding to the step is complete. To complete any step in the timeline, click the step, for example, step **Follow Up Phone Attempt.**

	Edit Step	×
Step Item		
Step Description:	Follow Up Phone Attempt	
Scheduled Date:	2/18/2012 • * Complete Date: 1/13/2012 •	
Status:	Active 🔻	
	Step Completed	
Step Note:		
Audit Informatio		
Create Date:	······································	
Change Date:	Changed By:	
	SUBMIT CANCEL	
	O SANGEL	

Figure 7-217: Edit Step – Assigned Due and Payable

- Step 18.Populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 19.The completion date is populated beside the step **Follow Up Phone Attempt** on the **Disposition Steps** screen.

Step 20.To add an optional step, click New.

			New S	Step				×
Step	Item							
Step D	escription:	ALL					•	*
Sched	uled Date:	1/13/2012	*		Complete	Date:	`	*
Status	:	Active	-					
Step N	ote:							•
								-
		lacksquare	SUBMIT	0	CANCEL			

Figure 7-218: New Step for Due and Payable

- Step 21.Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step will be added to the list of steps.
- Step 22.To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step window**.

Step 23.Repeat the above instructions to add and complete other optional steps.

To initiate and complete the Due & Payable timeline – default reason other than death:

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

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

Assigned > Dis	position Setup							y on Reverse Mortgag
Home	Loan Ass	signed Endorse	d Reports	Logout				
Assigned Dis	position Setup Sear	ch						
Loan Skey:			Borrower LNan	ne:		Lender Name:		~
ender Loan #			Property Addre	ess:		Servicer Name:		~
HA Case #:			Property State:	C-222	-	Investor Name:	[~
Case Status:	Assigned		Case Sub-Statu		-	Index Type:	ALL	
ase status.	Assigned		Case sub-statu	IS: Loan Active		Property County:	ALL	•
Search Resu	Its							SEARCH
	el							
Export to Exc		<u>FHA Case #</u>	<u>Case Status</u>	Case Sub-Status	Borrower LName	Property A	uddress	Property S
Export to Exc	<u>el</u> <u>Lender Loan #</u>	THE CONTRACTOR	Assigned	Loan Active	Borrower LName	<u>Property A</u>	<u>uddress</u>	Property S CA
Export to Exc	<u>el</u> Lender Loan #	And a state of the second seco	Assigned Assigned	Loan Active Loan Active	Borrower LName	and coldina	enter :	Property S CA CA
Export to Exc	<u>el</u> <u>Lender Loan #</u>	THE CONTRACTOR	Assigned Assigned Assigned	Loan Active Loan Active Loan Active	<u>Borrower LName</u>	and coldina	<u>lddress</u>	Property S CA CA CA
Export to Exc	el Lender Loan #	And a state of the second seco	Assigned Assigned Assigned Assigned	Loan Active Loan Active	Borrower LName	and coldina	975-9855 1986-57 1995-578855 - 1 1998	Property S CA CA
Export to Exc Loan Skey	<u>ej</u> Lender Loan #	Anno an Anna Anna Anna Anna Anna Anna An	Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active	Borrower LName	17710-10010 1000-10120-1 001-1-1010-1 198-10110-0	975-9855 1986-57 1995-578855 - 1 1998	Property S CA CA CA CA CA
<mark>≝ Export to Exc</mark> Loan Skey	e <u>l</u> Lender Loan #	Anno an Anna Anna Anna Anna Anna Anna An	Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active	<u>Borrower L Name</u>	17710-10010 1000-10120-1 001-1-1010-1 198-10110-0	89-1001 200022 2012-30022 2012-30022 2010-000 2010-000 2010-000	Property S CA CA CA CA CA CA
Export to Exc Loan Skey	el <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName		89-1001 200022 2012-30022 2012-30022 2010-000 2010-000 2010-000	Property S CA CA CA CA CA CA
Export to Exc Loan Skey	el <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName		89 - 1923 - 1988 - 1998 - 1998 - 199 1997 - 1998 - 199 1997 - 1990 -	CA CA CA CA CA CA

Figure 7-219: Disposition Setup Search – Assigned Due and Payable

- Step 3. From the search results, select a loan to initiate the timeline.
- Step 4. On the **Edit Servicing Management** Screen, select Due & Payable from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

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	•
of Debt: (a te paymen I of Trust his or hen art of the and no of	nt in full ⁽⁼ if: (ii) r
	~
# Davs	Sched Da
0	01/13/2012
2	01/15/2012
2	01/15/2012
37	02/19/2012
	I of Trust his or he art of the and no o # Days 0 2 2 2

Figure 7-220: Edit Servicing Management - Assigned Due and Payable

- Step 5. Click the Checkbox beside **Go to Servicing Steps after Submit** (at the bottom of the **Edit Servicing Management** Window).
- Step 6. Click **Submit** (If you click **Cancel**, the Assigned Disposition Setup Search Screen will be displayed).

Step 7. The I	Disposition Steps s	creen for Due & Payable	timeline is displayed.

Welcome: Today is: Friday, . Home	January 13, 2 Loan	Edit Profile Help 012 Assigned Endorse	d Reports	s Logout			5770 ervicing Technology o		-
Loan Balance Disposition Steps Servicing Mgmt Notes Documents Contacts	FHA Case Loan Ske Case Sta	ry: tus: Assigned)-Status: Due & Payable Fype: HECM STANDARD	Borrower: Borrower: SSN: DOB: Address: Co-Borrower:	LONG BEACH CA 90808	Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	nation	Balance Inform Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	ation Modifie \$208,6 \$160,9 129.61: \$69,23	10.05 50.00 2 % 6.28
Alerts	Go to Sear	ch Results							
	Step Inf	formation: Due & Payable -		Scheduled Date	<u>Complete Da</u>	ite <u>Step Group</u>	Step Note	<u>Status</u>	Creat
		1 Disposition Event Occu	rred	01/12/2012	01/12/2012	HUD Contractor		Active	01/13/
	ے 🔍	2 Mail Condolence / Repa	yment Letter	01/14/2012		HUD Contractor		Active	01/13/
	کې 🔁	3 Mail Loss Mit Letter(s)		01/14/2012		HUD Contractor		Active	01/13/
		4 Follow Up Phone Attem	pt	02/18/2012		HUD Contractor		Active	01/13
	•			III					Þ

Figure 7-221: Timeline Steps – Assigned Due and Payable

- Step 8. The step **Disposition Even Occurred** completion date is pre-populated with the timeline created date.
- Step 9. To generate the Repayment Letter, click the magnifying glass beside **Mail Condolence / Repayment Letter** step to preview the letter; the Modify Letter Fields screen is displayed. Edit the subject and salutation and select **OK**. The Repayment Letter is displayed.

- Step 10.The printer icon beside the step enables the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**; the Modify Letter Fields screen is displayed. Edit the subject and salutation and click **OK**. The **Repayment Letter** is displayed. This action auto-saves the document in the **Documents** tab and auto-completes the step.
- Step 11.To generate the Loss Mitigation letter, click the **magnifying glass** beside the **Mail** Loss Mit Letter(s) step to preview the letter; the Loss Mitigation letter is displayed.
- Step 12. The printer icon beside the step enables the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**, the Loss Mitigation letter is displayed. This action auto-saves the document in the Documents tab and auto-completes the step.
- Step 13.Complete the steps in the timeline when the corresponding activity tied to the step is complete. To complete any step in the timeline, click the step, for example, step **Follow Up Phone Attempt.**

	Edit Step)		
Step Item				
Step Description	n: Follow Up Phone Attempt			
Scheduled Date:	2/18/2012 💉 *	Complete Date	: 1/13/2012	~
Status:	Active 🔻			
	Step Completed			*
Step Note:				
				-
Audit Informat		Created By:		

Figure 7-222: Edit Step - Assigned Due and Payable

- Step 14.Populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 15.The completion date is populated beside the step **Follow Up Phone Attempt** on the **Disposition Steps** screen.
- Step 16.To add an optional step click New.

	New Step	×
Step Item		
Step Description:	ALL	▼ *
Scheduled Date:	1/13/2012 × Complete Date:	~
Status:	Active -	
		*
Step Note:		
		-
	SUBMIT CANCEL	

Figure 7-223: New Step – Assigned Due and Payable

- Step 17.Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step will be added to the list of steps.
- Step 18.To complete the step, select the step and populate the completion date, add a note in the notes field if applicable, click **Submit** on the **Edit Step window**.

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

7.4.2.2 Loss Mitigation - Deed-in-Lieu

A HUD NSC Contractor initiates a Loss Mitigation – Deed-in-Lieu (DIL) timeline when a mortgagor is willing to surrender the property to the mortgagee (HUD) and to be released from the mortgage obligations. This timeline is initiated and completed by a HUD NSC Contractor to track the Deed-in-Lieu process; it does not require HUD NSC Staff interaction. Upon initiation of this timeline, the case sub-status is updated to DIL. If the timeline is inactivated, the case sub-status is updated accordingly.

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

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

- Step 1. From the **Assigned** menu, select Disposition, under **Disposition**, and click **Setup**.
- Step 2. On the Assigned **Disposition Setup Search** Screen, enter the loan search criteria and click **Search**.

Assigned > Dis	position Setup						Servicing Technolog	y on Reverse Mortgag
Home	Loan Ass	signed Endorse	ed Reports	Logout				
Assigned Di	sposition Setup Sear	ch						
Loan Skey:			Borrower LName			Lender Name:		~
ender Loan #			Property Addres	s:		Servicer Name:		~
HA Case #:	·		Property State:	ALL	-	Investor Name:		~
	Assigned						ALL	
Case Status:	Assigned		Case Sub-Status:	Loan Active		Index Type:	1. 5.46 TO 10 ()	1.37
						Property County:	ALL	•
Search Resu	lts							SEARCH
Export to Exe	<u>cel</u>							
Export to Exe		<u>FHA Case #</u>	<u>Case Status</u>	Case Sub-Status	Borrower LName	<u>Property A</u>	<u>ddress</u>	Property S
Export to Exi Loan Skey	<u>Lender Loan #</u>		Assigned	Loan Active	<u>Borrower LName</u>	<u>Property A</u>	<u>ddress</u>	Property S CA
<mark>≝ <u>Export to Ex</u> Loan Skey</mark>	<u>Lender Loan #</u>	And a state of the second seco	Assigned Assigned	Loan Active Loan Active	Borrower LName	and coldina	CONTRACT.	CA
Export to Export	<u>Cel</u> Lender Loan #		Assigned Assigned Assigned	Loan Active Loan Active Loan Active	Borrower LName	and coldina	<u>ddress</u>	Property S CA CA CA
Export to Exe Loan Skey	<u>cel</u> Lender Loan #	And a second sec	Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active	UNITED UNIT	and coldina	CONTRACT.	Property S CA CA CA CA CA
Export to Export	<u>sel</u> <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName	and coldina	CONTRACT.	Property S CA CA CA CA CA CA
Export to Exe Loan Skey	<u>28</u> <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	UNITED UNIT		An agus Anairtí An An An Anairtí An An An An An An Frainne	Property S CA CA CA CA CA CA
Export to Exe Loan Skey	<u>sel</u> <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active		and coldina	An agus Anairtí An An An Anairtí An An An An An An Frainne	Property S CA CA CA CA CA CA CA CA
Export to Exe Loan Skey	el <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active			114657 114657 11467 11467 11467 11467 11467 11467 11467 11467	Property S CA CA CA CA CA CA
Export to Exe Loan Skey	<u>el</u> <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active			114657 114657 11467 11467 11467 11467 11467 11467 11467 11467	Property S CA CA CA CA CA CA CA CA CA CA

Figure 7-224: Disposition Search for Loss Mitigation Deed-In-Lieu

- Step 3. From the search results, select a loan to initiate the timeline.
- Step 4. On the **Edit Servicing Management** screen, select Loss Mitigation Deed-in-Lieu from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

Se	ervicing Management Ir	formation				
Ser	vicing Type: *		•			
Tim	neline Status:		~			
Initi	iation Date: 🔒	1/13/2012				
Responsible Party:		(1120-1000000000000000000000000000000000				
Atte	orney:	DOM: NO BOOMSTOCK		•		
	tep Information					
_	Step Description		# Days	Sched Date	4	
1	Initiate DIL		0	01/13/2012		
	Itr) Refer to Atty for DIL		2	01/15/2012		
3	Review Title Report		30	02/12/2012		
4		ave Deed Executed per Referral Instructn	40	02/22/2012	Ξ	
5	Order Occupancy In		40	02/22/2012		
6		I - Verified as Vacant	50	03/03/2012		
7		ecord Executed Deed (Copy Received)	55	03/08/2012		
8	Copy of Recorded D		80	04/02/2012	U	
9		nt to Cash Management	82	04/04/2012		
10	Send Release Author	rization to Release Dept.	82	04/04/2012		

Figure 7-225: Edit Servicing Management - Assigned Loss Mitigation DIL

- Step 5. Click the checkbox beside **Go to Servicing Steps after Submit** (at the bottom of the **Edit Servicing Management** window).
- Step 6. Click **Submit** (If you click **Cancel**, the Assigned Disposition Setup Search Screen will be displayed).

Step 7. The Disposition	Steps	screen	for	Loss	Mitigation	-	Deed-in-Lieu	timeline	is
displayed.									

							ervicing Technology on	Reverse Mortgage
Home	Loan	Assigned Endorse	d Reports	Logout				
oan Balance	C Loan In	formation	Borrower Informatio	on	Servicer Inform	ation	Balance Informa	tion
Second Second	FHA Case		Borrower:	1211 (01-010)	Lender Loan #:	11 181 181+	Pay Plan Type:	Line of Credit
isposition Steps	Loan Ske	-		1000	Servicer #:		Loan Balance:	\$232,019.38
ervicing Mgmt	Case Sta	tus: Assigned b-Status: DIL	DOB: Address:	CONTRACTOR OF STREET,	Lender Name: Servicer Name:	Carl Charles Company	Max Claim: % of Max Claim:	\$160,950.00 144.156 %
otes	Product		CARS	ON	Investor Name:	And a second sec	NPL:	\$23,488.48
t-	Go to Loa		CA 90	745				Print Loan Deta
ocuments			Co-Borrower:	10 1 BH 4101				
ontacts								
lerts	Go to Sen	vicing Setup						
		vicing actup						
			Deed in Lieu					
	Step In	formation: Loss Mitigation	- Deed-in-Lieu					
	Step In		- Deed-in-Lieu					
	Step In	formation: Loss Mitigation	- Deed-in-Lieu		<u>Scheduled Da</u>		Step Group	
	Step Int	formation: Loss Mitigation	- Deed-in-Lieu		<u>Scheduled Da</u> 01/13/2012	te <u>Complete Date</u> 01/13/2012	<u>Step Group</u> HUD Contractor	
	Step In	formation: Loss Mitigation	- Deed-in-Lieu	_				A
	Step Int	step Description step Description Initiate DIL Refer to Atty for DIL Review Title Report fro	m Attorney		01/13/2012		HUD Contractor	A
	Step Int	Step Description Step Description Initiate DIL Refer to Atty for DIL Review Title Report fro Atty Instructed to have	m Attorney Deed Executed per Refer	ral Instructn	01/13/2012 01/15/2012 02/12/2012 02/22/2012		HUD Contractor HUD Contractor	A A A A
	Step Int	formation: Loss Mitigation	m Attorney Deed Executed per Refer ection	ral Instructn	01/13/2012 01/15/2012 02/12/2012 02/22/2012 02/22/2012		HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor	A A A A
	Step Int	Step Description Step Description Initiate DIL Refer to Atty for DIL Review Tille Report fro A Atty Instructed to have Order Occupancy Insp 6 Inspection Received - \	m Attorney Deed Executed per Refer ection /erified as Vacant		01/13/2012 01/15/2012 02/12/2012 02/22/2012 02/22/2012 03/03/2012		HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor	A A A A A
	Step Int	Step Description Step Description Initiate DIL Refer to Atty for DIL Review Title Report fro Atty Instructed to have Order Occupancy Inspection Received - 1 Atty Instructed to Reco	m Attorney Deed Executed per Refer ection /errified as Vacant rd Executed Deed (Copy I		01/13/2012 01/15/2012 02/12/2012 02/22/2012 02/22/2012 03/03/2012 03/03/2012		HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor	A A A A A A
	Step Int	Step Description Step Description Initiate DIL Refer to Atty for DIL Review Title Report fro Atty Instructed to have Order Occupancy Insp Inspection Received - \ Atty Instructed to Reco Copy of Recorded Dee	m Attorney Deed Executed per Refer ection /erified as Vacant rd Executed Deed (Copy I d Received		01/13/2012 01/15/2012 02/12/2012 02/22/2012 03/02/2012 03/03/2012 03/08/2012 04/02/2012		HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor	а а а а а а а
	Step Int	Step Description Step Description Initiate DIL Refer to Atty for DIL Review Title Report fro Atty Instructed to have Order Occupancy Insp Inspection Received - 1 Atty Instructed to Reco Copy of Recorded Dee Conveyance File Sent t	m Attorney Deed Executed per Refer ection /erified as Vacant rd Executed Deed (Copy I d Received o Cash Management		01/13/2012 01/15/2012 02/12/2012 02/22/2012 03/03/2012 03/03/2012 04/02/2012 04/04/2012		HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor	А А А А А А А
	Step In Ne	Step Description Step Description Initiate DIL Refer to Atty for DIL Review Tille Report fro Atty Instructed to have Order Occupancy Insp Inspection Received - \ Atty Instructed to Reco Copy of Recorded Dee Onveyance File Sent 10 Send Release Authoriz	m Attorney Deed Executed per Refer ection /erified as Vacant rd Executed Deed (Copy I d Received o Cash Management ation to Release Dept.		01/13/2012 01/15/2012 02/22/2012 02/22/2012 03/03/2012 03/03/2012 04/02/2012 04/04/2012 04/04/2012		HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor	А А А А А А А А А
	Step Int	Step Description Step Description Initiate DIL Refer to Atty for DIL Review Title Report fro Atty Instructed to have Order Occupancy Insp Inspection Received - 1 Atty Instructed to Reco Copy of Recorded Dee Conveyance File Sent t	m Attorney Deed Executed per Refer ection /erified as Vacant rd Executed Deed (Copy I d Received o Cash Management ation to Release Dept. tices Removed		01/13/2012 01/15/2012 02/12/2012 02/22/2012 03/03/2012 03/03/2012 04/02/2012 04/04/2012		HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor HUD Contractor	Step Note S A A A A A A A A A A A A A A A A A A A

Figure 7-226: Timeline Steps – Assigned Loss Mitigation DIL

- Step 8. The step **Initiate DIL** completion date is pre-populated with the timeline created date.
- Step 9. To generate the Deed-In-Lieu Attorney Referral Letter, click the magnifying glass beside the Mail Condolence / Repayment Letter step to preview the letter, the Modify Letter Fields screen is displayed. Edit the subject and salutation and select OK. The Deed-In-Lieu Attorney Referral Letter is displayed.
- Step 10.The printer icon beside the step enables the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**; the Modify Letter Fields screen is displayed. Edit the subject and salutation and click **OK**. The **Deed-In-Lieu Attorney Referral Letter** is displayed. This action auto-saves the document in the **Documents** tab and auto-completes the step.
- Step 11.Complete the steps in the timeline when the activity corresponding to the step is complete. To complete any step in the timeline, click the step (For example, step **Review Title Report from Attorney).**

	Edit Step	·	
Step Item			
Step Description	a: Review Title Report from	Attorney	
Scheduled Date:	2/12/2012 💉 *	Complete Date: 1	/13/2012 🗸
Status:	Active 🔻		
	Step Completed		*
Step Note:			
			~
Audit Informat	ion		
Create Date:	1/13/2012 4:51:42 PM	Created By:	a intrinsidiated
Change Date:		Changed By:	
		CANCEL	

Figure 7-227: Edit Step – Assigned Loss Mitigation DIL

- Step 12.Populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 13.The **completion date** is populated beside the step Review Title Report from Attorney on the **Disposition Steps** screen.
- Step 14.Repeat the steps above to complete the other remaining steps.
- Step 15.To generate the Loan Removal and Conveyance sheet, click the **magnifying glass** beside Loan Conveyed Balances Removed step to update and print the Loan Removal and Conveyance sheet.
- Step 16.A new screen is displayed with the **Loan Removal and Conveyance** sheet with options to review and print document. Update the sheet and once the changes have been made, select the Preview Document link to view the updated document.
- Step 17.To auto-save the changes made to the document select the Print Document link. Select Open on the File Download pop-up window. This action will save the updated **Loan Removal and Conveyance** sheet to the Documents tab. Refresh the screen to auto-complete the step.

Step 18.To add an optional step, click New.

	New Step	×
Step Item		
Step Description:	ALL	•
Scheduled Date:	1/13/2012 💉 Complete Date:	~
Status:	Active -	
		*
Step Note:		
		-

Figure 7-228: New Step - Assigned Loss Mitigation DIL

- Step 19.Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step will be added to the list of steps.
- Step 20.To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step window**.
- Step 21.Repeat the above instructions to add and complete other optional steps.

7.4.2.3 Loss Mitigation – Family Sale Pending

The HUD NSC Contractor initiates this timeline to track the status on a pending family sale effort and to complete the process to terminate the loan.

This timeline is initiated and completed by a HUD NSC Contractor; it does not require HUD NSC staff interactions. When this timeline is initiated, the case sub-status is updated to Family Sale Pending. If the timeline is inactivated, the case sub-status is updated accordingly.

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

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

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

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

	sposition Setup						Servicing Technolog	y on Reverse Mortga
Home	Loan Ass	signed Endorse	ed Reports	Logout				
Assigned Di	sposition Setup Sear	ch						
oan Skey:			Borrower LName	:		Lender Name:		~
ender Loan	#:		Property Addres	s:		Servicer Name:		~
HA Case #:			Property State:	ALL	-	Investor Name:	-	~
	Assigned		Case Sub-Status				ALL	
ase Status:	Assigned		Case Sub-Status	: Loan Active		Index Type:		1.37
						Property County:	ALL	•
Search Resi	ilts							SEARCH
the second se	cel							
Export to Ex		<u>FHA Case #</u>	<u>Case Status</u>	Case Sub-Status	Borrower LName			Property
Export to Ex	<u>cel</u> Lender Loan #	THE CONTRACTOR	Assigned	Loan Active	Borrower LName	1419140.0	0. MER.	Property CA
Export to Ex oan Skey	<u>ce</u> Lender Loan #	And a state of the	Assigned Assigned	Loan Active Loan Active	<u>Borrower LName</u>		1100	Property CA CA
Export to Ex oan Skey	<u>ce</u> <u>Lender Loan #</u>	THE CONTRACTOR	Assigned Assigned Assigned	Loan Active Loan Active Loan Active	Borrower Liliame		0. MER.	Property CA CA CA
Export to Ex oan Skey	<u>cel</u> Lender Loan #		Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active	Borrower LName		1100	Property CA CA CA CA
Export to Ex oan Skey	<u>cel</u> Lender Loan #		Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName		1100	Property CA CA CA CA CA
<u>Export to Ex</u> oan Skey	<u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName		Anna Anna Anna Anna Anna Anna Anna Anna Anna Anna Anna Anna Anna Anna	Property CA CA CA CA CA CA CA
<u>Export to Ex</u> .coan Skey	23 <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName		Anna Anna Anna Anna Anna Anna Anna Anna Anna Anna Anna Anna Anna Anna	Property : CA CA CA CA CA CA CA
Export to Ex Loan Skey	<u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName		N - 100	Property S CA CA CA CA CA CA CA CA CA
Export to Ex Loan Skey	23 <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName		N - 100	CA CA CA CA CA CA

Figure 7-229: Disposition Setup Search – Assigned Family Sale Pending

- Step 3. From the search results, select loan to initiate the timeline.
- Step 4. On the **Edit Servicing Management** Screen, select Loss Mitigation Family Sale Pending from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

			Edit Servicing Management		
Se	rvicing Management Ir	formatio	on		
Serv	ricing Type: *	L	oss Mitigation - Family Sale Pending		•
Time	eline Status:	A	ctive		
Initia	ation Date: 🔹	1/	13/2012		~
Res	ponsible Party:		101-1-0-000-0001		•
Sta	p Information				
	ep Description			# Days	Sched Date
1	Initiate Family Sale P	ending		0	01/13/2012
2	Received Listing Age			10	01/23/2012
3	Received Copy of Of	fer and S	ales Contract	240	09/09/2012
4	Received Sales Proc	eeds		285	10/24/2012
5	Send Release Autho			287	10/26/2012
🗸 G	o to Servicing Steps after	Submit	SUBMIT D CANCEL		

Figure 7-230: Edit Servicing Management – Assigned Family Sale Pending

- Step 5. Click the checkbox beside **Go to Servicing Steps after Submit** (at the bottom of the **Edit Servicing Management** Window).
- Step 6. Click **Submit** (Note: If you click Cancel, the Assigned Disposition Setup Search Screen will be displayed).
- Step 7. The **Disposition Steps** screen for Loss Mitigation Family Sale Pending timeline is displayed.

Today is: Friday,		d Decete b				Cing Technology on R		
Home Loan Balance Disposition Steps Servicing Mgmt Notes Documents Contacts	Loan Assigned Endorse Loan Information FHA Case #: Loan Skey: Case Status: Assigned Case Sub-Status: Family Sale Pending Product Type: HECM STANDARD Go to Loan Search	d Reports Lo Borrower Information Borrower: SSN: DOB: Address: ROGERS AR 72750 Co-Borrower:	Lender L Servicer Lender N Servicer Investor	#: lame: Name:	P L N %	Balance Informati ay Plan Type: oan Balance: lax Claim: o of Max Claim: PL:	Dn Line of Crec \$128,083.11 \$126,000.01 101.653 % (\$143.39) Print Loan D	0
Alerts	Go to Servicing Setup Step Information: Loss Mitigation	- Family Sale Pending						
	# <u>Step Description</u>		Scheduled Date	Complete Date	Step Group	Step Note		9
	1 Initiate Family Sale Pend	•	01/13/2012	01/13/2012	HUD Contract		Active	0
	2 Received Listing Agree	ment	01/23/2012		HUD Contract	or	Active	(
	3 Received Copy of Offe	r and Sales Contract	09/09/2012		HUD Contract	or	Active	(
	4 Received Sales Procee	ds	10/24/2012		HUD Contract	or	Active	(
	5 Send Release Authoriz	ation to Release Dept.	10/26/2012		HUD Contract	or	Active	0
	•							

Figure 7-231: Timeline Steps – Assigned Loss Mitigation Family Sale Pending

- Step 8. The step **Initiate Family Sale Pending** completion date is pre-populated with the timeline created date.
- Step 9. Complete the steps in the timeline when the corresponding activity tied to the step is complete. To complete any step in the timeline, click the step. For example step **Received Listing Agreement**.

Step Item			
	n: Received Listing Agreem	ent	
Scheduled Date	1/23/2012 💉 *	Complete Date: 1/13/2012	2 🗸
Status:	Active 🔻		
Step Note:	Step Completed		*
	tion		

Figure 7-232: Edit Step – Assigned Family Sale Pending

- Step 10.Populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 11.The completion date is populated beside the step Received Listing Agreement on the **Disposition Steps** screen.
- Step 12.To trigger the step **Follow up for Status of Sales Effort**, the following criteria must be satisfied:
 - o Less than 8 months since step Initiate Family Sale Pending was completed
 - o 30 or more days passed since optional step Follow Up was completed
 - Step Received Sales Proceeds has not been completed

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

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

×
•
~
~
-

Figure 7-233: New Step - Assigned Family Sale Pending

- Step 15.Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new screen. The step will be added to the list of steps.
- Step 16.To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.
- Step 17.Repeat the above instructions to add and complete other optional steps.

7.4.2.4 Loss Mitigation – Short Sale

This timeline is initiated by a HUD NSC Contractor to track a short sale on a HECM loan. A short sale is when a HECM loan is sold by the mortgagor for less than the payoff amount or less than the appraised value of the property.

If the loan is Due & Payable the property must sell for no less than a certain threshold percentage of the appraised value as established by HUD. If the loan is not Due & Payable then the sale price of the property must be the appraised value. This timeline is initiated and completed by a HUD NSC Contractor; this timeline **requires** HUD NSC Staff interaction. Upon initiation of this timeline, the case sub-status is updated to Short Sale Initiated. If the timeline is inactivated, the case sub-status is updated accordingly.

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

To initiate and complete the Loss Mitigation - Short Sale timeline:

- Step 1. From the **Assigned** menu, select **Disposition** and click **Setup**.
- Step 2. On the **Assigned Disposition** Setup Search Screen, enter the loan search criteria and click **Search**.

Assigned > Disp								
Home	×	signed Endorse	d Reports	Logout			Servicing Technolog	iy on Reverse Mortgag
	Dosition Setup Sear		eu Reports	Logour				
Contraction of the second second	bosition setup sear	cii		-				
oan Skey:			Borrower LName			Lender Name:		*
ender Loan #:			Property Address	s:		Servicer Name:		~
HA Case #:			Property State:	ALL	•	Investor Name:		~
	Anning		in the second second	Loan Active			ALL	
Case Status:	Assigned		Case Sub-Status:	Loan Active	•	Index Type:	ALL	
						Property County:	ALL	*
								SEARCH
Search Result								SEARCH
Export to Exce		<u>FHA Case #</u>	<u>Case Status</u>	<u>Case Sub-Status</u>	<u>Borrower LName</u>	<u>e Property A</u>	<u>.ddress</u>	Property St
Export to Exce	1	<u>FHA Case #</u>	Assigned	Loan Active	Borrower LName	<u>Property A</u>	<u>iddress</u>	Property St CA
Export to Exce Loan Skey	Lender Loan #	And a state of the second seco	Assigned Assigned	Loan Active Loan Active	Borrower LName		NUMBER OF STREET	Property St CA CA
Export to Exce Loan Skey	Lender Loan #	<u>FHA Case #</u>	Assigned Assigned Assigned	Loan Active Loan Active Loan Active	Borrower LName		<u>.ddress</u>	Property St CA CA CA
Export to Exce Loan Skey	Lender Loan #	And a second sec	Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active	<u>Borrower L Name</u>		971 AUGU 1988 F 1 1998 F 1 199	Property St CA CA CA CA CA
Export to Exca Loan Skey	Lender Loan #	And a state of the second seco	Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active	ALCONT CONTRACT		er anno Alexan	Property SI CA CA CA CA CA CA
Export to Exce Loan Skey	Lender Loan #		Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	6100-00 000400 000-1 000-1 000-1000 000-100- 000-000-			Property St CA CA CA CA CA CA
<mark>⊠</mark> <u>Export to Exce</u> Loan Skey	Lender Loan #		Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	ALCONT CONTRACT			Property St CA CA CA CA CA CA CA CA
<mark>⊠ Export to Exce</mark> Loan Skey	Lender Loan #		Assigned Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	6100-00 000400 000-1 000-1 000-1000 000-100- 000-000-			Property St CA CA CA CA CA CA CA CA CA
Export to Excee Loan Skey	<u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	6100-00 000400 000-1 000-1 000-1000 000-100- 000-000-			Property St CA CA CA CA CA CA CA CA

Figure 7-234: Disposition Setup Search – Assigned Short Sale

- Step 3. From the search results, select a loan to initiate the timeline.
- Step 4. On the **Edit Servicing Management** Screen, select Loss Mitigation Short Sale from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk). The short sale information can be edited on the **Servicing Management** tab after the initiation of a timeline.

	Edit Servicing Management			
Servicing Management Informa	tion			
Servicing Type: *	Loss Mitigation - Short Sale		-	
Fimeline Status:	Active		T	
nitiation Date: 🔹	1/13/2012		~	
Responsible Party:	10000-00100		-	
Loan Status of 1st Mortgage:	Current		•	
Payoff Amount of 1st Mortgage:			\$99,150.36	
Offered Sales Price:			\$66,000.00	
Repair Costs:			\$5,000.00	
Appraised Value:			\$68,000.00	
Percentage of Appraised Value:			97.059 %	
Step Information				
# Step Description		# Day	s Sched Date	
I Initiate Short Sale Process		0	01/13/2012	
Received Required Docum		20	02/13/2012	
(Itr) Prepare Short Sale Calcula		25	02/21/2012	
Send Short Sale Approval Received Closing Proceed		26 51	02/22/2012 03/28/2012	

Figure 7-235: Edit Servicing Management – Assigned Short Sale

- Step 5. Click the Checkbox beside **Go to Servicing Steps after Submit** (at the bottom of the **Edit Servicing Management** Screen).
- Step 6. Click **Submit** (Note: If you click Cancel, the Assigned Disposition Setup Search Screen will be displayed).

Step 7.	The Disposition	1 Steps screen	for Loss Mitigation -	- Short Sale timeline is	displayed.
					· · · · · · · · ·

Welcome: Today is: Friday, Home	January 13, 2 Loan		d Reports	Logout				Ser	vicing Technology on		_
Loan Balance Disposition Steps Servicing Mgmt Notes Documents Contacts	FHA Case Loan Ske Case Sta	ey: tus: Assigned b-Status: Short Sale Initiated Type: HECM STANDARD	Borrower Info Borrower: SSN: DOB: Address: Co-Borrower:	BATESVILLE AR 72501		Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	ation	('sounder	Balance Informat Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	ion Term \$99,045. \$95,000. 104.258 (\$1,173.7 Print Loan	.00 % 78)
Alerts		vicing Setup formation: Loss Mitigation	- Short Sale								
	N E	W		Sct	neduled Da	ite Comple	ete Date	Step Group	Step Note	Status	Cr
		1 Initiate Short Sale Proce	55		13/2012	01/13/20	12	HUD Contracto	or	Active	01/
		2 Received Required Doc	uments	02/	13/2012			HUD Contracto	pr	Active	01/
	کې 😂	3 Prepare Short Sale Calo	ulation Workshee	t 02/2	21/2012			HUD Contracto	or	Active	01/
		4 Send Short Sale Appro	val request to HUD	02/2	22/2012			HUD Contracte	or	Active	01/
		5 Received Closing Proce	eds	03/	28/2012			HUD Contracto	or	Active	01/
	•										•

Figure 7-236: Timeline Steps – Assigned Loss Mitigation Short Sale

- Step 8. The step Initiate Short Sale Process completion date is pre-populated with the timeline created date.
- Step 9. Complete the steps in the timeline when the corresponding activity tied to the step is complete. To complete any step in the timeline, click the step. For example step **Received Required Documents**.

Step Item				
Step Description	Received Required Docur	ments		
Scheduled Date:	2/13/2012 💉 *	Complete Date:	1/13/2012	*
Status:	Active 💌			
	Step Completed			*
Step Note:				
				-
Audit Informat	ion			
Create Date:	1/13/2012 4:27:45 PM	Created By:		
Change Date:		Changed By:		

Figure 7-237: Edit Step - Assigned Short Sale

- Step 10.Populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 11. The completion date is populated beside the step **Received Required Documents** on the **Disposition Steps** screen.
- Step 12.To generate the **Short Sale Calculation** worksheet, click the **magnifying glass** beside Prepare Short Sale Calculation Worksheet step to update and print the Short sale calculation worksheet.
- Step 13.A new window is displayed with the **Short sale calculation** worksheet with options to update calculations, Preview and Print Worksheet. Update the calculation worksheet as needed.
- Step 14.Once the changes have been made, select the Preview Worksheet link to view the updated document. To auto-save the changes made to the document select the Print Worksheet link. Select **Open** on the File Download pop-up window. This action will save the updated Short sale calculation worksheet to the Documents tab. **Refresh** the screen to auto-complete the step.
- Step 15.Repeat the steps above to complete the other remaining steps.
- Step 16.To add an optional step Short Sale Pending Additional Documentation, click New.

	New Step	×
Step Item		
Step Description:	ALL	•
Scheduled Date:	1/13/2012 💉 Complete Date:	*
Status:	Active	
		*
Step Note:		-
	SUBMIT CANCEL	

Figure 7-238: New Step for Short Sale

- Step 17.Select the optional step from the **Step Description** dropdown click **Submit** on the new window. The step will be added to the list of steps.
- Step 18.To generate the **Short Sale Pending Letter**, click the **magnifying glass** beside Short Sale Pending Additional Documentation step to update and print the Short sale Pending Letter. A new screen is displayed with the **Short Sale Pending Letter** with options to preview or print the document.
- Step 19.Update the sheet and once the changes have been made, select the Preview Document link to view the updated document. To auto-save the changes made to the document select the Print Document link. Click **Open** on the File Download popup screen. This action will save the updated Short sale Pending Letter to the Documents tab. **Refresh** the screen to auto-complete the step.
- Step 20.**HUD NSC Staff:** Only the step group HUD can add the optional steps **Short Sale Approved** by HUD or Short Sale Denied by HUD. To add and complete the step, click **New**.
- Step 21.Select the optional step from the **Step Description** dropdown and click **Submit** on the new screen. The step will be added to the list of steps.
- Step 22.To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.
- Step 23.The next step will be performed by HUD NSC Contractor if the short sale was approved by HUD.
- Step 24.The HUD NSC Contractor will add the optional step **Send Short Sale Approval Letter**. Click **New**, select the optional step from the step description dropdown, and click **Submit** on the new screen. The step will be added to the list of steps.
- Step 25.To generate the **Short Sale Approval Letter**, click the **magnifying glass** beside Send Short Sale Approval Letter step to update and print the **Short Sale Approval Letter**. A new screen is displayed with the Short Sale Approval Letter with options to Preview and Print Document.
- Step 26.Update the sheet and once the changes have been made, select the **Preview Document** link to view the updated document. To auto-save the changes made to the document select the Print Document link. Select Open on the File Download pop-up screen. This action will save the updated **Short Sale Approval Letter** to the **Documents** tab. Refresh the screen to auto-complete the step.

7.4.2.5 Loss Mitigation – Pre-Foreclosure

If the mortgagor's loan becomes due and payable, the HUD NSC Contractor initiates this timeline to track pre-foreclosure activities until the loan is referred for Foreclosure. This timeline is initiated and completed by a HUD NSC Contractor and **requires** HUD NSC Staff approval. When this timeline is initiated, the case sub-status is updated to Loss Mit/Pre FCL. If the timeline is inactivated, the case sub-status is updated accordingly.

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

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

7.4.2.5.1 Initiate Timeline – HUD NSC Contractor Activities

The HUD NSC Contractor must perform the following steps to initiate the timeline:

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

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

Assigned > Dispo	osition Setup						Servicing Technolog	v on Reverse Morta
Home	Loan As:	signed Endors	ed Reports	Logout				
Assigned Disp	osition Setup Sear	rch						
Loan Skey:			Borrower LName:	. [Lender Name:		~
ender Loan #:						Servicer Name:		
			Property Address				-	~
HA Case #:			Property State:	ALL	•	Investor Name:		~
Case Status:	Assigned	•	Case Sub-Status:	Loan Active	-	Index Type:	ALL	•
						Property County:	ALL	•
Search Deput								SEARCH
Search Result								SEARCH
Export to Exce		<u>FHA Case #</u>	<u>Case Status</u>	<u>Case Sub-Status</u>	Borrower LName	<u>e Property A</u>	<u>.ddress</u>	Property :
Export to Exce	1	<u>FHA Case #</u>	Assigned	Loan Active	Borrower LName	<u>Property A</u>	<u>.ddress</u>	Property S
Export to Exce Loan Skey	<u>Lender Loan #</u>	And a second sec	Assigned Assigned	Loan Active Loan Active	Borrower L.Name		CONTRACT OF STREET	Property : CA CA
Export to Exce	<u>Lender Loan #</u>	neer oor oor oor oor oo oo	Assigned Assigned Assigned	Loan Active Loan Active Loan Active	Borrower LName		No. March	Property S CA CA CA
Export to Exce Loan Skey	Lender Loan #		Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active	Borrower L.Name		1995) 1995) 1995) 1995)	Property : CA CA CA CA CA
Export to Exce Loan Skey	<u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active	<u>Borrower L Nam</u>		1995) 1995) 1995) 1995)	Property : CA CA CA CA CA
Export to Exce Loan Skey	<u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	<u>Borrower LName</u>		Ann (1993) 1998) 1997) 1997) 1997) 1997) 1997) 1997) 1997) 1997)	Property : CA CA CA CA CA CA CA
Export to Exce Loan Skey	<u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName		Ann (1993) 1998) 1997) 1997) 1997) 1997) 1997) 1997) 1997) 1997)	Property : CA CA CA CA CA CA CA
Export to Exce	<u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName		Property (1999) Property (1999) Proper	Property : CA CA CA CA CA CA CA CA CA
Export to Exce	<u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	<u>Borrower LName</u>		Ann (1993) 1998) 1997) 1997) 1997) 1997) 1997) 1997) 1997) 1997)	Property : CA CA CA CA CA CA CA

Figure 7-239: Disposition Setup Search – Assigned Pre-Foreclosure

- Step 3. From the search results, click a loan to initiate the timeline
- Step 4. On the **Edit Servicing Management** Screen is displayed, select Loss Mitigation Pre-Foreclosure from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

Servicing Management I	nformation	
Servicing Type: *	Loss Mitigation - Pre-Foreclosure	-
Timeline Status:	Active	*
Initiation Date: 🔒	3/15/2012	~
Responsible Party:		•
Attorney:		•
MM Contractor:		•
Default Reason: *		E
Step Information		
# Step Description (Itr) Prepare Foreclosur	# Days Sched e Check List 0 03/15/2	

Figure 7-240: Edit Servicing Management - Assigned Pre-Foreclosure

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

Home	Loan	Assigned Endorse	ed Reports	s Logout		د د	ervicing Technology on	Reverse Mor	igage
Loan Balance Disposition Steps Servicing Mgmt Notes Documents Contacts	FHA Case Loan Ske Case Sta	y: tus: Assigned D-Status: Loss Mit/Pre FCL Type: HECM STANDARD	Borrower In Borrower: SSN: DOB: Address: Co-Borrower	TUCSON AZ 85712	Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	nation	Balance Informat Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	tion Line of C \$117,204 \$110,000 106.550 (\$583.17 Print Loan	4.46 0.00 % 7)
Alerts		vicing Setup							
	Sten Int	ormation: Loss Mitigation	- Pre-Foreclos	ure					
		w							
	NE NE	# <u>Step Description</u>		<u>Scheduled D</u>	ate <u>Complete</u>	e Date <u>Step Group</u>	Step Note	<u>Status</u>	Cre
			ieck List	<u>Scheduled D</u> 01/03/2012	<u>ate Complete</u>	<u>e Date Step Group</u> HUD Contract		<u>Status</u> Active	<u>Cr</u> 01/
	NE NE	# <u>Step Description</u>	neck List		<u>ate Complete</u>		or		
		# <u>Step Description</u> 1 Prepare Foreclosure Ch		01/03/2012	<u>ate Complet</u>	HUD Contract	or or	Active	01.
	• • •	# <u>Step Description</u> Prepare Foreclosure Ch Prepare Form 92218	UD to Foreclose	01/03/2012	<u>ate Complet</u>	HUD Contracto HUD Contracto	or or	Active Active	01. 01. 01.
		<u># Step Description</u> Prepare Foreclosure Ch Prepare Form 92218 Request Approval by H	UD to Foreclose e Department	01/03/2012 01/03/2012 01/04/2012	<u>ate Complet</u>	HUD Contract HUD Contract HUD Contract	or or or or	Active Active Active	01/

Figure 7-241: Timeline Steps - Assigned Loss Mitigation Pre-Foreclosure

Step 8. To **generate** the HECM **Foreclosure/DIL checklist** for HUD approval, click the **magnifying glass** beside Prepare Foreclosure Check List step to update and print the HECM Foreclosure/DIL checklist. A new screen is displayed with the Foreclosure/DIL checklist with options to Preview Document and Print Document.

- Step 9. Update the sheet and once the changes have been made, select the Preview Document link to view the updated document. To auto-save the changes made to the document select the **Print Document** link. **Select** Open on the File Download popup window. This action will save the updated HECM **Foreclosure/DIL checklist** to the **Documents** tab. Refresh the screen to auto-complete the step.
- Step 10.To **generate** the **Foreclosure check sheet**, click the **magnifying glass** beside **Prepare Form 92218 step** to update and print the Foreclosure check sheet. A new screen is displayed with the Foreclosure check sheet with options to Preview Document and Print Document.
- Step 11.Update the sheet and once the changes have been made, select the Preview Document link to view the updated document. To auto-save the changes made to the document select the **Print Document link**. Select Open on the File Download pop-up window. This action will save the updated **Foreclosure check sheet** to the **Documents** tab. Refresh the screen to auto-complete the step.
- Step 12.Complete the step "**Request Approval by HUD to Foreclose**" when the request has been sent for HUD approval to initiate the foreclosure proceedings.

Step Item			
Step Description	Request Approval by HUI) to Foreclose	
Scheduled Date:	1/4/2012 💉 *	Complete Date:	1/13/2012 🗸
status:	Active 🔻		
	Step Completed.		*
Step Note:			
			-
Audit Informat			
Create Date:	1/13/2012 3:50:06 PM	Created By:	
Change Date:		Changed By:	

Figure 7-242: Edit Step – Assigned Pre-Foreclosure

7.4.2.5.2 HUD NSC Staff Activities

HUD NSC Staff must perform the following steps:

- Step 13.The HUD NSC staff will add the optional step "**HUD Approval / Attorney Assignment**" or "**Request Denied by HUD**" when the decision has been made.
- Step 14.To add and complete the step, click New. Select the optional step from the **Step Description** dropdown and click Submit on the new screen. The step will be added to the list of steps.
- Step 15.To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.

7.4.2.5.3 HUD NSC Contractor Activities

HUD NSC Contractor must perform the following steps:

- Step 16.If HUD approves the request, the HUD NSC Contractor must complete the step "**Transfer to Foreclosure Department**". Upon completion of this step, the **Foreclosure** timeline is automatically initiated by the system.
- Step 17.To generate the Notice of Intent (NOI) Letter & Occupied Conveyance Letter, click the **magnifying glass** beside send NOI and Occupied Conveyance step to preview the letter, the Modify Letter Fields screen is displayed. Edit the subject and salutation and select **OK**. The NOI Letter & Occupied Conveyance Letter is displayed.
- Step 18.The printer icon beside the step allows the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**, the Modify Letter Fields window is displayed. Edit the subject and salutation and select **OK**. The **NOI Letter** & **Occupied Conveyance Letter** is displayed. This action auto-saves the document in the **Documents** tab and auto-completes the step.

Step Item		
Step Description:	ALL	• •
Scheduled Date:	1/13/2012 💉 * Complete Date:	/
Status:	Active -	
		A .
Step Note:		
		-
		Ψ.

Step 19.To add an optional step associated with HUD NSC Contractor click **New**.

Figure 7-243: New Step – Assigned Pre-Foreclosure

- Step 20.Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step will be added to the list of steps.
- Step 21.To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.
- Step 22.Repeat the above instructions to add and complete other optional steps.

7.4.2.6 Write-Off Review

When a write-off of the loan balance is recommended to HUD, a HUD NSC Contractor initiates the Write-Off Review timeline in order to complete the review process and seek HUD's approval for the write-off.

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

To initiate and complete the **Write-Off Review** timeline:

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

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

Assigned > Dis	position Setup						the second se	IV on Reverse Mortgag
Home	Loan Ass	signed Endorse	ed Reports	Logout				
Assigned Dis	position Setup Sear	ch						
Loan Skey:			Borrower LName:			Lender Name:		~
ender Loan #			Property Address			Servicer Name:		~
HA Case #:			Property State:	ALL		Investor Name:		~
Case Status:	Assigned		Case Sub-Status:	Loan Active			ALL	
ase status:	Assigned		Case Sub-Status:	Loan Active		Index Type: Property County:	ALL	•
Search Resu	Its							SEARCH
Export to Exc	el	FILL 0 #		0				
Export to Exc	<u>el</u> Lender Loan #	<u>FHA Case #</u>		<u>Case Sub-Status</u>	Borrower LName			Property S
Export to Exc	<u>el</u> Lender Loan #	and or other days	Assigned	Loan Active	Borrower LName	1111111	NY MERI	Property S CA
Export to Exc	el <u>Lender Loan #</u>	<u>FHA Case #</u>	Assigned Assigned	Loan Active Loan Active	Borrower LName		NY MERI	Property S CA CA
<mark>≝ <u>Export to Exc</u> Loan Skey</mark>	<u>el</u> Lender Loan #	and or other days	Assigned Assigned Assigned	Loan Active	<u>Borrower LName</u>		inter i	Property S CA
Export to Exc Loan Skey	el Lender Loan #	and or other days	Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active	Borrower LName		inter i	Property S CA CA CA
<mark>≦ <u>Export to Exc</u> Loan Skey</mark>	<u>ei</u> <u>Lender Loan #</u>	AND CONTRACTOR AND CONTRACTOR AND CONTRACTOR AND CONTRACTOR AND CONTRACTOR	Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active	Borrower LName		inter i	Property S CA CA CA CA CA
🖾 <u>Export to Exc</u> Loan Skey	e <u>l</u> Lender Loan #		Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName		87-1001 1988 7-1 1998 7-1 1998 7-1 1998 7-1 1998 7-1 1999 7-1	Property S CA CA CA CA CA CA
Export to Exc Loan Skey	iel <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName			Property S CA CA CA CA CA CA
Export to Exc Loan Skey	el <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName		87-1001 1988 7-1 1998 7-1 1998 7-1 1998 7-1 1998 7-1 1999 7-1	Property S CA CA CA CA CA CA CA CA

Figure 7-244: Disposition Setup Search - Assigned Write-Off Review

- Step 3. From the search results, select a loan to initiate the timeline.
- Step 4. On the **Edit Servicing Management** Screen, select **Write-Off Review** from the Servicing Type dropdown and populate the required fields (marked with an asterisk).

S	ervicing Management li	nformation		
Sei	rvicing Type: *	Write-Off Review		•
Tim	neline Status:	Active		-
Init	tiation Date: *	1/3/2012		*
Res	sponsible Party:	11111400		•
St	tep Information			
1 5	Step Description		# Days	Sched Date
1	Loan Reviewed for \	Write-Off Recommendation	0	01/03/2012
2	Inspection Request	ed	0	01/03/2012
3	Inspection Results F	Received	7	01/10/2012
ŧ.	Write-Off Recomme	ndation to HUD	10	01/13/2012
5	Approval of Write-Of	ff by HUD	20	01/23/2012
5	Write-Off sent to Ca	sh Management for Completion	5	01/08/2012

Figure 7-245: Edit Servicing Management – Assigned Write-Off Review

- Step 5. Click the checkbox beside **Go to Servicing Steps after Submit** (at the bottom of the **Edit Servicing Management** Window).
- Step 6. Click **Submit** (Note: If you click **Cancel**, the Assigned Disposition Setup Search screen will be displayed).
- Step 7. The **Disposition Steps** screen for Write-Off Review timeline is displayed.

					Servicing Techno		
Home Loan Balance Disposition Steps Servicing Mgmt Notes Documents Contacts	Loan Assigned Endorse Loan Information FHA Case #: Loan Skey: Case Status: Assigned Case Sub-Status: Loan Active Product Type: HECM STANDARD Go to Loan Search	d Reports Logout Borrower: SSN: DOB: Address: INDIO CA 92201 Co-Borrower:	Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:		Balance In Pay Plan Ty Loan Balan Max Claim: % of Max C NPL:	ice: \$250 \$230 laim: 111. (\$12	e of Credit 6,878.99 0,000.00 .687 % 25.25) t Loan Deta
Alerts	Go to Servicing Setup Step Information: Write-Off Review	N					
	# <u>Step Description</u>		Scheduled Date	Complete Date	Step Group	Step Note	<u>Status</u>
	1 Loan Reviewed for Wri	te-Off Recommendation	01/03/2012		HUD Contractor		Active
	2 Inspection Requested		01/03/2012		HUD Contractor		Active
		Management for Completion	01/08/2012 01/10/2012		HUD Contractor		Active
	4 Inspection Results Rece 5 Write-Off Recommenda		01/10/2012 01/13/2012		HUD Contractor HUD Contractor		Active Active
	6 Approval of Write-Off b		01/23/2012		HUD		Active

Figure 7-246: Timeline Steps - Assigned Loss Mitigation Write-Off Review

- Step 8. The step **Loan Reviewed for Write-Off Recommendation** completion date is prepopulated with the timeline created date.
- Step 9. Complete the steps in the timeline when the corresponding activity tied to the step is complete. To complete any step in the timeline, click the step. For example step **Inspection Requested**.

	Edit Step)	8
Step Item			
Step Description	: Inspection Requested		
Scheduled Date:	1/3/2012 💉 *	Complete Date: 1/3/2	012 🗸
Status:	Active 💌		
	Step Completed.		*
Step Note:			
			-
Audit Informati			
Create Date:	1/13/2012 2:47:00 PM	Created By:	
Change Date:		Changed By:	

Figure 7-247: Edit Step – Assigned Write-Off Review

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

Step 11.The completion date is populated beside the step Inspection Requested on the **Disposition Steps** screen.

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

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

	New Step	×
Step Item		
Step Description:	ALL	•
Scheduled Date:	1/13/2012 × Complete Date:	*
Status:	Active -	
		*
Step Note:		
		*
	SUBMIT CANCEL	

Figure 7-248: New Step – Assigned Write-Off Review

- Step 14.Select the optional step from the **Step Description** dropdown and click **Submit** on the new screen. The step will be added to the list of steps.
- Step 15.To complete the step, populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 16.Repeat the above instructions to add and complete other optional steps.
- Step 17.Once a HUD NSC Contractor completes the step Write-Off Recommendation to HUD. The next step can be completed only by the HUD NSC Staff.

7.4.2.6.1 HUD NSC Staff Activities

HUD NSC Staff must perform the following steps:

Step 18.When the HUD NSC Staff is ready to approve, the HUD NSC Staff will select the step **Approval of Write-Off** by HUD, **populate** the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step window**. This will complete the step.

7.4.3 Request Timelines

7.4.3.1 Certificate of Indebtedness

A HUD NSC Contractor initiates the Certificate of Indebtedness (COI) timeline when a request is received to show the loan balance. This timeline is initiated and completed by a HUD NSC Contractor; it does not require HUD NSC staff interaction.

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

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

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

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

Assigned > Requ	uest Setup						Servicing Technolog	y on Reverse Mortga
Home	Loan Ass	signed Endorse	d Logout					
Assigned Req	uest Setup Search	1						
Loan Skey:			Borrower LName:	-		Lender Name:		~
ender Loan #:			Property Address			Servicer Name:		~
			Contraction of the second of the					
HA Case #:			Property State:	ALL		Investor Name:		~
Case Status:	Assigned	*	Case Sub-Status:	Loan Active	•	Index Type:	ALL	•
						Property County:	ALL	-
Search Decult	8							SEARCH
Search Result	-							SEARCH
Export to Exce	-	<u>FHA Case #</u>		<u>Case Sub-Status</u>	Borrower LName	<u>Property A</u>	<u>ddress</u>	Property S
Export to Exce	Lender Loan #	<u>FHA Case #</u>	Assigned	Loan Active	Borrower LName	10108800	104 Miles	Property S CA
Export to Exce	l <u>Lender Loan #</u>	100121-0014	Assigned Assigned	Loan Active Loan Active	Borrower LName	1-0-1 (1980) (10-10-10-000)	nolo Hacen Arragenti	Property S CA CA
Export to Exce	a <u>Lender Loan #</u>	000121000	Assigned Assigned Assigned	Loan Active Loan Active Loan Active	Borrower LName	and a state	1996 - 1990) 1976 - 1990) 1986 - 1	Property S CA CA CA
Export to Exce	<u>]</u> <u>Lender Loan #</u>	100121-0014	Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active	HEADING CONTRACTOR			Property S CA CA CA CA CA
Export to Exce	Lender Loan #		Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active	Borrower LName	and a state		Property S CA CA CA CA CA CA
Export to Exce Loan Skey	Lender Loan #	100121-0014	Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	HEADING CONTRACTOR		1010 - 2000 1010 - 2000 1010 - 2000 1010 - 2000 1010 - 2000 1010 - 2000	CA CA CA CA CA
Export to Exce	Lender Loan #		Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	HEADING CONTRACTOR		1010 - 2000 1010 - 2000 1010 - 2000 1010 - 2000 1010 - 2000 1010 - 2000	Property S CA CA CA CA CA CA CA CA
Export to Exce Loan Skey	Lender Loan #		Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	HEADING CONTRACTOR		1010 - 1000 1010 - 1000 1010 - 100 1010 - 10100 1010 - 10100 1011 - 10100 1011 - 10100 1011 - 10100	Property S CA CA CA CA CA CA CA CA CA
Export to Exce Loan Skey	Lender Loan #		Assigned Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	HEADING CONTRACTOR		1010 - 1000 1010 - 1000 1000 - 1000 1000 - 1000 1000 - 1000 1000 1000 - 1000	Property S CA CA CA CA CA CA CA CA

Figure 7-249: Request Setup – Assigned Certificate of Indebtedness

- Step 3. From the search results, select a loan to initiate the timeline.
- Step 4. On the **Edit Servicing Management** Screen, select **Certificate of Indebtedness** from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

	Edit Servicing Management		
Servicing Management I	Information		
Servicing Type: *	Certificate of Indebtedness (COI)		•
Timeline Status:	Active		~
Initiation Date: 🔹	1/12/2012		*
Responsible Party:	1000		•
Amount of Claim:			\$100.00
Authorized Person:	And a generate		•
3 Copy of Mortgage a	nu note sent	4	01/19/2012

Figure 7-250: Edit Servicing Management – Assigned Certificate of Indebtedness

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

- Step 6. Click **Submit** (Note: If you click Cancel, the **Assigned Request Setup Search** Screen will be displayed).
- Step 7. The Request Steps screen for Certificate of Indebtedness timeline is displayed.

Welcome: Today is: Thursda Home	Edit Profile Help ay, January 12, 2012 Loan Assigned Endorse	d Logout						
Loan Balance Request Steps Servicing Mgmt Notes Documents Contacts	Loan Information FHA Case #: Loan Skey: Case Status: Assigned Case Sub-Status: Loan Active Product Type: HECM STANDARD Go to Loan Search	Borrower Info Borrower: SSN: DOB: Address:	rmation PALM SPRINGS CA 92262	Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	ation	Balance Informa Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	tion Line of \$143,02 \$135,00 105.944 (\$403.1	23.76 00.00 4 % 6)
Alerts Loan Transactions	Go to Servicing Setup Step Information: Certificate of Ind	debtedness (COI)					
	# <u>Step Description</u> 1 COI Request Received 2 COI Sent to Requestor 3 Copy of Mortgage and N	lote Sent	Scheduled Date 01/12/2012 01/19/2012 01/19/2012	Complete Date 01/12/2012	<u>Step Group</u> HUD Contractor HUD Contractor HUD Contractor	<u>Step Note</u>	Status Active Active Active	Creat 01/12/ 01/12/ 01/12/

Figure 7-251: Timeline Steps - Assigned Certificate of Indebtedness

- Step 8. The step **COI Request Received** complete date is pre-populated with the timeline created date.
- Step 9. Complete the steps in the timeline when the corresponding activity tied to the step is complete.
- Step 10.To complete a step, select the step, populate the completion date, add a note in the Notes field if applicable, and click **Submit** on **Edit Step** window.

	Edit Step		
Step Item			
Step Description	: COI Sent to Requestor		
Scheduled Date:	1/19/2012 💉 *	Complete Date: 1/12/201	2 🗸
Status:	Active 💌		
	Step Completed.		*
Step Note:			
			-
Audit Informat	ion		
Create Date:	1/12/2012 5:42:33 PM	Created By:	
Create Date:			

Figure 7-252: Edit Step for Certificate of Indebtedness

7.4.3.2 Payoff Request

A HUD NSC Contractor initiates this timeline to track the payoff request from a mortgagor to payoff the outstanding loan balance. A loan is terminated when the outstanding loan balance is paid off in full. This timeline is initiated and completed by a HUD NSC Contractor; it does not require HUD NSC staff interactions.

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

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

- Step 1. From the **Assigned** menu, select **Request**, and click **Setup**.
- Step 2. On the **Assigned Request Setup Search** Screen, enter the loan search criteria and click **Search**.

Assigned > Req	Jest Setup						Servicing Technolog	y on Reverse Mortga
Home	Loan Ass	signed Endorse	d Logout					
Assigned Rec	uest Setup Search	1						
Loan Skey:			Borrower LName:			Lender Name:		~
ender Loan #:			Property Address			Servicer Name:		~
HA Case #:			Property State:	ALL	•	Investor Name:		Nu co
1111100								*
Case Status:	Assigned	•	Case Sub-Status:	Loan Active	•	Index Type:	ALL	•
						Property County:	ALL	-
Search Result	8							SEARCH
	1							
Export to Exce		<u>FHA Case #</u>		<u>Case Sub-Status</u>	Borrower LNam	<u>e Property A</u>	<u>.ddress</u>	Property :
Export to Exce	1	<u>FHA Case #</u>	Assigned	Loan Active	Borrower LName	10100	noti take	Property S
Export to Exce .oan Skey	<u>Lender Loan #</u>	<u>FHA Case #</u>	Assigned Assigned I	Loan Active Loan Active	10100-00			Property S CA CA
Export to Exce oan Skey	1	<u>FHA Case #</u>	Assigned Assigned Assigned	Loan Active Loan Active Loan Active	Borrower LNam		1106 - 1850a 9 - 1850 1166 -	Property : CA CA CA
Export to Exce oan Skey	<u>Lender Loan #</u>	FHA Case #	Assigned I Assigned I Assigned Assigned	Loan Active Loan Active Loan Active Loan Active	10100-00			Property CA CA CA CA CA
Export to Exce oan Skey	Lender Loan #		Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active	10100-00		1106 - 1850a 9 - 1850 1166 -	Property CA CA CA CA CA
Export to Exce oan Skey	Lender Loan #	FHA Case #	Assigned Ass	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	10100-00		1993 - 1993) 1995 - 1993) 1995 - 1993 1995 - 1995 1995 - 1995 1995 - 1995	Property S CA CA CA CA CA CA CA
<u>.oan Skey</u>	Lender Loan #		Assigned I Assigned I Assigned I Assigned I Assigned I Assigned I	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	10100-00		1993 - 1993) 1995 - 1993) 1995 - 1993 1995 - 1995 1995 - 1995 1995 - 1995	Property S CA CA CA CA CA CA CA
<mark>⊠]</mark> <u>Export to Exce</u> Loan Skey	Lender Loan #		Assigned I Assigned Assigned Assigned Assigned Assigned Assigned Assigned Assigned I	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	10100-00		1000 - 1000 1000 - 1000 1000 - 1000 1000 - 1000 1000 - 1000 100 - 1000 100 - 1000 100 - 1000	Property S CA CA CA CA CA CA CA CA CA
Export to Exce Loan Skey	Lender Loan #		Assigned I Assigned A Assigned A Assigned A Assigned A Assigned A Assigned A Assigned A	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	10100-00		0110 - 8000 81 - 8000 1180 - 1 1180 - 1 1180 - 1 1180 - 1 1181 - 1	CA CA CA CA CA CA

Figure 7-253: Request Setup Search - Assigned Payoff Request

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

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

Servicing Management Inform	nation			
Servicing Type: *	Payoff Request		•	
Timeline Status:	Active			
Initiation Date: *	1/12/2012		~	
Responsible Party:	1001-0010010010		•	
Request Received From:	1000.0000			
Requesting Company Name:	-98110			
Company Fax #:	1.			
Payoff Request Date: *	1/12/2012		~	
Payoff Amount Due:			\$159,626.58	
Payoff Amount Received:			\$159,626.58	
Remitter Name:	1000.0000			
Remittance Type:	Cashiers Check		•	
Check #:	1234			
Check Date:	1/12/2012		*	
Step Information				
# Step Description		# Day	s Sched Date	
1 Payoff Request Received		0	01/12/2012	
2 (Itr) Issue Payoff Letter		1	01/13/2012	
3 Payoff Amount Received		31	02/12/2012	
4 Forward Payoff Amount 1	to Lock-Box	32	02/13/2012	

Figure 7-254: Edit Servicing Management – Assigned Payoff Request

- Step 5. Click the checkbox beside **Go to Servicing Steps after Submit** (at the bottom of the **Edit Servicing Management** Window).
- Step 6. Click **Submit** (Note: If you click Cancel, the Assigned Request Setup Search Screen will be displayed).
- Step 7. The Requests Steps screen for Payoff Requests timeline is displayed.

Welcome: Today is: Thursda Home	ay, January Loan		d Reports	Logout		5	ST C		
Loan Balance Request Steps Servicing Mgmt Notes Documents Contacts	FHA Case Loan Ske Case Sta	ey: atus: Assigned b-Status: Loan Active Type: HECM STANDARD	Borrower Info Borrower: SSN: DOB: Address: Co-Borrower:	SUN CITY AZ 85351	Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	ation	Balance Inform Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	Modified \$159,48 \$135,00	85.42 00.00 7 % 0)
Alerts Loan Transactions		vicing Setup formation: Payoff Request							
	•	# <u>Step Description</u> Payoff Request Receive Issue Payoff Letter Payoff Amount Receive		<u>Scheduled Date</u> 01/12/2012 01/13/2012 02/12/2012	<u>Complete [</u> 01/12/2012	Date <u>Step Group</u> HUD Contractor HUD Contractor HUD Contractor HUD Contractor	<u>Step Note</u>	<u>Status</u> Active Active Active	<u>Crea</u> 01/12 01/12 01/12
	•	4 Forward Payoff Amoun	t to Lock-Box	02/13/2012		HUD Contractor		Active	01/12

Figure 7-255: Timeline Steps - Assigned Payoff Request

- Step 8. The step **Payoff Request Received** completion date is pre-populated with the timeline created date.
- Step 9. To generate the **Payoff Statement**, click the **magnifying glass** beside step Issue Payoff Letter step to update and print the statement. A new screen is displayed with the Payoff Statement with options to Preview and Print Document.

- Step 10.Update the **Payoff Statement** and once the changes have been made, select the Preview Document link to view the updated document. To auto-save the changes made to the document select the Print Document link. Select Open on the **File Download** pop-up screen. This action will auto-save the updated Payoff Statement to the **Documents** tab. Refresh the screen to auto-complete the step.
- Step 11.Complete the steps in the timeline when the corresponding activity tied to the step is complete. To complete any step in the timeline, click the step. For example step **Payoff Amount Received**.

Payoff Amount Received			
Payoff Amount Received			
2/12/2012 💉 *	Complete Date:	1/12/2012	~
Active 👻			
Step Completed.			*
			-
	Created By:		
	Changed By:		
		Step Completed. n 1/12/2012 5:49:32 PM Created By:	Step Completed. n 1/12/2012 5:49:32 PM Created By:

Figure 7-256: Edit Step – Assigned Payoff Request

- Step 12.Populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 13.The completion date is populated beside the step **Payoff Amount Received** on the **Requests Step** screen.
- Step 14.Repeat the above instructions to complete the other remaining steps.

7.4.3.3 Zero Balance

When a payoff statement is requested on HUD's second mortgage, the HUD NSC contractor initiates this timeline to show that there are no funds advanced under the second note. This timeline is initiated and completed by a HUD NSC contractor. There is no interaction with the servicer.

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

To initiate a **Zero Balance** timeline:

- Step 1. From the Assigned menu, select Request, and click Setup.
- Step 2. On the **Assigned Request Setup Search** Screen, enter the loan search criteria and click **Search**.

Assigned > Req	uest Setup						Servicing Technolog	y on Reverse Mortga
Home	Loan Ass	signed Endorse	d Logout					
Assigned Re	quest Setup Search	1						
oan Skey:			Borrower LName:		î	Lender Name:		~
ender Loan #:			Property Address			Servicer Name:		~
Contraction of the Internet			Property State:	ALL	•			· ·
FHA Case #: Case Status: Assign	Constant and					Investor Name:		
Case Status:	Assigned	•	Case Sub-Status:	Loan Active	•	Index Type:	ALL	*
						Property County:	ALL	•
Search Resul	ts							SEARCH
								SEARCH
Export to Exc		<u>FHA Case #</u>		<u>Case Sub-Status</u>	Borrower LName	<u> Property A</u>	<u>.ddress</u>	Property S
Export to Exc	el	<u>FHA Case #</u>	Assigned	Loan Active	Borrower LName	12.010.0000000	noly little	Property S
Export to Exc	<u>el</u> Lender Loan #	<u>FHA Case #</u>	Assigned Assigned	Loan Active Loan Active	10100-0	a de la companya de la compa		Property S CA CA
Export to Exc	el Lender Loan #	<u>FHA Case #</u>	Assigned Assigned Assigned	Loan Active Loan Active Loan Active	Borrower LName	a de la companya de la compa	1106 - 1850a 9 - 1850 1166 -	Property S CA CA CA
Export to Exc	e <u>l</u> <u>Lender Loan #</u>	<u>FHA Case #</u>	Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active	10100-0	a de la companya de la compa		Property : CA CA CA CA CA
Export to Exc	ej <u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active	10100-0	1944 - 1988 (199 1977 - 198 - 1988 (199	1106 - 1850a 84 - 1850a 1186a -	Property : CA CA CA CA CA
<u>Export to Exc</u> .oan Skey	e <u>Lender Loan #</u>	<u>FHA Case #</u>	Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	10100-0		1993 - 1993) 1995 - 1993) 1995 - 1993 1995 - 1995 1995 - 1995 1995 - 1995	Property S CA CA CA CA CA CA CA
<u>.oan Skey</u>	ej <u>Lender Loan #</u>		Assigned I Assigned I Assigned I Assigned I Assigned I Assigned I Assigned I	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	10100-0		1999 - 1999 1999 - 1999 1999 - 1999 1999 - 1999 1999 - 1999 1999 - 1999	Property S CA CA CA CA CA CA CA CA
<mark>⊠]</mark> <u>Export to Exc</u> Losn Skey	g <u>Lender Loan #</u>		Assigned I Assigned Assigned Assigned Assigned Assigned Assigned Assigned Assigned I Assigned I	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	10100-0		1000 - 1000 1000 - 1000 1000 - 1000 1000 - 1000 1000 - 1000 100 - 1000 100 - 1000 100 - 1000	Property S CA CA CA CA CA CA CA CA CA
Export to Exc Loan Skey	e <u>Lender Loan #</u>		Assigned Ass	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	10100-0		01101 - 80000 81 - 8000 1180 - 1 1180 - 1 1180 - 1 1180 - 1 1181 -	CA CA CA CA CA CA

Figure 7-257: Request Setup Search - Assigned Zero Balance

- Step 3. From the search results, select a loan to initiate the timeline.
- Step 4. On the **Edit Servicing Management** Screen select Zero Balance from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

	Edit Servicing Manageme	ent	
Servicing Management I	formation		
Servicing Type: *	Zero Balance		•
Timeline Status:	Active		Ŧ
Initiation Date: 🔹	1/12/2012		*
Responsible Party:	1225-10020-021		-
Step Information			
# Step Description		# Days	
1 Zero Balance Letter 2 (Itr) Zero Balance Letter		0	01/12/2012 01/19/2012
Go to Servicing Steps after	Submit 🕑 SUBMIT 🕑 CANCE	EL	

Figure 7-258: Edit Servicing Management – Assigned Zero Balance

- Step 5. Click the checkbox beside **Go to Servicing Steps after Submit** (at the bottom of the **Edit Servicing Management** Window).
- Step 6. Click **Submit** (Note: If you click Cancel, the **Endorsed Request Setup Search** Screen will be displayed).
- Step 7. The Request Steps screen for Zero Balance timeline is displayed.

Home	Loan Assigned Endors	ed Reports Logo	ut				
Loan Balance	Loan Information	Borrower Information	ormation Servicer Information		Balance Information		
Request Steps	FHA Case #: Loan Skey:	Borrower: SSN:	Lender Loan #: Servicer #:		Pay Plan Type: Loan Balance:	Modified \$159,485	
Servicing Mgmt	Case Status: Assigned Case Sub-Status: Loan Active	atus: Assigned DOB: Ib-Status: Loan Active Address:			Max Claim: \$135,403.42 Max Claim: \$135,000.00 % of Max Claim: 118.137 % NPL: (\$679.00)		0.00 %
	Product Type: HECM STANDARI Go to Loan Search	AZ 85351	Investor Name:		Print Loan De		
Documents	-	Co-Borrower:				- mit cour	Toola
Contacts							
Alerts	Go to Servicing Setup						
Loan Transactions	Step Information: Zero Balance						
				B ())))))))))))))))))			
	# <u>Step Description</u> 1 Zero Balance Letter F	aguant Depaired	Scheduled Date Complet 01/12/2012 01/12/2012		<u>Step Note</u>	Status Active	<u>Cre</u> 01/1
	2 Zero Balance Letter S		01/12/2012 01/12/201	2 HOD Contracto HUD Contracto		Active	01/
	2 Zero balance Letter 3		01/15/2012	HOD Contracto		Active	01/

Figure 7-259: Timeline Steps – Assigned Zero Balance

- Step 8. The step **Zero Balance Letter Request Received** completion date is pre-populated with the timeline created date.
- Step 9. To generate the **Zero Balance Letter** sheet, click on the **magnifying glass** beside Zero Balance Letter Sent to Requestor step to update and print the Zero Balance Letter. A new screen is displayed with the Zero Balance Letter with options to Preview Document and Print Document.
- Step 10.Update the sheet and once the changes have been made, select the **Preview Document** link to view the updated document. To auto-save the changes made to the document select the **Print Document** link. Select Open button on the **File Download** pop-up window. This action will save the updated Zero Balance Letter to the Documents tab. Refresh the screen to auto-complete the step.

7.4.4 Assigned Foreclosure Timeline

This timeline is automatically initiated by the system if the step 'Transfer to Foreclosure Department' is completed on the Loss Mitigation – Pre-Foreclosure timeline. This timeline can also be manually initiated by a HUD NSC Contractor when the Notice of Intent (NOI) expires to track the foreclosure process. This timeline requires HUD NSC Staff interaction. Upon initiation of this timeline, the case sub-status is updated to Foreclosure-Assigned. If the timeline is inactivated, the case sub-status is updated accordingly.

Multiple active Foreclosure timelines cannot be initiated on a loan. The Servicing Management tab can be used to activate or inactivate the timeline. Once inactivated all the steps within the timeline are greyed out and cannot be edited.

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

- Step 1. From the **Assigned** menu, select **Foreclosure**, under Foreclosure, and click **Search**.
- Step 2. On the **Assigned Foreclosure Search** Screen, enter the search criteria and click **Search** to retrieve the timelines that have been auto-initiated by the system.

Welcome: Today is: Thursd		i <u>dit Profile</u> <u>Help</u> 2012						STOR	-77
> Assigned > Fored	closure Search							Servicing Technology on Reverse N	-
Home	Loan	Assigned Endo	sed Repo	rts I	Logout				
 Assigned Fore 	closure Search	1							
Loan Information	1:								
Loan Skey:			Borrower	LName:			Lender Name:		*
Lender Loan #:			Property A	ddress:			Servicer Name:		*
FHA Case #:			Property S	State:	ALL	-	Investor Name:		*
Case Status:	Assigned		 Case Sub- 	Status:	Foreclosure - Ass	signed 👻	Responsible:	ALL	•
Servicing Manag Servicing Type:			 Servicing 	Status	ALL	•	Step:	ALL	-
Timeline Status:				tep Group:		.	Step Status:	ALL	•
Attorney:	ALL		 Case #: 	ep droup.			Scheduled Date:	✓ <=	~
Attorney.			Case #.				Completion Date:	V <=	· ·
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							Step Group:	ALL	•
								💽 SEAR	СН
Search Results									
Export to Excel									
Loan Skey	<u>Lender Loan #</u>	FHA Case #	Case Status	Case Su	<u>b-Status</u>	Servicing Type	<u>Timeline Status</u>	Servicing Status	
111100	111000000	101-0000000	Assigned	Foreclosu	ire - Assigned	Foreclosure	Active	Foreclosure Bidding Instructions Se	ent
1010801 0	1111000	101110-0004	Assigned	Foreclosu	ire - Assigned	Foreclosure	Active	Send 698 Form to Requestor	
1711881	111100000	1011208092	Assigned	Foreclosu	ire - Assigned	Foreclosure	Active	Loan Referred to Commissioner	
111180		101-1100-000	Assigned	Foreclosu	ire - Assigned	Foreclosure	Active	Loan Referred to Commissioner	
101080	11101000	167 (042062)	Assigned	Foreclosu	ire - Assigned	Foreclosure	Active	Loan Referred to Commissioner	
101000 0	1110057761	10110001001	Assigned	Foreclosu	ire - Assigned	Foreclosure	Active	Loan Referred to Commissioner	
1714581	*******	10110700101	Assigned	Foreclosu	ire - Assigned	Foreclosure	Active	Loan Referred to Commissioner	

Figure 7-260: Search – Assigned Foreclosure

Step 3. Select the loan to view/edit the timeline.

Step 4. The **Foreclosure Steps** screen for Foreclosure timeline is displayed.

						-	Servicing Technology of	on Reverse Mortgag
Home	Loan	Assigned Endorse	ed Reports Logo	ut				
oan Balance	C Loan In	formation	Borrower Information		Servicer Inform	nation	Balance Inform	
oreclosure Steps	FHA Case		Borrower:		ender Loan #:		Pay Plan Type:	Line of Cred
	Loan Ske Case Sta		SSN: DOB:		ervicer #: ender Name:	and the second s	Loan Balance: Max Claim:	\$88,470.58 \$82,000.00
ervicing Mgmt		b-Status: Foreclosure -	Address:	and the second se	ender Name: Servicer Name:	Cash - Theorem - Companying	% of Max Claim:	
otes	Case out	Assigned	NORTH LITTL		nvestor Name:	Aller.	NPL:	(\$330.89)
	Product		AR 72120					🖨 Print Loan De
ocuments	Go to Loa	n Search	Co-Borrower:					- Intecourbe
ontacts								
	NE NE			Sobodule	d Data Cr	nmplete Date Step (Croup Step	Note Status
		# <u>Step Description</u>		Schedule		omplete Date Step (
	💽 NE	# <u>Step Description</u> 1 Loan Referred to Com		01/08/2013	2	HUD C	ontractor	Active
		# <u>Step Description</u> Loan Referred to Common Autorney Invoice Received	ved	01/08/2012	2	HUD C HUD C	ontractor ontractor	Active Active
		tep Description Loan Referred to Comm Attorney Invoice Recei Invoice Sent to Cash M	ived lanagement for Payment	01/08/2012 01/08/2012 01/08/2012	2 2 2	HUD C HUD C HUD C	ontractor ontractor ontractor	Active Active Active
		tep Description Loan Referred to Comm Attorney Invoice Recei Invoice Sent to Cash M Received Acknowledg	ived lanagement for Payment ement of referral	01/08/2012	2 2 2 2 2	HUD C HUD C HUD C HUD C HUD C	ontractor ontractor	Active Active
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		Step Description Loan Referred to Comm Attorney Invoice Recei Invoice Sent to Cash M Received Acknowledg Received Copy of unre Title Search Received Foreclosure Sale Held	ved lanagement for Payment ement of referral corded fcl deed rded fcl deed	01/08/2012 01/08/2012 01/08/2012 01/13/2012 01/13/2012 01/13/2012 01/28/2012 02/02/2012	2 2 2 2 2 2 2 2 2 2 2 2 2	нир с нир с нир с нир с нир с нир с нир с нир с нир с	ontractor ontractor ontractor ontractor ontractor ontractor ontractor	Active Active Active Active Active Active Active Active
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Figure 7-261: Timeline Steps – Assigned Foreclosure

- Step 5. To generate the Department of Justice (DOJ)/ Non Judicial Foreclosure (NJF) Referral Letter, click the **magnifying glass** beside **Loan Referred to Commissioner** step to preview the letter, the **Modify Letter Fields** screen is displayed.
- Step 6. Edit the subject and salutation and select **OK**. The DOJ/NJF Referral Letter is displayed. The **printer icon** beside the step allows the HUD contractor to auto-save the document to the **Documents** tab.
- Step 7. Select the printer icon, the **Modify Letter Fields** screen is displayed. Edit the subject and salutation and select **OK**. The DOJ/NJF Referral Letter is displayed. This action auto-saves the document in the Documents tab and auto-completes the step.
- Step 8. Complete the steps in the timeline when the corresponding activity tied to the step is complete. To complete any step in the timeline, click the step. For example step **Attorney Invoice Received**.
- Step 9. Populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 10.The completion date is populated beside the step **Attorney Invoice Received** on the **Foreclosure Steps** screen.
- Step 11.To generate the **Foreclosure Bidding Instructions Letter**, click the **magnifying glass** beside Foreclosure Bidding Instructions Sent step to preview the letter, the Modify Letter Fields window is displayed. Edit the subject and select **OK**. The Foreclosure Bidding Instructions Letter is displayed.
- Step 12.The printer icon beside the step allows the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**, the Modify Letter Fields window is displayed. Edit the Subject and select **OK**. The **Foreclosure Bidding Instructions Letter** is displayed. This action auto-saves the document in the Documents tab and auto-completes the step.

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

	New Step	×
Step Item		
Step Description:	ALL	*
Scheduled Date:	1/12/2012 🔹 * Complete Date: 👻	
Status:	Active -	
	A	
Step Note:		
	*	
	SUBMIT () CANCEL	

Figure 7-262: New Step - Assigned Foreclosure

- Step 14.Select an optional step from the **Step Description** drop down that needs to be added on the timeline and click **Submit** on New window. The step will be added to the list of steps.
- Step 15.To complete the step, select it and populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.

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

Step 17.The following step are automatically added by the system when the optional step **Title Issues** is added:

• Title Issues Resolved

Step 18.The following steps are automatically added by the system in the timeline, when the optional step Order Occupancy Inspection is added and completed:

- Inspection Results Received
- Request Custodial Care
- HUD Placed in Custodial Care (Note: This step can only be completed by HUD. To complete the step, select the step in the timeline, populate the complete date optionally add note and click **Submit** on **Edit step** window).

Step 19.The following steps are automatically added by the system in the timeline, when the optional step Property sold 3rd Party is added and completed:

- Received 10% down payment
- Balance of 3rd party funds received

Step 20.The following steps are automatically added by the system in the timeline, when the optional step Vacate Letter Sent to Occupant is added and completed:

- Follow Up on Vacate Letter
- Refer to Attorney for Eviction
- Eviction Hearing Date Set
- Eviction Date Set / Schedule Lockout
- Eviction Complete / Verification received

Step 21.The following steps are automatically added by the system, when the optional step Conveyance File sent to Cash Management is added and completed:

- Loan Conveyed Balances Removed
- Conveyance Entered into P260 (Note: This step can only be completed by HUD. To complete the step, select the step in the timeline, populate the complete date optionally add note and click **Submit** on **Edit Step window**).
- Step 22.The following steps are automatically added by the system, when the optional step **Received original unrecorded Deed from DOJ is** added and completed:
 - Foreclosure deed sent for recording
 - Received copy of recorded deed from county
- Step 23.To generate the Notice to Voluntarily Vacate Letter, click the magnifying glass beside the **Vacate Letter Sent to Occupant** step to preview the letter; the Modify Letter Fields window is displayed. Edit the subject and select **OK**. The Notice to Voluntarily Vacate Letter is displayed.
- Step 24.The printer icon beside the step enables the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**, the Modify Letter Fields window is displayed. Edit the subject and select **OK**. **The Notice to Voluntarily Vacate Letter** is displayed. This action auto-saves the document in the **Documents** tab and auto-completes the step.
- Step 25.To generate the Eviction Referral Letter, click on the magnifying glass beside **Refer to Attorney for Eviction** step to preview the letter,. The Eviction Referral Letter is displayed.

- Step 26.The printer icon beside the step allows the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**; the **Eviction Referral Letter** is displayed. This action auto-saves the document in the Documents tab and auto-completes the step.
- Step 27.To generate the Conveyance of Loan Form sheet, click the magnifying glass beside **Conveyance File sent to Cash Management** step to update and print the Conveyance of Loan Form sheet. A new window is displayed with the **Conveyance of Loan Form** sheet with options to Preview Document and Print Document.
- Step 28.Update the sheet, and once the changes have been made, select the Preview Document link to view the updated document. To auto-save the changes made to the document select the **Print Document** link. Select Open on the **File Download** pop-up window. This action will save the updated Conveyance of **Loan Form** sheet to the Documents tab. Refresh the screen to auto-complete the step.

To manually initiate the timeline:

- Step 1. From the **Assigned** menu, select **Foreclosure** and click **Setup**.
- Step 2. On the **Assigned Foreclosure Setup Search** Screen, enter the loan search criteria and click **Search**.

							Servicing Technology of	on keverse Mongage
Home	Loan	Assigned Endorse		Logout				
oan Balance preclosure Steps ervicing Mgmt otes ocuments ontacts lerts	FHA Case Loan Ske Case Sta Case Sut Product T Go to Loan	tus: Assigned b-Status: Foreclosure - Assigned Type: HECM STANDARD	Borrower Info Borrower: SSN: DOB: Address: Co-Borrower:	NORTH LITTLE ROCK AR 72120	Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:		Balance Inform Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	Line of Credit \$88,470.58 \$82,000.00
	NE NE							
	• j	# <u>Step Description</u>				omplete Date Step (Note Status
	~ @	1 Loan Referred to Com			8/2012		ontractor	Active
		2 Attorney Invoice Recei 3 Invoice Sent to Cash M			8/2012 8/2012		ontractor ontractor	Active
		4 Received Acknowledg			3/2012		ontractor	Active
	1	5 Received copy of unre			3/2012		ontractor	Active
		6 Title Search Received			8/2012		ontractor	Active
		7 Foreclosure Sale Held		02/0	2/2012		ontractor	Active
			unded foldeed	02/0	2/2012	HUD C	ontractor	Active
		8 Received copy of reco	orded icrueed					
	1	 8 Received copy of reco 9 Notice of Sale mailed to 			7/2012	HUD C	ontractor	Active
				olders 02/1	7/2012 2/2012		ontractor ontractor	Active Active
	Q #	9 Notice of Sale mailed to	o borrowers / lienh	olders 02/1 02/2		HUD C		

Figure 7-263: Timeline Steps – Assigned Foreclosure

- Step 3. From the search results, select a **loan** to initiate the timeline.
- Step 4. On the **Edit Servicing Management** Screen, the **Foreclosure** selection is prepopulated in the Servicing Type dropdown and grayed out. Populate the required fields (marked with an asterisk).

	ng Management In				
Servicin	g Type: *	Foreclosure		Ψ.	
Timeline	e Status:	Active		-	
Initiation	Date: \star	1/3/2012		*	
Respons	sible Party:	COMPACT A REAL PROPERTY OF THE		•	
Attorney	<i>r</i> :			•	
Case #:					
D-4141	er:	(DOJ) - Department of Justice Commissione	er	•	
Petitione					
Petitione					
Step In	formation				
Step In # Step L	Description	ommissioner	# Days	Sched Date	•
Step In # Step L 1 (Itr) Lo	Description oan Referred to Co		5	01/08/2012	-
Step In # Step I 1 (Itr) Lo 2 Re	Description oan Referred to Co eceived Acknowle	dgement of referral	5 10	01/08/2012 01/13/2012	•
Step In # Step I 1 (Itr) Lo 2 Re 3 Ti	Description oan Referred to Co eceived Acknowled tle Search Receive	dgement of referral ed	5 10 25	01/08/2012 01/13/2012 01/28/2012	•
Step In # Step I 1 (Itr) Lo 2 Re 3 Tri 4 No	Description oan Referred to Co aceived Acknowled the Search Receive otice of Sale mailed	dgement of referral	5 10 25 45	01/08/2012 01/13/2012 01/28/2012 02/17/2012	
Step In # Step I 1 (Itr) Lo 2 Re 3 Ti 4 No 5 Pu	Description oan Referred to Co aceived Acknowled tle Search Receive otice of Sale mailed ublication of Sale	dgement of referral ed d to borrowers / lienholders	5 10 25 45 50	01/08/2012 01/13/2012 01/28/2012 02/17/2012 02/22/2012	•
Step In # Step I 1 (Itr) Lo 2 Re 3 Tri 4 No 5 Pu 6 (Itr) Fo	Description oan Referred to Co aceived Acknowled tle Search Receive otice of Sale mailed ublication of Sale	dgement of referral ed d to borrowers / lienholders g Instructions Sent	5 10 25 45	01/08/2012 01/13/2012 01/28/2012 02/17/2012	
Step In # Step I 1 (Itr) Lo 2 Re 3 Ti 4 No 5 Pu 6 (Itr) Fo 7 Fo	Description oan Referred to Co eceived Acknowled tle Search Receive otice of Sale mailed ublication of Sale preclosure Bidding preclosure Sale He	dgement of referral ad d to borrowers / lienholders g Instructions Sent ald	5 10 25 45 50 50	01/08/2012 01/13/2012 01/28/2012 02/17/2012 02/22/2012 02/22/2012	
Step In # Step I 1 (Itr) Lo 2 Re 3 Ti 4 No 5 Pu 6 (Itr) Fe 7 Fo 8 Re	Description oan Referred to Co eceived Acknowled tle Search Receive otice of Sale mailed ublication of Sale preclosure Bidding preclosure Sale He	dgement of referral d d to borrowers / lienholders g Instructions Sent d recorded fcl deed	5 10 25 45 50 50 30	01/08/2012 01/13/2012 01/28/2012 02/17/2012 02/22/2012 02/22/2012 02/02/2012	
Step In 1 (Itr) Lo 2 Re 3 Ti 4 No 5 PL 6 (Itr) Fo 7 Foo 8 Re 9 Re	Description can Referred to Co ceeived Acknowler the Search Receive obtice of Sale maileo ublication of Sale oreclosure Bidding oreclosure Bidding oreclosure Sale He eceived copy of un	dgement of referral ed d to borrowers / lienholders g Instructions Sent Hd recorded fcl deed corded fcl deed	5 10 25 45 50 50 30 10	01/08/2012 01/13/2012 01/28/2012 02/17/2012 02/22/2012 02/22/2012 02/02/2012 01/13/2012	

Figure 7-264: Edit Servicing Management – Assigned Foreclosure

- Step 5. Click the checkbox beside **Go to Servicing Steps after Submit** (At the bottom of the **Edit Servicing Management** Screen).
- Step 6. Click **Submit** (If you click **Cancel**, the Assigned Foreclosure Setup Search Screen will be displayed).

Step 7. The Foreclosu	are Steps screen for Foreclosure time	eline is displayed.

Today is: Thursda	ay, January I	12, 2012				Servicing Technology o	n Reverse Mortgages
Home	Loan	Assigned Endorse	d Reports Logou	t			
.oan Balance		ormation	Borrower Information	Servicer Infe		Balance Inform	
oreclosure Steps	FHA Case		Borrower:	Lender Loan	#:	Pay Plan Type:	Line of Credit
	Loan Ske Case Stat	*	SSN: DOB:	Servicer #: Lender Name	(Sector Sector S	Loan Balance: Max Claim:	\$88,470.58 \$82,000.00
ervicing Mgmt		-Status: Foreclosure -	Address:	Servicer Name		% of Max Claim:	107 891 %
lotes	0000 000	Assigned	NORTH LITTL			NPL:	(\$330.89)
Documents	Product 1 Go to Loar		AR 72120 Co-Borrower:				Print Loan Deta
Contacts							
	NE						
		# <u>Step Description</u>		Scheduled Date	Complete Date Step G	iroup <u>Step</u>	
	ے 🔍	1 Loan Referred to Comr		01/08/2012		ontractor	Active
		2 Attorney Invoice Recei		01/08/2012		ontractor	Active
		3 Invoice Sent to Cash M		01/08/2012		ontractor	Active
		4 Received Acknowledg 5 Received copy of unre		01/13/2012 01/13/2012		ontractor	Active Active
		6 Title Search Received	corded tordeed	01/28/2012		ontractor	Active
		7 Foreclosure Sale Held		02/02/2012		ontractor	Active
		8 Received copy of reco	rded fcl deed	02/02/2012		ontractor	Active
	1	9 Notice of Sale mailed to		02/17/2012	HUD Co	ontractor	Active
		10 Publication of Sale		02/22/2012	HUD Co	ontractor	Active
	ے 🗨	11 Foreclosure Bidding Ins	tructions Sent	02/22/2012	HUD Co	ontractor	Active

Figure 7-265: Timeline Steps - Assigned-Foreclosure

7.4.5 Bankruptcy Timelines

7.4.5.1 Bankruptcy - Chapter 13

This timeline is automatically initiated after the processing of the Banko file to track a Chapter 13 bankruptcy event. When a Chapter 13 bankruptcy is filed, the court appoints a trustee and establishes a payment plan under a reorganization agreement.

Additionally, this timeline can be manually initiated by a HUD NSC Contractor to track the Chapter 13 bankruptcy event. This timeline does not require HUD NSC Staff interaction. Upon initiation of this timeline, the case sub-status is updated to Bankruptcy/Chapter 13. If the timeline is inactivated, the case sub-status is updated accordingly.

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

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

- Step 1. From the **Assigned** menu select **Bankruptcy** and click **Search**.
- Step 2. On the **Assigned Bankruptcy Search** Screen, enter the search criteria including Servicing Type of Bankruptcy – Chapter 13 and click **Submit** to retrieve the timelines that have been auto-initiated by the system.

Welcome: Today is: Thurso	ay, January 12	Edit Profile Hel 2, 2012	P							S		····
> Assigned > Bank	ruptcy Search										ing Technology on R	
Home	Loan	Assigned I	Endorse	d Batch		Logout						
Assigned Banl	kruptcy Searc	h										
Loan Informatio	n:							_				
Loan Skey:				Borrower LI	lame:			Ler	nder Name:			~
Lender Loan #:				Property Ad	dress:			Ser	vicer Name:			~
FHA Case #:				Property Sta	te:	ALL	•	Inv	estor Name:			~
Case Status:	Assigned		•	Case Sub-St	atus:	Bankruptcy/Chap	ter 13 🔻	Res	sponsible:	ALL		•
Servicing Manag	ement Criteri	a:						_				
Servicing Type:	Bankruptcy - (Chapter 13	-	Servicing St	atus:	ALL	•	Ste	p:	ALL		•
Timeline Status:	All Active		•	Current Ste	o Group:	ALL	•	Ste	p Status:	ALL		•
				Case #:				Sch	neduled Date:		* <=	*
								Cor	mpletion Date:		* <=	*
								Ste	p Group:	ALL		•
											0	SEARCH
 Search Results 												
Export to Excel	5											
Loan Skey	Lender Loan #	# FHA Case	<u># Ca</u>	<u>ase Status</u>	Case S	<u>ub-Status</u>	Servicing Type		Timeline	<u>Status</u>	Servicing State	<u>15</u>
101086	1.	101110-000	As	ssigned	Bankrup	tcy/Chapter 13	Bankruptcy - Chap	ter 13	Active		Bankruptcy Notif	fication Received
-01188-1 I	111111111	101100000	As	ssigned	Bankrup	tcy/Chapter 13	Bankruptcy - Chap	ter 13	Active		Proof of Claim Pr	rinted
191921	011011000	101100100	As	ssigned	Bankrup	tcy/Chapter 13	Bankruptcy - Chap	ter 13	Active		Bankruptcy Notif	fication Received
-1112-1	111101110	100 100700	As	ssigned	Bankrup	tcy/Chapter 13	Bankruptcy - Chap	ter 13	Active		Bankruptcy Notif	fication Received
1011080	1111111000	127 141768	As	ssigned	Bankrup	tcy/Chapter 13	Bankruptcy - Chap	ter 13	Active		Bankruptcy Notif	fication Received
111000	111000000	101 101000	As	ssigned	Bankrup	tcy/Chapter 13	Bankruptcy - Chap	ter 13	Active		Bankruptcy Notif	fication Received
The second se	ويوارد ومحمودات	And Address of the owner, where the owner,	As	ssigned	Bankrup	tcy/Chapter 13	Bankruptcy - Chap	ter 13	Active		Bankruptcy Notif	fication Received

Figure 7-266: Search – Assigned Bankruptcy

Step 3. Select the loan to view or edit the timeline.

Step 4. The **Bankruptcy Steps** screen for Bankruptcy – Chapter 13 timeline is displayed.

Home	day, January 1 Loan	Assigned Endorse	d Batch	Logout			Servicing Technology on R		-
Loan Balance Bankruptcy Steps Servicing Mgmt Notes Documents Contacts	FHA Case Loan Ske Case Sta	y: tus: Assigned Status: Bankruptcy/Chapter 13 Type: HECM STANDARD	Borrower Inf Borrower: SSN: DOB: Address: Co-Borrower:	DELRAY BEACH FL 33484	Servicer Inforr Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	nation	Balance Informat Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	tion Line of Cre \$286,930.3 \$284,000.0 101.032 % (\$134.55) ■ Print Loan E	33 00 6
Alerts		i <mark>cing Setup</mark> ormation: Bankruptcy - Ch	apter 13						
		# Step Description		Sched	uled Date Comp	ete Date Step Gro	up <u>Step Note</u>	<u>Status</u>	<u>c</u>
		1 Bankruptcy Filed		01/03/2	012 01/12/2	012 HUD Contr	actor	Active	0
		2 Bankruptcy Notification	Received	01/03/2	012	HUD Contr	actor	Active	0
	•	3 Proof of Claim Prepared		01/07/2	012	HUD Contr	actor	Active	0
		4 Proof of Claim Filed		01/08/2	012	HUD Contr	actor	Active	0
			at of latention	02/02/2	012	HUD Contr	actor	Active	(
		5 Review of Plan/Stateme	III OT IIIIEIIIIOII						
		5 Review of Plan/Stateme 6 Proof of Claim Recorded		02/02/2	012	HUD Contr	actor	Active	

Figure 7-267: Timeline Steps – Assigned Bankruptcy Chapter 13

- Step 5. The step **Bankruptcy Filed** completion date is pre-populated with the Bankruptcy filed date received in the BANKO file for the FHA case #. When the timeline is manually initiated, this step will be pre-populated with the date the timeline was created.
- Step 6. The step **Bankruptcy Notification Received** completion date is **pre-populated** with the date the file was processed and timeline initiated. When timeline is manually initiated, this step must be manually completed.
- Step 7. To generate the **Proof of Claim Form**, click the **magnifying glass** beside the **Proof of Claim Prepared** step to update and print the Proof of Claim Form. A new screen is displayed with the **Proof of Claim Form** with options to Preview and Print Document.
- Step 8. Update the sheet and once the changes have been made, select the **Preview Document** link to view the updated document. To auto-save the changes made to the document select the **Print Document** link.
- Step 9. Select **Open** on the File Download screen. This action will save the updated Proof of Claim Form to the Documents tab. Refresh the screen to auto-complete the step.
 - Note: If the **Proof of Claim form** does not display, go to the Servicing Management Screen and populate the Bankruptcy District name. This will allow the Proof of Claim form to be viewed.
- Step 10.Complete the steps in the timeline when the corresponding activity tied to the step is complete. To complete any step in the timeline, click the step, for example, step **Proof of Claim Filed**.
- Step 11.Populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.
- Step 12.The completion date is populated beside the step **Proof of Claim Filed** on the **Bankruptcy Steps** screen.
- Step 13.To add an optional step, click **New**.

Step Item			
Step Description:	ALL	•	,
Scheduled Date:	1/12/2012 💉 Complete Date:	*	
Status:	Active -		
		*	
Step Note:			
		~	

Figure 7-268: New Step – Assigned Bankruptcy Chapter 13

- Step 14.Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new screen. The step will be added to the list of steps.
- Step 15.To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.

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

To manually initiate the timeline:

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

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

Assigned > Ban	kruptcy Setup						Servicing Technolog	y on Reverse Mortgag
Home	Loan As	signed Endors	ed Batch	Logout				
Assigned Bar	kruptcy Setup Sea	rch						
Loan Skey:			Borrower LName			Lender Name:		~
ender Loan #:						Servicer Name:		~
and the second			Property Address					1010
HA Case #:			Property State:	ALL	•	Investor Name:		*
Case Status:	Assigned	•	Case Sub-Status:	Loan Active	•	Index Type:	ALL	+
						Property County:	ALL	
Search Result	ts							SEARCH
Search Result	1000							SEARCH
Export to Exc	1000	<u>FHA Case #</u>		<u>Case Sub-Status</u>	Borrower LName	<u>2 Property A</u>	<u>.ddress</u>	Property
Export to Exc	2	<u>FHA Case #</u>	Assigned	Loan Active	Borrower LName			Property FL
Export to Exc	2	FHA Case #	Assigned Assigned	Loan Active Loan Active	Borrower LName	100 - 80.00 100 - 001 - 100	Annen state	Property FL FL
Export to Exc	2	FHA Case #	Assigned Assigned Assigned	Loan Active Loan Active Loan Active	ALCONTRACT AND ALCONTRACT ALCONTRACT	199 - 18 - 198 188 - 189 - 198 198 - 199 - 19	n name Merseer official De rikete	Property FL FL FL
Export to Exc	2	<u>FHA Case #</u>	Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active	-ani antaran -aniaran Ani -aniaran Ani -aniar	1994 - 180 - 2008 1996 - 1997 - 1998 1996 - 1997 - 1997 1996 - 1997 - 1998	n kanala Manalassi addilata Manalassi Man	Property FL FL FL FL
Export to Exc	2	<u>FHA Case #</u>	Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active	ALCONTRACT AND ALCONTRACT ALCONTRACT	199 - 18 - 198 188 - 189 - 198 198 - 199 - 19	n kanala Manalassi addilata Manalassi Man	Property FL FL FL FL FL
Export to Exc.	2	<u>FHA Case #</u>	Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	-ani antaran -aniaran Ani -aniaran Ani -aniar		n kanala Manalassi addilata Manalassi Man	Property FL FL FL FL FL FL
Export to Exc	2 Lender Loan #	48-24444 48-24444 48-24444 48-24444 48-24444 48-244444 48-244444 48-244444 48-2444444 48-24444444 48-24444444444	Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active	An USER		1 10000 101 10000 101 10000 101 101 101	Property : FL FL FL FL FL FL FL
Export to Exce Loan Skey	2 Lender Loan #	48-24444 48-24444 48-24444 48-24444 48-24444 48-244444 48-244444 48-244444 48-2444444 48-24444444 48-24444444444	Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	40.00000 000000 60.0000 40.0000 40.000 40.000 40.000 40.000 40.000 40.000 40.00000 40.00000 40.00000 40.00000000		1 1000 Herosom (1000-100) Herosom Herosom Herosom Herosom Herosom Herosom Herosom Herosom	FL FL FL FL FL
Export to Exce Loan Skey	2 Lender Loan #	48-24444 48-24444 48-24444 48-24444 48-24444 48-244444 48-244444 48-244444 48-2444444 48-24444444 48-24444444444	Assigned Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active				Property FL FL FL FL FL FL FL FL

Figure 7-269: Setup Search – Assigned Bankruptcy Chapter 13

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

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

ervicing Type: *	Bankruptcy - Chapter 13		•
ervicing type.	Bankrapicy - Chapter 15		
imeline Status:	Active		Ŧ
nitiation Date: 🔹	1/3/2012		~
esponsible Party:	10000-00120		•
tate Filed:	Florida		•
ankruptcy District:	Southern District of		•
ankruptcy Contested Action:	HUD will be paid by Trustee		•
ase #:	1.		
Step Information Step Description Registrator Filed		# Days	
Bankruptcy Filed		0	01/03/2012
Bankruptcy Notification Re	eceived	0	01/03/2012
(Itr) Proof of Claim Prepared Proof of Claim Filed		4	01/07/2012
Proof of Claim Filed Review of Plan/Statement	of Intention	5	01/08/2012 02/02/2012
Proof of Claim Recorded	or intention	30	02/02/2012
Confirmation of Plan/State	ement of Intention	90	04/02/2012

Figure 7-270: Edit Servicing Management – Assigned Bankruptcy Chapter 13

- Step 5. Click the checkbox beside **Go to Servicing Steps after Submit** (at the bottom of the **Edit Servicing Management** window).
- Step 6. Click **Submit** (If you click **Cancel**, the **Assigned Bankruptcy Setup Search** Screen will be displayed).
- Step 7. The **Bankruptcy Steps** screen for Bankruptcy Chapter 13 timeline is displayed.

Welcome: Today is: Thursd Home	lay, January		d Batch	Logout			-	Servicing Technology on		_
Loan Balance Bankruptcy Steps Servicing Mgmt Notes Documents Contacts	Loan In FHA Case Loan Ske Case Sta	formation e #: ey: ttus: Assigned b-Status: Bankruptcy/Chapter 13 Type: HECM STANDARD	Borrower Info Borrower: SSN: DOB: Address: Co-Borrower:			Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	ation	Balance Informa Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	tion Line of Cre \$286,930. \$284,000. 101.032 % (\$134.55) Print Loan I	33 00 6
Alerts	Step In	<mark>vicing Setup</mark> formation: Bankruptcy - Ch w	apter 13							
	•	# <u>Step Description</u> 1 Bankruptcy Filed 2 Bankruptcy Notification I 3 Proof of Claim Frepared 4 Proof of Claim Filed 5 Review of Plan/Stateme 6 Proof of Claim Recorded 7 Confirmation of Plan/Stateme	nt of Intention		Scheduled 01/03/2012 01/03/2012 01/07/2012 01/08/2012 02/02/2012 02/02/2012 04/02/2012	Date <u>Comple</u> 01/12/20	HUD Cont HUD Cont HUD Cont HUD Cont HUD Cont HUD Cont HUD Cont	ractor ractor ractor ractor ractor ractor	Active Active Active Active Active Active	
	•	/ Contirmation of Plan/Sta	ement of Intention	III	04/02/2012		HUD Cont	ractor	Active	

Figure 7-271: Timeline Steps – Assigned Bankruptcy Chapter 13

7.4.5.2 Bankruptcy - Chapter 7

This timeline is automatically initiated after the processing of the BANKO file to track a Chapter 7 bankruptcy event. A Chapter 7 bankruptcy releases the mortgagor from unsecured liabilities and retains their secured debt.

Additionally, this timeline can also be manually initiated by a HUD NSC Contractor to track the Chapter 7 bankruptcy event. This timeline does not require HUD NSC Staff interaction. When this timeline is initiated, the case sub-status is updated to Bankruptcy/Chapter 7. If the timeline is inactivated, the case sub-status is updated accordingly.

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

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

- Step 1. From the **Assigned** menu, select **Bankruptcy**, and click **Search**.
- Step 2. On the **Assigned Bankruptcy Search** Screen, enter the search criteria, select Servicing Type as Bankruptcy Chapter 7 and click **Submit** to retrieve the timelines that have been auto-initiated by the system.

Welcome: Today is: Thursd			<u>elp</u>							4	510:	TY
> Assigned > Bank	ruptcy Search									Serv	icing Technology on Rever	
Home	Loan	Assigned	Endorse	d Batch		Logout						
Assigned Bank	cruptcy Searc	h										
Loan Information	n:							_				
Loan Skey:				Borrower LN	ame:				Lender Name:			*
Lender Loan #:				Property Add	Iress:				Servicer Name:			*
FHA Case #:				Property Stat	e:	ALL		•	Investor Name:			*
Case Status:	Assigned		•	Case Sub-Sta	itus:	Bankruptcy/Chap	ter 7	•	Responsible:	ALL		•
Servicing Manag	ement Criter	ia:										
Servicing Type:			•	Servicing Sta	tus:	ALL		•	Step:	ALL		•
Timeline Status:	All Active		•	Current Step	Group:	ALL		•	Step Status:	ALL		•
				Case #:					Scheduled Date:		× <=	*
									Completion Date:		× <=	*
									Step Group:	ALL		•
												EARCH
Search Results												
Export to Excel	Londor Loop	# EUA Car		ann Statun	Casa	Sub Status			Timeline	Status	Convising Status	
Loan Skey	Lender Loan			ase Status		Sub-Status	Servicing Type		Timeline	status	Servicing Status	Beeringd
				ssigned		ptcy/Chapter 7	Bankruptcy - Cha				Bankruptcy Notification	
11188	************	100.000		ssigned		ptcy/Chapter 7	Bankruptcy - Cha				Bankruptcy Notification	
11180	********	121112		ssigned		ptcy/Chapter 7	Bankruptcy - Cha				Bankruptcy Notificatio	n Received
	an of the second			ssigned		ptcy/Chapter 7	Bankruptcy - Cha				Proof of Claim Filed	
-755131		100.100	A	ssigned		ptcy/Chapter 7	Bankruptcy - Cha				Proof of Claim Filed	
	********	1881197	A	ssigned	Bankru	ptcy/Chapter 7	Bankruptcy - Cha	pter	7 Active		Proof of Claim Filed	
111111	And in cases	100-144	A	ssigned	Bankru	ptcy/Chapter 7	Bankruptcy - Cha	pter	7 Active		Proof of Claim Filed	

Figure 7-272: Bankruptcy Search – Assigned Bankruptcy Chapter 7

Step 3. Select the loan to view or edit the timeline.

Step 4. The **Bankruptcy Steps** screen for Bankruptcy – Chapter 7 timeline is displayed.

Today is: Thursda Home	iy, January 1 Loan	2, 2012 Assigned Endorsed	d Batch	Logout				rvicing Technology on R		_
Loan Balance Bankruptcy Steps Servicing Mgmt Notes Documents Contacts	FHA Case Loan Ske Case Stat	y: Lus: Assigned Status: Bankruptcy/Chapter 7 Type: HECM STANDARD	Borrower Info Borrower: SSN: DOB: Address: Co-Borrower:	MIAMI FL 33155	Servicer Info Lender Loan Servicer #: Lender Name Servicer Nam Investor Nam	#: : e:	Coquillo	Balance Informati Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	on Line of Cre \$374,071.5 \$362,790.0 103.110 % (\$225.77) Print Loan I	58 00 6
Alerts		i <mark>cing Setup</mark> formation: Bankruptcy - Cha	apter 7							
	€.	# <u>Step Description</u> 1 Bankruptcy Filed 2 Bankruptcy Notification f 3 Proof of Claim Frepared 4 Proof of Claim Filed 5 Review of Plan/Statemed 6 Proof of Claim Recorded 7 Confirmation of Plan/Stat	nt of Intention	01/03/20 01/03/20 01/07/20 01/08/20 02/02/20 02/02/20	01/1 012 012 012 012 012 012 012	n <u>plete Date</u> 2/2012	Step Group HUD Contrac HUD Contrac HUD Contrac HUD Contrac HUD Contrac HUD Contrac HUD Contrac	ctor ctor ctor ctor ctor ctor ctor	Status Active Active Active Active Active Active Active	C 01 01 01 01 01 01 01

Figure 7-273: Timeline Steps – Assigned Bankruptcy Chapter 7

- Step 5. The step **Bankruptcy Filed** completion date is pre-populated with the Bankruptcy filed date received in the BANKO file for the FHA Case #. When timeline is manually initiated, this step will be pre-populated with the date the timeline was created.
- Step 6. The step **Bankruptcy Notification Received** completion date is pre-populated with the date the file was processed and timeline initiated. Note: When timeline is manually initiated, this step must be manually completed.
- Step 7. To generate the Proof of Claim Form, click the magnifying glass beside the **Proof of Claim Prepared** step to update and print the Proof of Claim Form. A new window is displayed with the Proof of Claim Form with options to preview or print the document.
- Step 8. Update the sheet and once the changes have been made, select the **Preview Document** link to view the updated document. To auto-save the changes made to the document select the **Print Document** link. Select Open on the File Download pop-up window. This action will save the updated Proof of Claim Form to the Documents tab. Refresh the screen to auto-complete the step.
 - Note: If the Proof of Claim form does not display, go to the servicing management screen and populate the **Bankruptcy District** name. This will allow the **Proof of Claim form** to be viewed.
- Step 9. Complete the steps in the timeline when activity corresponding to the step is complete. To complete any step in the timeline, click the step, for example, step Proof of Claim Filed.
- Step 10.Populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 11.The completion date is populated beside the step Proof of Claim Filed on the **Bankruptcy Steps** screen.
- Step 12.To add an optional step, click **New**.

		INC	ew Ste	τ μ		2
Step Item						
Step Description:	ALL				•	*
Scheduled Date:	1/12/2012	~	*	Complete Date:	*	
Status:	Active	•				
					*	
Step Note:						
					-	
	\odot	SUBI	ит)	CANCEL		

Figure 7-274: New Step – Assigned Bankruptcy Chapter 7

- Step 13.Select an optional step from the **Step Description** dropdown that needs to be added on the timeline and click **Submit** on the new window. The step will be added to the list of steps.
- Step 14.To complete the step, select the step and populate the completion date, add a note in the Notes field if applicable, click **Submit** on the **Edit Step** window.

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

To manually initiate the timeline:

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

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

> Assigned > Bai	kruptov Cotup							
> Assigned > Bai	setup					2	Servicing Technology	y on Reverse Mortgag
Home	Loan Ass	signed Endorse	d Batch	Logout				
Assigned Ba	nkruptcy Setup Sear	rch						
Loan Skey:			Borrower LName:			Lender Name:		~
ender Loan #			Property Address			Servicer Name:		
FHA Case #:							-	*
HA Case #:				ALL	•	Investor Name:		~
Case Status:	Assigned	Assigned		Loan Active	· ·	Index Type:	ALL	•
						Property County:	ALL	
Search Deau	140							SEARCH
Search Resu								SEARCH
Export to Exc		<u>FHA Case #</u>	and the second sec	<u>Case Sub-Status</u>	Borrower LName	<u>Property A</u>	ddress	Property :
Export to Exc	el	<u>FHA Case #</u>	Assigned	Loan Active	Borrower LName		1000	Property : FL
Export to Exc	el	<u>FHA Case #</u>	Assigned Assigned	Loan Active Loan Active	Borrower L Name	100-00-000	An anno 1864 an	Property S FL FL
Export to Exc	el	<u>FHA Case #</u>	Assigned Assigned Assigned	Loan Active Loan Active Loan Active	ALCONTRACT AND ALCONTRACT ALCONTRACT	114 - 12 - 218 188 - 12 - 218 218 - 21 - 21	r kanto Herrieren allekten Herrieren	Property S FL FL FL
Export to Exc	el	<u>FHA Case #</u>	Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active	An and an a second seco	974 - 84 - 2008 1000 - 1000 - 1000 1000 - 100 - 100 1000 - 100 - 100	r kalas Norikest salasi ka Norikest Nori	Property S FL FL FL FL
Export to Exc	el	<u>FHA Case #</u>	Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active	ALCONTRACT AND ALCONTRACT ALCONTRACT	114 - 12 - 218 188 - 12 - 218 218 - 21 - 21	r kalas Norikest salasi ka Norikest Nori	Property 5 FL FL FL FL FL
Export to Exc Loan Skey	<u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	40 20000 000000 000-0000 00-000 00-000 00-000 00-000 00-000		1 6226 Reception 2003 4 11 To 1 6020 No. 1 - 101 4 10 Received and the second and	Property S FL FL FL FL FL FL
Export to Exc	el	FHA Case #	Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	40.00000 000000 601-0000 400000 400000 000000 000000 000000 000000		1928 Rosen (#2995) Rosen Rosen Rosen Rosen Rosen Rosen Rosen Rosen Rosen	Property S FL FL FL FL FL FL FL
Export to Exer Loan Skey	<u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active			116200 1211000 (000144) 1211600 1211600 121160 1210	Property S FL FL FL FL FL FL FL FL
Export to Exc Loan Skey	<u>Lender Loan #</u>		Assigned Assigned Assigned Assigned Assigned Assigned Assigned Assigned	Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active Loan Active	40.00000 000000 601-0000 400000 400000 000000 000000 000000 000000			FL FL FL FL FL FL

Figure 7-275: Bankruptcy Search – Assigned Bankruptcy Chapter 7

- Step 3. From the search results, click a loan to initiate the timeline.
- Step 4. On the **Edit Servicing Management** Screen, select **Bankruptcy Chapter 7** from the **Servicing Type** dropdown and populate the required fields (marked with an asterisk).

Servicing Management Inform	ation				
ervicing Type: *	Bankruptcy - Chapter 7		-		
Timeline Status:	Active		Ŧ		
nitiation Date: *	1/3/2012		*		
Responsible Party:					
State Filed:	Florida		-		
Bankruptcy District:	Eastern District of		•		
Bankruptcy Contested Action:	Other - see notes				
Case #:					
Step Information Step Description		# Days			
Bankruptcy Filed		0	01/03/2012		
Bankruptcy Notification Re	eceived	0	01/03/2012		
(Itr) Proof of Claim Prepared		4	01/07/2012		
Proof of Claim Filed		5	01/08/2012		
Review of Plan/Statement	of Intention	30	02/02/2012		
Proof of Claim Recorded		30	02/02/2012		
Confirmation of Plan/State	ement of Intention	90	04/02/2012		

Figure 7-276: Edit Servicing Management for Chapter 7 Bankruptcy

- Step 5. Click the checkbox beside **Go to Servicing Steps after Submit** (At the bottom of the **Edit Servicing Management** Window).
- Step 6. Click **Submit** (If you click **Cancel**, the Assigned Bankruptcy Setup Search Screen will be displayed).
- Step 7. The Bankruptcy Steps screen for Bankruptcy Chapter 7 timeline is displayed.

Welcome: Today is: Thursda Home	ay, January 1 Loan	Edit Profile Help 2, 2012 Assigned Endorse	d Batch	Logout					ST ()		-
Loan Balance Bankruptcy Steps Servicing Mgmt Notes Documents Contacts	Loan Info FHA Case Loan Ske Case Stat	ormation #: y: us: Assigned -Status: Bankruptcy/Chapter 7 yppe: HECM STANDARD	Borrower Info Borrower: SSN: DOB: Address: Co-Borrower:		100000	Servicer Inform Lender Loan #: Servicer #: Lender Name: Servicer Name: Investor Name:	ation	Gagadia	Balance Informati Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	on Line of Cru \$374,071. \$362,790. 103.110 % (\$225.77) Print Loan	.58 .00 %
Alerts		i <mark>cing Setup</mark> ormation: Bankruptcy - Ch	apter 7								
	€ ,	# <u>Step Description</u> 1 Bankruptcy Notification 2 Bankruptcy Notification 3 Proof of Claim Prepared 4 Proof of Claim Filed 5 Review of Plan/Stateme 6 Proof of Claim Recordee 2 Confirmation of Plan/Stat	nt of Intention		Scheduled I 01/03/2012 01/03/2012 01/07/2012 01/08/2012 02/02/2012 02/02/2012 04/02/2012	D <u>ate Comple</u> 01/12/20	e <u>te Date</u> 112	Step Group HUD Contract HUD Contract HUD Contract HUD Contract HUD Contract HUD Contract HUD Contract HUD Contract	tor tor tor tor tor tor	Status Active Active Active Active Active Active Active	C1 01 01 01 01 01 01 01

Figure 7-277: Timeline Steps – Assigned Bankruptcy Chapter 7

7.4.6 Release Timelines

7.4.6.1 Release 1st (Release of HUD's First Mortgage)

This timeline is automatically initiated by the system when the loan status is updated to Terminated. The status is updated to Terminated when the terminate transaction is added on the loan. Refer to the Transactions- Loan- Termination section in General Servicing chapter of this User Guide for details. The scheduled date of the first step is set to 10 business days after the effective date of the payoff transactions.

Multiple active Release 1st timelines cannot be initiated on a loan. The Servicing Management tab can be used to activate or inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Release 1**st timeline:

- Step 1. From the Assigned menu, select **Release**, and click **Search**.
- Step 2. On the Assigned Release Search Screen, enter the search criteria, select Servicing Type as Release 1st and click Submit to retrieve the timelines that have been autoinitiated by the system.

Welcome: Today is: Thursd		<u>ofile</u> <u>Help</u> 2012							51	
> Assigned > Relea	se Search								Servicing Techn	nology on Reverse Mortgage
Home	Loan	Assigned Endo	sed Lo	gout						
Assigned Rele	ase Search									
Loan Information	1:		_							
Loan Skey:			Borrowe	r LName:				Lender Name:		*
Lender Loan #:			Property	Address:				Servicer Name:		*
FHA Case #:			Property	State:	ALL		-	Investor Name:		*
Case Status:	Terminated		 Case Su 	b-Status:	Terminate - B	orr. Paid	•	Responsible:	ALL	-
								Property County	:ALL	-
Servicing Manag			 Servicin 		ALL		•		ALL	•
Servicing Type:				g Status:			_	Step:	ALL	•
Timeline Status:	All Active		 Current 	Step Group:	ALL		•	Step Status:		
								Scheduled Date:		
								Completion Date		
								Step Group:	ALL	-
										SEARCH
 Search Results 										
Export to Excel										
Loan Skey L	<u>ender Loan #</u>	FHA Case #	Case Status	Case Sub	<u>-Status</u>	Servicing Type	Tim	eline Status S	Servicing Status	
0.000			erminated	Terminate -	Borr. Paid	Release 1st	Acti	ve R	Release Request Appro	oved by Servicer
11110	11111100	1011000000	erminated	Terminate -	Borr. Paid	Release 1st	Acti	ve R	Release Request Appro	oved by Servicer
11111	111110111	101100000000	erminated	Terminate -	Borr. Paid	Release 1st	Acti	ve R	Release Request Appro	oved by Servicer
111100	11111110	101110-000	erminated	Terminate -	Borr. Paid	Release 1st	Acti	ve R	Release Request Appro	oved by Servicer
01010	11100110	101113307301	erminated	Terminate -	Borr. Paid	Release 1st	Acti	ve R	Release Request Appro	oved by Servicer
	11000110	100100000000	erminated	Terminate -	Borr. Paid	Release 1st	Acti	ve R	Release Request Appro	oved by Servicer
-111866 H	10011100	1011007310	erminated	Terminate -	Borr. Paid	Release 1st	Acti	ve C	Order Missing Mortgage	e/DOT

Figure 7-278: Release Search – Assigned Released 1st

Step 3. From the search results, click a loan to view or edit the timeline.Step 4. The **Release Steps** screen for Release 1st timeline is displayed.

	<u>Edit Profile</u> <u>Help</u> ay, April 16, 2012 Loan Assigned Endorse	d Reports Logout				echnology on Reverse I	_
coan Balance Release Steps Notes Documents Contacts Alerts	Loan Information FHA Case #: Loan Skey: Case Status: Terminated Case Sub-Status:Terminate - Borr. Paid Product Type: HECM STANDARD Go to Loan Search	Borrower Information Borrower: SSN: DOB: Address: HUNTSVILLE AL 35801 Co-Borrower:	Servicer Inf Lender Loar Servicer #: Lender Nam Servicer Nan Investor Nan	n #: e: ne:	Pay Pla Loan B Max C	Balance: \$0.00 laim: \$105, lax Claim: 0.000 \$111,	,000.00
	Go to Search Results Step Information: Release 1st						
	# Step Description		Scheduled Date	Complete Date	Step Group	Step Note	Status
	1 Payoff Transaction Pro	cessed/Initiate Release	04/30/2012	04/16/2012	HUD Contractor		Active
	2 Release Executed by C	ontractor	05/04/2012		HUD Contractor		Active
	3 Release Package sent f	or recording	05/07/2012		HUD Contractor		Active
	4 Recorded Release Reco	eived from County	10/10/2013		HUD Contractor		Active

Figure 7-279: Timeline Steps – Assigned Release 1st

- Step 5. The **Step Payoff Transaction Processed/Initiate Release** completion date is prepopulated with the timeline created date.
- Step 6. Complete the steps in the timeline when the corresponding activity tied to the step is complete. To complete any step in the timeline, click the step, for example, step Release Executed by Contractor.
- Step 7. Populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 8. The completion date is populated beside the step **Release Executed by Contractor** on the **Release Steps** screen for Release 1st.
- Step 9. The step **Received Missing Mortgage/Deed of Trust (DOT)** is automatically added by the system. To add this step automatically by the system, the following criteria must be satisfied: The optional step **Order Missing Mortgage/DOT** must be added on the timeline.
- Step 10.To add the optional step Order Missing Mortgage/DOT, click New.

	New Step	×
Step Item		
Step Description:	ALL 🔻	*
Scheduled Date:	1/12/2012 🔹 * Complete Date: 💌	
Status:	Active -	
Step Note:		
	SUBMIT CANCEL	

Figure 7-280: New Step for Release

Step 11.Select the optional step from the **Step Description** dropdown.

Step 12.To complete the step, populate the complete date, add a note in the Notes field if applicable, and click **Submit** on **Edit Step** window.

7.4.6.2 Release 2nd (Release of HUD's Second Mortgage)

This timeline is automatically initiated by the system when the loan status is updated to Terminated. The status is updated to Terminated when the terminate transaction is added on the loan. Refer to the Transactions- Loan- Termination section in General Servicing chapter of this User Guide for details on how to add the transaction on the loan. The scheduled date of the first step is set to 10 business days after the effective date of the payoff transaction.

The HUD NSC Contractor will follow up and complete the steps within the timeline after system initiation. There is no interaction with the HUD NSC Staff. Multiple active Release 2nd timelines cannot be initiated on a loan. The Servicing Management tab can be used to activate or inactivate the timeline. Once the timeline is inactivated, none of the steps can be edited.

To initiate and complete the **Release 2**nd timeline:

- Step 1. From the Assigned menu, select Release, and click Search.
- Step 2. On the Assigned Release Search Screen, enter the search criteria, select Servicing Type as Release 2nd and click Search to retrieve the timelines that have been autoinitiated by the system.

										1
Assigned > Relea	ase Search								Servicing Technology on Rever	se Mortg
Home	Loan	Assigned Er	ndorsed	Logout						
Assigned Rele	ease Search									
Loan Informatio	n:									
Loan Skey:			Bo	prrower LName:				Lender Name:		*
ender Loan #:			Pr	operty Address:				Servicer Name:		~
FHA Case #:			Pr	operty State:	ALL		•	Investor Name:		~
Case Status:	Terminated		▼ Ca	ase Sub-Status:	Terminate -	Borr. Paid	•	Responsible:	ALL	•
								Property County	:ALL	•
Servicing Manaç	gement Criteria:									
Servicing Type:	Release 2nd		▼ Se	ervicing Status:	ALL		•	Step:	ALL	•
Fimeline Status	: All Active		▼ Ci	urrent Step Group:	ALL		•	Step Status:	ALL	•
								Scheduled Date:	✓ <=	~
								Completion Date	: 💙 <=	*
								Step Group:	ALL	•
Search Result								Step Group:	ALL	
Export to Excel		<u>FHA Case #</u>	<u>Case Sta</u>	<u>atus Case Sub-</u>	<u>Status</u>	<u>Servicing Type</u>	Time		~	
Export to Excel <u>Export to Excel</u>		<u>FHA Case #</u>	<u>Case Sta</u> Terminate			<u>Servicing Type</u> Release 2nd	<u>Time</u> Activ	eline Status Si	0 5	EARCH
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Export to Excel	<u>Lender Loan #</u>	<u>FHA Case #</u>	Terminate	ed Terminate - ed Terminate -	Borr. Paid Borr. Paid	Release 2nd	Activ	e <u>tine Status</u> <u>S</u> e R e	ervicing Status	EARCH
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<mark>⊠</mark> <u>Export to Excel</u>	Lender Loan #	121-221000 181-0652000 181-0652000	Terminate Terminate Terminate	ed Terminate - ed Terminate - ed Terminate - ed Terminate -	Borr. Paid Borr. Paid Borr. Paid Borr. Paid	Release 2nd Release 2nd Release 2nd	Activ Activ Activ	e <mark>line Status S</mark> e Ri e e e	ervicing Status	r
Export to Excel	Lender Loan #	121-023000 121-000000 121-000000 121-000000 121-0270000	Terminate Terminate Terminate Terminate	ed Terminate - ed Terminate - ed Terminate - ed Terminate - ed Terminate -	Borr. Paid Borr. Paid Borr. Paid Borr. Paid Borr. Paid	Release 2nd Release 2nd Release 2nd Release 2nd	Activ Activ Activ Activ	e <mark>line Status S</mark> e Ri e e e e Ri	ervicing Status elease Request Approved by Service	r

Figure 7-281: Release Search - Assigned Release 2nd

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

Step 4. The **Release Steps** screen for Release 2nd timeline is displayed.

Today is: Thurs Home	Edit Profile Help day, January 12, 2012 Loan Assigned Endorse	d Logout				vicing Technology on Re		_
Loan Balance Release Steps Servicing Mgmt Notes Documents Contacts	Loan Information FHA Case #: Loan Skey: Case Status: Terminated Case Sub-Status:Terminate - Borr. Paid Product Type: HECM STANDARD Go to Loan Search	Borrower Information Borrower: SSN: DOB: Address: HARVEST AL 35749 Co-Borrower:	Service Lender I Servicer Lender I Servicer Investor	#: lame: Name:	r Sourcellion	Balance Information Pay Plan Type: Loan Balance: Max Claim: % of Max Claim: NPL:	Dn Line of Cr \$0.00 \$101,000. 0.000 % \$100,221.	.00
Alerts	Go to Search Results							
	NEW # Step Description		Scheduled Date	Complete Date	Step Group	Step Note	<u>Status</u>	С
	1 Payoff Transaction Pro	cessed/Initiate Release	11/30/2011	11/30/2011	Servicer		Active	11
	2 Release Request Appro		12/01/2011	110012011	Servicer		Active	11
	3 Release Executed by C	•	12/04/2011		HUD Contrac	tor	Active	11
			12/07/2011		HUD Contrac		Active	11
		for recording						
	4 Release Package sent 5 Recorded Release Rec	-	11/29/2012		HUD Contrac		Active	11

Figure 7-282: Assigned – Release 2nd Timeline Steps

- Step 5. The step **Payoff Transaction Processed/Initiate Release** completion date is prepopulated with timeline created date.
- Step 6. Complete the steps in the timeline when activity corresponding to the step is complete. To complete any step in the timeline, click the step, for example, step **Release Executed by Contractor**.
- Step 7. Populate the completion date, add a note in the Notes field if applicable, and click **Submit** on the **Edit Step** window.
- Step 8. The completion date is populated beside the step **Release Executed by Contractor** on the **Release Steps** screen for Release 2nd.
- Step 9. The step **Received Missing Mortgage/DOT** is automatically added by the system. The following criteria must be satisfied: The optional step **Order Missing Mortgage/DOT** must be added on the timeline (this is an optional step).
- Step 10.To add the optional step **Order Missing Mortgage/DOT**, click **New.**

	New Step	×
Step Item		
Step Description:	ALL	•
Scheduled Date:	1/12/2012 × * Complete Date: ×	•
Status:	Active	
	A	
Step Note:		
	-	-
	UBMIT CANCEL	

Figure 7-283: New Step – Assigned Release

Step 11.Select the optional step from the Step Description dropdown.

Step 12.To complete the step, populate the complete date, add a note in the **Notes** field if applicable, and click **Submit** on **Edit Step** window.

7.4.7 Claims Timelines

7.4.7.1 Assignment Repurchase

In cases of a discrepancy such as a title issue, non-payment of property charges, non-occupancy or any activity that could have prevented the loan from being assigned to HUD, a HUD NSC Contractor initiates this timeline and notifies the servicer of the title defect or mortgage default. The HUD NSC Staff approval is required. When this timeline is initiated, the case sub-status is updated to Repurchase. When this process is completed, the loan status is updated to Endorsed – Loan Active.

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

To initiate and complete the **Assignment Repurchase** timeline:

7.4.7.1.1 Initiate Timeline – HUD NSC Contractor Activities

The HUD NSC Contractor must perform the following steps to initiate the timeline:

Step 1. From the **Assigned** menu, select **Claims**, and click **Setup**.

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

Assigned > CI	aims Setup						Servicing Technology	on Reverse Mortga
Home	Loan As	ssigned Endo	rsed Reports	Logout				
Assigned C	laims Setup Search							
Loan Skey:			Borrower LNam	e:		Lender Name:		~
Lender Loan	#:		Property Addres	s:				~
FHA Case #:			Property State:	ALL				~
	Anning		_			Investor Name:	ALL	+
Case Status:	Assigned		 Case Sub-Status 	: Loan Active	•	Index Type: Property County:	-ALL-	•
Search Res	ults							SEARCH
	cel							
Export to Ex	and the second se	<u>FHA Case #</u>	Concernance of the second s	<u>se Sub-Status</u>	Borrower LName	Property Addres:	<u>s</u>	Property
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≚ <u>Export to Ex</u> Loan Skey	<u>ce</u> Lender Loan #	<u>FHA Case #</u>	Assigned Lo Assigned Lo Assigned Lo Assigned Lo Assigned Lo Assigned Lo	an Active an Active an Active an Active an Active	<u>Borrower LName</u>			Property AR AR AR AR AR AR
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Figure 7-284: Claims Search – Assigned Repurchase

- Step 3. From the search results, select a loan to initiate the timeline.
- Step 4. From the Edit Servicing Management Screen, select Assignment Repurchase from the Servicing Type dropdown and populate the required fields (marked with an asterisk).

Assignment Repurchase		
Active		•
Houro		-
1/12/2012		~
00000-00000000		•
Deed-in-Lieu of Foreclosure		•
Setup a new repurchase timiline		*
		-
101100000		
Model - Long - Monte - Michigang		~
Note - Long - North - Michigan		~
L		
	# Dav	s Sched Date
ise to HUD	0	01/12/2012
	5	01/17/2012
r Issued to Servicer	10	01/22/2012
lase	40	02/21/2012
ued to Investor	45	02/26/2012
		Setup a new repurchase timiline Setup a new repurchase timiline Market Setup a new r

Figure 7-285: Edit Servicing Management – Assigned Repurchase

- Step 5. Click the checkbox beside **Go to Servicing Steps after Submit** (At the bottom of the **Edit Servicing Management** Window).
- Step 6. Click **Submit** (If you click **Cancel**, the Assigned Claims Setup Search Screen will be displayed).
- Step 7. The **Claims Steps** screen for Assignment Repurchase timeline is displayed.

Welcome: Today is: Thurso	lay, January 1	<u>Edit Profile</u> <u>Help</u> 2, 2012								Reverse Mortg	_
Home	Loan	Assigned Endorse	ed Reports	Logout							
Loan Balance		ormation	Borrower Inf	ormation	_	C Servicer Inform	nation		Balance Informat	tion	
Claims Steps	FHA Case		Borrower:	STORE OF BRIDE		Lender Loan #:	1011001100		Pay Plan Type:	Line of Cre	
	Loan Ske Case Stat	y.	SSN: DOB:	dender taki		Servicer #: Lender Name:	1111		Loan Balance: Max Claim:	\$116,607. \$105,500.	
Servicing Mgmt		-Status: Repurchase	Address:	the restored	10-110857	Servicer Name:	Internet		% of Max Claim:	110.529 %	
Notes	Product T			BLYTHEVILLE		Investor Name:	8111		NPL:	(\$636.39)	
Documents	Go to Loan	Search	Co-Borrower:	AR 72315					é	Print Loan I	Details
Contacts											
Alerts	Go to Serv	icing Setup									
		ormation: Assignment Re	purchase								
		# Step Description			Scheduled [Date <u>Compl</u>	ete Date	Step Group	<u>Step Note</u>		Cre
		1 Recommend Repurchas			01/12/2012	01/12/20	012	HUD Contrac	stor	Active	01/
		2 HUD Approves Pre-Rep			01/17/2012			HUD		Active	01/
	کې 😂	3 Pre-Repurchase Letter		r	01/22/2012			HUD Contrac	ctor	Active	01/
		4 HUD Approves Repurch			02/21/2012			HUD		Active	01/
	ھ 🕰	5 Repurchase Letter Issu	ied to Investor		02/26/2012			HUD Contrac	tor	Active	01/
	•			111							- F

Figure 7-286: Timeline Steps – Assigned Repurchase

Step 8. The step **Recommend Repurchase** to HUD completion date is pre-populated with the initiation date on the timeline.

7.4.7.1.2 Approve Pre-Repurchase - HUD NSC Staff Activity

HUD NSC Staff must perform the following step:

Step 1. The HUD NSC Staff will select the step HUD Approves Pre-Repurchase, populate the complete date, add a note in the Notes field (if applicable), and click **Submit** on the **Edit Step** window. This completes the pre-approval process.

7.4.7.1.3 Perform Repurchase - HUD NSC Contractor Activities

HUD NSC Contractor must perform the following step:

- Step 1. To generate the Pre-Repurchase Letter, click the **magnifying glass** beside **Pre-Repurchase Letter Issued to Servicer** step to preview the letter. On the Modify Letter Fields window is displayed. Edit the subject and salutation and select **OK**. The Pre-Repurchase Letter is displayed.
- Step 2. The printer icon beside the step allows the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**, the Modify Letter Fields window is displayed. Edit the subject and salutation and select **OK**. The **Pre-Repurchase Letter** is displayed. This action auto-saves the document in the Documents tab and auto-completes the step.
- Step 3. If an extension is granted on the pre-repurchase, a HUD NSC Contractor will add the optional step 30 Day Pre-Repurchase Extension Granted. To add the optional step, click New. Select the step from the Step Description dropdown and click Submit on the new window. The step will be added to the list of steps.
- Step 4. To complete the step, select the step and populate the completion date, add a note in the Notes field (if applicable), and click **Submit** on the **Edit Step** window.

7.4.7.1.4 Approve Repurchase - HUD NSC Staff Activity

HUD NSC Staff must perform the following step:

Step 1. The HUD NSC Staff will select the step HUD Approves Repurchase, populate the complete date, add a note in the Notes field (if applicable), and click **Submit** on the **Edit Step** window. This completes the approval process.

7.4.7.1.5 Post Repurchase Approval - HUD NSC Contractor Activities

HUD NSC Contractor must perform the following step:

- Step 1. To generate the Repurchase Letter, click the magnifying glass beside the **Repurchase Letter Issued to Investor** step to preview the letter; the Modify Letter Fields window is displayed. Edit the subject and salutation and click **OK**. The Repurchase Letter is displayed.
- Step 2. The printer icon beside the step allows the HUD contractor to auto-save the document to the **Documents** tab. Select the **printer icon**, the Modify Letter Fields window is displayed. Edit the subject and salutation and click **OK**. The **Repurchase Letter** is displayed. This action auto-saves the document in the **Documents** tab and auto-completes the step.
- Step 3. Refer to the **Repurchase Claim Payment Processing** section (7.4.7.2) for details on the payment processing.
- Step 4. The following steps are triggered when the step **HUD Verifies Repayment of Claim** is added and completed by the system. This step is added when the confirmation of the collection is received from the Accounting Module.
 - Repurchase Package Sent to Servicer

- Assignment to Servicer Sent for Recording
- Received Recorded Assignment
- Step 5. To complete the step **Repurchase Package Sent to Servicer**, select the step, populate the complete date optionally add the note and click **Submit** on the **Edit Step** window.
- Step 6. To complete the step Assignment to Servicer Sent for Recording, select the step, populate the complete date optionally add the note and click Submit on the Edit Step window. A certify pop-up window is displayed confirming the transfer of the servicer. Click Yes. This completes the step. The case status is updated to Endorsed and the case sub-status is updated to Loan Active. If the payment status is suspended the sub-status is updated to Payment Suspended.
- Step 7. When the recording is completed and received, complete the step **Received Recorded Assignment.** To complete this step, select the step, populate the complete date optionally add the note and click **Submit** on **Edit Step** window.
- Step 8. To add the optional step Servicer Clears Repurchase Issue on the timeline, click New. Select the optional step from the Step Description dropdown and click Submit on the New Step screen. The step will be added to the list of steps.

New Step							
Step Item							
Step Description:	ALL 🔻	*					
Scheduled Date:	1/12/2012 💙 * Complete Date: 🗸						
Status:	Active						
	A						
Step Note:							
	-						
SUBMIT CANCEL							

Figure 7-287: New Step – Assignment Repurchase

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

7.4.7.2 Repurchase Claim Payment Processing

This section explains the repurchase collection processing in HERMIT (Servicing and Accounting Modules) system.

- Step 1. The Servicer must go to the Authorization tab and enter the Loan Skey or FHA Case # and click on Search.
- Step 2. Upon clicking on a HUD Advance from the Search Result, the Servicer is displayed an Authorization screen to **Approve** or **Cancel** the request.

Welcome Today Is: Tuesday, November 24, 2015	Frolie Hela			STOR
 Accounting > Authorizations 				Servicing Technology on Reverse Mortgages
Home Loan Endors	ed Accounting Batch	Reports Logout		
Search Criteria				
Loan Skey:	FHA Case #:		Servicer: CIT Bank, N.A.	SEARCR
Search Results				
Export to Excel		Authorization Information	×	
Loon Skry Frid Clore a Borrow	11/05	This transaction will be authorized. FHA Case # Authorization Type. Repurchase UPB \$104,113,54 Remaining UPB \$190.19 Total Amount \$104,303,73 () APPROVE () CANCEE	Amount 5104.303.73 Go	Jervicer #
L.		-		

Figure 7-288: Approve / Cancel Repurchase

- Step 3. The step **Servicer Authorizes Repayment of Claim** is automatically added by the system and auto-completed when the following criteria are satisfied: The Servicer authorizes / approves the transaction in the step above via the Accounting Authorizations screen (authorized by lender/investor/servicer).
- Step 4. The Accounting Module processes the file and sends a response file to the Servicing Module. The Servicing Module processes the response file from the Accounting Module and updates the batch status (Success Collect).
- Step 5. The Accounting Module generates a non-interactive-batch file per Treasury Pay.gov's specification. The file is sent to Pay.gov for collection. Upon posting the collection by Pay.gov, the deposit is recorded in the Accounting Module.
- Step 6. The Accounting Module sends the receivable collection confirmation to the Servicing Module via an interface file. The Servicing Module processes this file and the batch status is updated to Settled. The system adds a new step HUD Verifies Repayment of Claim on the repurchase timeline, the step is auto-completed with the date the file has been processed. An Auto note is added in the Notes Section HUD Verifies This completes the repurchase collections processing in HERMIT.