

Servicer Loan Number Change Request Process

Description & Purpose

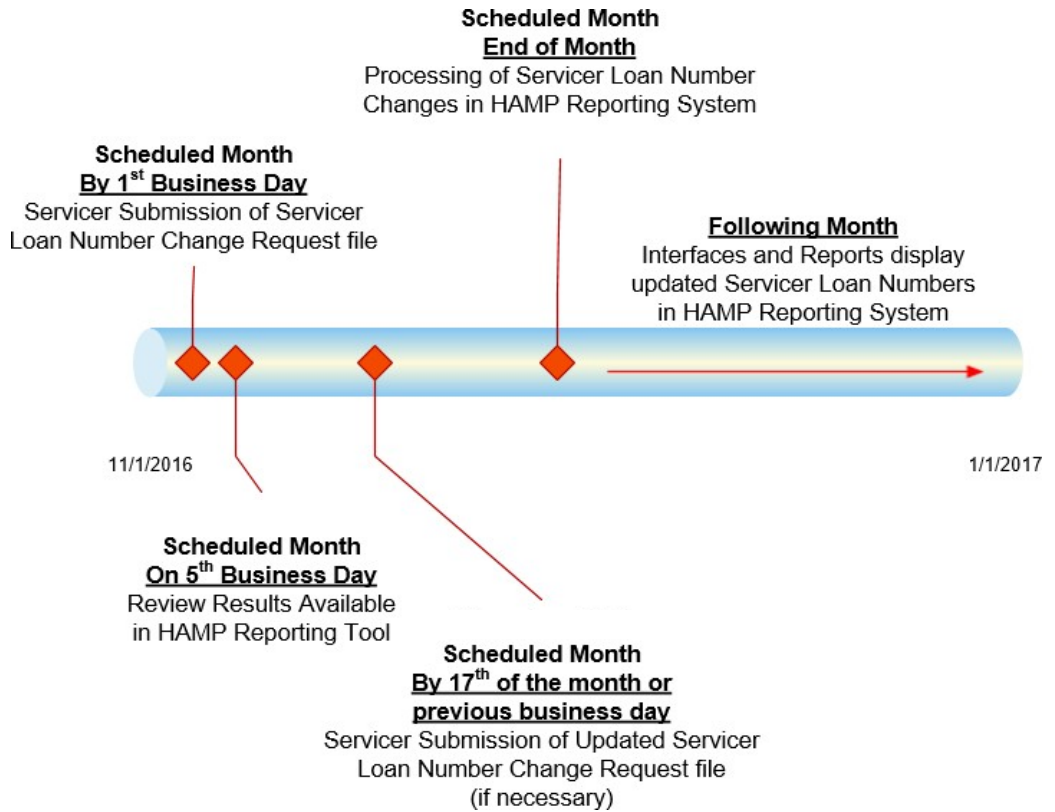
In order to support scenarios in which servicers have changed Servicer Loan Numbers in their servicing system and loans had previously been reported to the HAMP System of Record using a different Servicer Loan Number, MHA as Program Administrator (MHA-PA) has established a regularly scheduled process to update Servicer Loan Numbers in the HAMP Reporting System upon a servicer's request.

Reporting

Servicers must download and complete the Request for Servicer Loan Number Change template on HMPadmin.com and submit as a csv file to support@hmpadmin.com.

Reporting Process and Execution Timeline

- MHA-PA will accept requests for Servicer Loan Number updates in the months of February, May, August and November of each year. Servicers must submit requests for updates by the 1st business day of the scheduled month for the update to be completed that month.
- By the 5th business day of the month, Servicers will receive the “Servicer Loan Number Update Review Results” report on the Ad-Hoc reporting link of the HAMP Reporting Tool that includes all loans in the request and any actions to be performed by the servicer in order for the request to be completed. If any loans require an updated request based on MHA-PA review, Servicers must re-submit such request no later than the 17th of the month in order for the loans to successfully be processed by the end of the month in which they are submitted.
- If an updated request was required and not received within the specified timeframe, only those loans which do not require updates will be processed.
- Updates to Servicer Loan Numbers in the HAMP Reporting System will be available by the next reporting cycle.



References

Reference	Location	Purpose
Servicer Loan Number Change Request Process	<ul style="list-style-type: none"> In HMPadmin.com, choose <i>Programs tab > Loan Reporting Documents</i> Click the <i>Data Reporting Resources</i> tab Scroll to the Servicer Loan Number Change Request Process section and click the link Request for Servicer Loan Number Change 	To request Servicer Loan Number Change updates
Excel to CSV conversion	Page 4 of this document	To save Excel files as CSV (comma delimited) format
HAMP Reporting Tool Direct Link	https://hamp.blackknightdna.com/	To obtain direct access to the HAMP Reporting Tool

Process Steps

✔ Step #	Description																				
1	<p>Servicers: Download file template from HMPAdmin.com</p> <ul style="list-style-type: none"> Choose the Programs tab > Loan Reporting Documents on HMPAdmin.com Select the Data Reporting Resources tab Scroll to the Servicer Loan Number Change Request Process section Save the Request for Servicer Loan Number Change file to use as a template 																				
2	<p>Servicers: Populate Request Template</p> <p>Populate the Excel spreadsheet columns HAMP Servicer Number, HAMP Servicer Name, Current Servicer Loan Number (as in the HAMP Reporting System) and Updated Servicer Loan Number. An example is shown below.</p> <table border="1" data-bbox="410 810 1401 995"> <thead> <tr> <th>HAMP Servicer Number</th> <th>HAMP Servicer Name</th> <th>Current Servicer Loan Number (Text Field)</th> <th>Updated Servicer Loan Number (Text Field)</th> </tr> </thead> <tbody> <tr> <td>999999999</td> <td>ABC Mortgage</td> <td>12345678</td> <td>5678912</td> </tr> <tr> <td>999999999</td> <td>ABC Mortgage</td> <td>5678912</td> <td>115678912</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Please note:</p> <ul style="list-style-type: none"> Data should be added to the Excel template with only the header row. Do not add or include any additional information within the form to ensure that the integrity of the data remains intact. Such information should be included within the reply email, not the form. All loan states shall be allowed except Request Submitted – NPV run only – with no other associated modifications. All modifications in the HAMP System of Record which were reported with the Current Servicer Loan Number will be updated to reflect the Updated Servicer Loan Number. 	HAMP Servicer Number	HAMP Servicer Name	Current Servicer Loan Number (Text Field)	Updated Servicer Loan Number (Text Field)	999999999	ABC Mortgage	12345678	5678912	999999999	ABC Mortgage	5678912	115678912								
HAMP Servicer Number	HAMP Servicer Name	Current Servicer Loan Number (Text Field)	Updated Servicer Loan Number (Text Field)																		
999999999	ABC Mortgage	12345678	5678912																		
999999999	ABC Mortgage	5678912	115678912																		
3	<p>Servicers: Validate Completed Request</p> <ul style="list-style-type: none"> Confirm that the Current Servicer Loan Number and HAMP Servicer Number combination is not duplicated in the file. Confirm that the Updated Servicer Loan Number and HAMP Servicer Number combination is not duplicated in the file. Confirm that the request file includes any required leading zeros in the Current and/or Updated Servicer Loan Number values. 																				



Step #	Description
4	<p>Servicers: Save Excel file in CSV format using the following naming convention: LoanNumberChangeRequest[ServicerName][MM_DD_YYYY].csv</p> <ul style="list-style-type: none">How to save in CSV format: <div data-bbox="412 478 971 989"></div> <div data-bbox="1084 411 1365 564"><p>1. Select File from the Top Menu and choose Save As</p></div> <div data-bbox="412 1014 938 1646"></div> <div data-bbox="1170 1283 1495 1421"><p>2. Select Save as Type and choose CSV (Comma Delimited)</p></div>
5	<p>Servicers: Submit Request file by the 1st Business Day</p> <p>Email the completed Loan Number Change Request CSV file by the 1st Business Day of the following scheduled months – February, May, August, or November – with any instructions to support@hmpadmin.com.</p>

✓ Step #	Description
6	<p>MHA-PA: Review request MHA-PA will review each request for quality.</p> <p>Note: Loans that are associated with an in-progress Servicing Transfer cannot be processed in this request.</p> <p>Additionally, if an Updated Servicer Loan Number already exists in the HAMP Reporting System under your HAMP Servicer Number and the loan is in Trial Cancel, Request – Not Approved/Not Accepted or Request – Submitted state, MHA-PA will automatically perform the following updates:</p> <ol style="list-style-type: none"> 1. Loans in Request Submitted or Request Not Approved/Not Accepted state: Add prefix 'ERR' to the Servicer Loan Number 2. Loans in Trial Cancel state: Add prefix "ERR" to the Servicer Loan Number and update the Trial Fallout Reason Code to 18 - Submission Error Correction
7	<p>Servicers: Access Servicer Loan Number Update Review Results on 5th Business Day</p> <p>The "Servicer Loan Number Update Review Results" report will be available in the Ad-hoc Reporting link of the HAMP Reporting Tool on the 5th business day of the scheduled month. The report will include all loans in the request received along with an indicator of whether each loan is eligible to be processed in the request, based on MHA-PA's review. Servicers should review all loans that are not eligible to be processed in the request and the reason noted in order to correct their submission.</p> <p>Columns for review include:</p> <ul style="list-style-type: none"> • Status: A value of 'Ready for Processing', 'Processed' or 'Needs Review' will be displayed for this column. All loans with a status of 'Needs Review' will not be processed unless a corrected request is received. Reasons include: <ul style="list-style-type: none"> ○ <u>Does not Exist</u> – HAMP Servicer Number and Current Servicer Loan Number provided in the request does not exist in IR2. ○ <u>Mode not Allowed</u> - HAMP Servicer Number and Current Servicer Loan Number provided in the request includes only a Request – NPV Run Only record. ○ <u>Duplicate</u> – Current Servicer Loan Number OR Updated Servicer Loan Number was provided multiple times in the request. ○ <u>New Ln Number Exists</u> – Updated Servicer Loan Number already exists in IR2 for your HAMP Servicer Number on a loan that cannot be automatically pre-pended with 'ERR'. ○ <u>In Progress SVT</u> - Current Servicer Loan Number OR Updated Servicer Loan Number exist in an in-progress Servicing Transfer deal in IR2. <p>MHA-PA will only complete the update for loans in a 'Ready for Processing' status.</p>



✔	Step #	Description
	8	<p>Servicers: Correct data (if necessary) and submit corrected file by the 17th of the month or previous business day.</p> <p>Servicers must correct the data for loans identified as needing review and send an updated Loan Number Change Request CSV file that includes all such loans in the request no later than the 17th of the month in order for them to be processed.</p> <p>Note: please attach the CSV file and email to support@hmpadmin.com .</p>
	9	<p>MHA-PA: Process Request</p> <p>By the end of the scheduled month, MHA-PA will update the Servicer Loan Number in the HAMP System of Record based on the final request received from the Servicer. If an updated request was not provided by the Servicer, MHA-PA will only perform the update for those loans deemed as eligible based on the original request received.</p>
	10	<p>Servicers: Validate Updates</p> <p>Interfaces and Reports will display the updated Servicer Loan Number in the month following the request. All Official Monthly Reporting in the following reporting window must be completed using the Updated Servicer Loan Number, where applicable.</p>