

HAMP® UPDATE

November 20, 2017

Thanksgiving Holiday Support and System Availability

Due to the observance of Thanksgiving, the **HAMP Reporting System** response files will not be available between 6:00 p.m. ET on Wednesday, November 22, 2017 and 8:00 a.m. ET on Monday, November 27, 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 Wednesday, November 22, 2017 and will resume operations at 9:00 a.m. ET on Monday, November 27, 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 Monday.

The **NPV Transaction Portal** will be available for normal processing during this period.