

Servicer Case Acknowledgement

Date: (mm/dd/yyyy)

HOMEOWNER INFORMATION

Homeowner Name:

Property Address:

Phone:

Email Address:

Servicer Loan #:

Resolution Date:

Investor Type:

If Other Investor Type, please describe:

Current status of the homeowner's review:

HOMEOWNER APPROVED: If the homeowner was approved, provide the terms of the loss mitigation solution and any applicable documentation sent to the homeowner.

HOMEOWNER DENIED: If the homeowner was not approved, provide a copy of the Non-Approval Notice or, if applicable, other communication that was sent to the homeowner as well as other pertinent details.

Investor Not Participating and/or Restrictions

Provide the following information if the homeowner was not approved due to “investor guarantor not participating” or due to any investor restrictions:

Investor/Insurer/Guarantor Name:

Investor Pool ID:

Reason for Denial:

Describe the circumstances:

Status of Foreclosure Sale

Foreclosure sale postponed

No foreclosure scheduled

Foreclosure sale scheduled on (mm/dd/yyyy)

Is homeowner eligible to reapply for HAMP?

Yes

No

Minimum Monthly Mortgage Payment Ratio Less Than 31% or outside Acceptable DTI Range

Provide the [Income Calculation Worksheet](#) available at HMPAdmin.com.

FOR HAMP ESCALATIONS ONLY

Modified Principal and Interest Payment Reduction

For HAMP Tier 2 Escalations - Provide Principal and Interest amounts before and after modification

Negative NPV or Excessive Forbearance

Provide the results of each waterfall step.

Negative NPV

Provide the Non-Approval Notice with the NPV input values or enter the input values below.

Current Borrower Credit Score:	<input type="text"/>
Current Co-borrower Credit Score:	<input type="text"/>
Monthly Gross Income:	<input type="text"/>
Principal Residence Total Housing Expense	<input type="text"/>
Property - State:	<input type="text"/>
Property - Zip Code:	<input type="text"/>
Property Value:	<input type="text"/>
Property Valuation Type:	<input type="text"/>
Occupancy:	<input type="text"/>
Property – Monthly Gross Rental Income:	<input type="text"/>
Data Collection Date:	<input type="text"/>
Imminent Default Flag:	<input type="text"/>
Investor Code:	<input type="text"/>
Unpaid Principal Balance at Origination:	<input type="text"/>
First Payment Date at Origination:	<input type="text"/>
Product Before Modification:	<input type="text"/>
Adjustable Rate Mortgage (ARM) Reset Date:	<input type="text"/>
Next Adjustable Rate Mortgage (ARM) Reset Rate:	<input type="text"/>
Unpaid Principal Balance Before Modification:	<input type="text"/>
Interest Rate Before Modification:	<input type="text"/>
Remaining Term (# of Payment Months Remaining):	<input type="text"/>
Principal and Interest Payment Before Modification:	<input type="text"/>
Monthly Real Estate Taxes:	<input type="text"/>
Monthly Hazard and Flood Insurance:	<input type="text"/>
Homeowners Association Dues/Fees:	<input type="text"/>
Months Past Due:	<input type="text"/>
Mortgage Insurance Coverage Percent:	<input type="text"/>
Capitalized UPB Amount	<input type="text"/>
NPV Date:	<input type="text"/>
Modification Fees:	<input type="text"/>
Mortgage Insurance Partial Claim Amount of the Proposed HAMP Modification:	<input type="text"/>
Unpaid Principal Balance of the Proposed HAMP Tier 1 Modification: (Net of Forbearance & Principal Reduction)	<input type="text"/>

Interest Rate of the Proposed HAMP Tier 1 Modification:	<input style="width: 100%; height: 20px;" type="text"/>
Amortization Term of the Proposed HAMP Tier 1 Modification:	<input style="width: 100%; height: 20px;" type="text"/>
Principal and Interest Payment of the Proposed HAMP Tier 1 Modification:	<input style="width: 100%; height: 20px;" type="text"/>
Principal Forbearance Amount of the Proposed HAMP Tier 1 Modification:	<input style="width: 100%; height: 20px;" type="text"/>
Principal Forgiveness Amount of the Proposed HAMP Tier 1 Modification:	<input style="width: 100%; height: 20px;" type="text"/>
Unpaid Principal Balance of the Proposed HAMP Tier 2 Modification: (Net of Forbearance & Principal Reduction)	<input style="width: 100%; height: 20px;" type="text"/>
Principal Forgiveness Amount of the Proposed HAMP Tier 2 Modification:	<input style="width: 100%; height: 20px;" type="text"/>
Investor Override for Tier 2 Modification:	<input style="width: 100%; height: 20px;" type="text"/>
Interest Rate of the Proposed HAMP Tier 2 Modification:	<input style="width: 100%; height: 20px;" type="text"/>
Amortization Term of the Proposed HAMP Tier 2 Modification:	<input style="width: 100%; height: 20px;" type="text"/>
Principal Forbearance Amount of the Proposed HAMP Tier 2 Modification:	<input style="width: 100%; height: 20px;" type="text"/>

Return this completed form to the MHA Support Center that sent the Servicer Engagement Notice:
HAMP Solution Center (HSC) – escalations@hmpadmin.com | MHA Help – mhahelpescalations@mahahelp.org