

## HAMP® UPDATE

May 22, 2017

### Updated Data Dictionary Posted

In connection with the July 2017 release of the HAMP Reporting System, an updated version of the following Data Dictionary was posted on HMPAdmin.com:

- [HAMP Data Dictionary - 07/01/2017 Release](#)

### Memorial Day Holiday Support and System Availability

Due to the observance of Memorial Day, the HAMP Reporting System response files will not be available between 6:00 p.m. ET on Friday, May 26, 2017 and 8:00 a.m. ET on Tuesday, May 30, 2017; they will be sent as soon as the system is available.

During this timeframe, the HAMP Reporting Tool will be available for servicers to submit and upload HAMP loan data files, and the corresponding Black Knight response files will be provided as usual.

The HAMP Solution Center (HSC) will close at 6:00 p.m. ET on Friday, May 26, 2017 and will resume operations at 9:00 a.m. ET on Tuesday, May 30, 2017. 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.

### HAMP Reporting Tool Security Update Reminder

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 Production environment on Sunday, May 28, 2017 from 6:00 a.m. ET to 12:00 p.m. 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?**

Email the HAMP Solution Center or call 1-866-939-4469; to reach Black Knight Financial Services (BKFS), select option 1, then option 5.

This message was sent via e-mail on the date indicated at the top to servicer representatives registered for the Home Affordable Modification Program.

