

Important Information on the HAMP® Reporting Tool and SSL Certificates

Black Knight is changing its provider of SSL certificates from Symantec to GlobalSign based upon notification that certain browser types will no longer trust certificates associated with Symantec. These changes will be applied in the Servicer Test environments (hamptest.blackknightdna.com, hampsftptest.blackknightdna.com) Thursday, August 9, 2018 and in the Production environments (hamp.blackknightdna.com, hampsftp.blackknightdna.com) on Sunday, August 12, 2018.

What is the impact for users of the HAMP Reporting Tool?

Please consult with your organization's technical team to determine if your browser settings require the certificates to be installed to trust the certificate chain. It's recommended this action, if necessary, be completed no later than August 12, 2018.

What must I do?

Your IT department may download and install the certificates from the following websites:

- GlobalSign Root Certificate Authority (<https://secure.globalsign.net/cacert/Root-R3.crt>)
- GlobalSign Organization Validation CA – SHA256 – G2 (<https://secure.globalsign.com/cacert/gsorganizationvalsha2g2r3.crt>)

Questions?

Call 1-866-939-4469: select option 1 to indicate you are a Servicer, then option 1 for Black Knight Financial Services (BKFS).