

HAMP® UPDATE

November 16, 2018

Thanksgiving Holiday Support and System Availability

Due to the observance of Thanksgiving, the HAMP Reporting System response files will not be available between 4:00 p.m. ET on Wednesday, November 21, 2018 and 9:00 a.m. ET on Monday, November 26, 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 Wednesday, November 21, 2018 and will resume operations at 9:00 a.m. ET on Monday, November 26, 2018. Servicers may contact the center at any time; however, messages will be held in queue until the center reopens on Monday.

This message was sent via e-mail on the date indicated at the top to servicer representatives registered for the Home Affordable Modification Program.
