

## HAMP® UPDATE

December 19, 2018

### Christmas and New Year's Day Holiday Support and System Availability

#### Christmas Day Holiday Support and System Availability

Due to the observance of Christmas Day, the HAMP Reporting System response files will not be available between 4:00 p.m. ET on Monday, December 24, 2018 and 9:00 a.m. ET on Wednesday, December 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 (HSC) will close at 4:00 p.m. ET on Friday, December 21, 2018 and will resume operations at 9:00 a.m. ET on Wednesday, December 26, 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 Wednesday.

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#### 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 4:00 p.m. ET on Monday, December 31, 2018 and 9:00 a.m. ET on Wednesday, January 2, 2019; 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 4:00 p.m. ET on Friday, December 28, 2018 and will resume operations at 9:00 a.m. ET on Wednesday, January 2, 2019. 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 Wednesday.