

## HAMP® UPDATE

February 12, 2018

### Presidents' Day Holiday Support and System Availability

Due to the observance of Presidents' Day, the **HAMP Reporting System** response files will not be available between 3:00 p.m. ET on Friday, February 16, 2018 and 8:00 a.m. ET on Tuesday, February 20, 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** will be closed on Monday, February 19, 2018 and will resume operations at 9:00 a.m. ET on Tuesday, February 20, 2018. Servicers may contact the center at any time; however, messages will be held in queue until the center reopens on Tuesday.

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