

HAMP® UPDATE

December 20, 2017

New Year's Day Holiday Support and System Availability

Due to the observance of New Year's Day, the **HAMP Reporting System** response files will not be available between 6:00 p.m. ET on Friday, December 29, 2017 and 8:00 a.m. ET on Tuesday, January 2, 2018; 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 3:00 p.m. ET on Friday, December 29, 2017 and will resume operations at 9:00 a.m. ET on Tuesday, January 2, 2018. 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.

Questions?

For more information, [email](#) the HAMP Solution Center or call 1-866-939-4469.