

## HAMP® UPDATE

October 31, 2017

### Update to HAMP Reporting System Operating Hours and OMR Reporting Business Days

Effective May 1, 2018, the standard hours of operation for the HAMP Reporting System are updated as follows:

<u>Business Day</u>	<u>Support Hours</u>
1 - 6	9 AM to 6 PM ET
7 - End of Month	9 AM to 4 PM ET

Changes to the hours of operation will only impact availability of HAMP Reporting System response files. Servicers may continue to make submissions and receive Black Knight response files from the HAMP Reporting Tool outside of the hours of operation.

Per guidance provided in the Operational Reporting Calendar (under the Data Reporting tab on the secure side of HMPadmin.com), the Official Monthly Report (OMR) for HAMP, 2MP, Treasury FHA-HAMP and RD-HAMP modifications is due by the fourth business day each month. Currently, the HAMP Reporting System allows until the 8<sup>th</sup> business day of each month for Servicers to clear edits and report a final OMR. As of the May 2018 reporting cycle, the system is updated to allow until the 6<sup>th</sup> business day of each month for Servicers to report a final OMR.

#### Questions?

[Email](#) the HAMP Solution Center or call 1-866-939-4469.