

HAMP UPDATE

April 25, 2017

HAMP® Reporting Tool Security Update

As part of our ongoing effort to provide high levels of security, Black Knight Data & Analytics will implement necessary security settings on the HAMP servers. This is in response to required changes to internet security protocols for Transport Layer Security (TLS). These changes will occur in the Servicer Test environment Thursday, May 18, 2017 from approximately 8:00pm ET to Friday, May 19, 2017 10:30am ET, and then in the Production environment on Sunday, May 28, 2017 from 6:00am ET to 12:00pm ET.

This will affect users' ability to access the HAMP Reporting Tool. It is strongly recommended that users update their internet browsers to the most current version and ensure all security patches have been applied.

What is the impact for users?

Users of older browsers (Internet Explorer (IE) 6 and lower versions) and older operating systems (Windows XP and lower versions) will no longer be able to access the HAMP Reporting Tool web site.

What must I do?

Upgrade the operating system on your computer to at least Windows 7 or a later version. Upgrade your browser to at least IE 7.

We appreciate your understanding and cooperation as we strive to continually enhance your experience.

Questions?

Call 1-866-939-4469: select option 1, then option 5 for Black Knight Financial Services (BKFS).