

Servicer Case Resolution

Date: (mm/dd/yyyy)

Servicer Name:

HOMEOWNER INFORMATION

Homeowner Name:

Property Address:

Servicer Loan #:

Investor Type:

If Other Investor Type, please describe:

RESOLUTION

Response to Inquiry or Dispute

Provide a response to the specific issues raised in the *Servicer Engagement Notice*, and a summary of servicer actions taken during the course of the Escalated Case investigation.

Please note: If a response to the initial issue or dispute was provided via the *Servicer Case Acknowledgement Form*, only provide a summary of subsequent actions.

Was there a change in the original determination?

Yes No

Resolution Category

Provide proposed resolution description, terms and the next steps for the homeowner to obtain the proposed resolution. If the homeowner is denied for a loss mitigation solution after the Escalated Case investigation, describe the reason for non-approval:

INVESTOR DENIALS

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)

If the foreclosure sale was not postponed, please explain why:

Is homeowner eligible to reapply for HAMP?

Yes

No

FOR HAMP ESCALATIONS ONLY

INCOME CALCULATIONS

Income Calculation

Provide the [Income Calculation Worksheet](#) available at [HMPAdmin.com](#), used to re-evaluate the homeowner. Please note: If the Income Calculation Worksheet was provided with the *Servicer Case Acknowledgement Form* and it is unchanged, the servicer does not need to resubmit.

Discussion with borrower regarding Income Calculation occurred on: (mm/dd/yyyy)

Borrower agrees with Income Calculation?

Yes No

Modified Principal and Interest Payment Reduction

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

STATUS

Negative NPV or Excessive Forbearance

If the waterfall steps were reapplied as a result of the Escalated Case, 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 type="text"/>

Amortization Term of the Proposed HAMP Tier 1 Modification:	<input type="text"/>
Principal and Interest Payment of the Proposed HAMP Tier 1 Modification:	<input type="text"/>
Principal Forbearance Amount of the Proposed HAMP Tier 1 Modification:	<input type="text"/>
Principal Forgiveness Amount of the Proposed HAMP Tier 1 Modification:	<input type="text"/>
Unpaid Principal Balance of the Proposed HAMP Tier 2 Modification: (Net of Forbearance & Principal Reduction)	<input type="text"/>
Principal Forgiveness Amount of the Proposed HAMP Tier 2 Modification:	<input type="text"/>
Investor Override for Tier 2 Modification:	<input type="text"/>
Interest Rate of the Proposed HAMP Tier 2 Modification:	<input type="text"/>
Amortization Term of the Proposed HAMP Tier 2 Modification:	<input type="text"/>
Principal Forbearance Amount of the Proposed HAMP Tier 2 Modification:	<input 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@mhahelp.org