

HAMP® UPDATE

August 29, 2018

Labor Day Holiday Support and System Availability

Due to the observance of Labor Day, the HAMP Reporting System response files will not be available between 4:00 p.m. ET on Friday, August 31, 2018 and 9:00 a.m. ET on Tuesday, September 4, 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 close at 2:00 p.m. ET on Friday, August 31, 2018 and will resume operations at 9:00 a.m. ET on Tuesday, September 4, 2018. Servicers may contact the center at any time; however, messages will be held in queue until the center reopens on Tuesday.