

## HAMP® UPDATE

August 28, 2017

### Labor Day Holiday Support and System Availability

Due to the observance of Labor Day, the **HAMP Reporting System** response files will not be available between 8:00 p.m. ET on Friday, September 1, 2017 and 8:00 a.m. ET on Tuesday, September 5, 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, September 1, 2017 and will resume operations at 9:00 a.m. ET on Tuesday, September 5, 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.