

HAMP® REPORTING UPDATE

December 19, 2016

Christmas Holiday Support and System Availability

Due to the observance of Christmas Day, the **HAMP Reporting System response files** will not be available between 6:00 p.m. ET on Friday, December 23, 2016 and 8:00 a.m. ET on Tuesday, December 27, 2016.

During this time frame, the **HAMP Reporting Tool** will be available for servicers to submit and upload HAMP loan data files and the corresponding response files will be provided.

The **HAMP Solution Center (HSC)** will close at 6:00 p.m. ET on Friday, December 23, 2016 and will resume operations at 9:00 a.m. ET on Tuesday, December 27, 2016. Servicers may contact the HSC by phone or email at any time; however, phone messages and emails will be held in queue until the center reopens on Tuesday.

The **NPV Transaction Portal** will be available for normal processing during this period.

Questions?

For more information, [email](#) the HAMP Solution Center or call 1-866-939-4469.