

HAMP® UPDATE

July 13, 2017

Important Information on HAMP Reporting Tool Security Update

As part of our ongoing effort to provide a high level of security, Black Knight Data & Analytics recently implemented security settings on the HAMP servers. This was in response to required changes to internet security protocols for Transport Layer Security (TLS). On scanning the system post updates, it was identified that one more change is required to complete the updates.

These changes will be reapplied in the Servicer Test environment on Saturday, July 15, 2017 from approximately 6:00 a.m. ET to 12:00 p.m. ET and then in the Production environment on Sunday, August 13, 2017 from 6:00 a.m. ET to 12:00 p.m. ET.

The updates may affect some 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 website.

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).