



## Loan Quality Connect External Glossary

This glossary provides definitions for business process management terms, labels and frequently used business terms in the Loan Quality Connect user interface.

Loan Quality Connect Term	Definition
Advanced Search	Advanced Search allows the user to perform a search using loan details such as the Review Status, Property State, or Review Type. This search is often used for finding multiple loans with common characteristics.
Alerts	A feature in Loan Quality Connect notifying the user to perform certain actions during the review process.
Appeal	A Lender request to Fannie Mae disputing a Resolution Request. The Lender may be asked to provide additional supporting information. A successful appeal results in one or more cited defects being cleared.
Basic Search	<p>Basic Search allows the user to locate a loan when one of the following criteria are known:</p> <ul style="list-style-type: none"> <li>• Fannie Mae Loan Number</li> <li>• Seller Loan Number</li> <li>• Servicer Loan Number</li> <li>• Responsible Party Loan Number</li> <li>• Servicing Responsible Party Loan Number</li> </ul>
Bulk Document Upload	<p>A function of Loan Quality Connect allowing Lenders to upload multiple documents at one time. A standardized naming convention is required:  Fannie Mae Loan Number_(underscore) Description of File  EX: 1234567890_VerificationOfEmployment</p> <p><b>Note:</b> The file name must have each word capitalized without spaces.</p>
Business Intelligence (BI) Card	Business Intelligence (BI) Cards are found at the top of the screen on most pages in Loan Quality Connect. They offer a visual representation of the different tasks in the review process as they move along a timeline to completion. Each BI Card shows a count for the task described in relation to its Service Level Agreement (SLA) timeframe.
Comments	The screen in Loan Quality Connect allowing the Lender to communicate with the Loan Reviewer. Comments are official communications posted to the system and can be seen and answered by both the Lender and Fannie Mae in real time. All comments are listed in chronological order and may be sorted by date, type or user.



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Concur to Repurchase	When the Lender Concurs to a Repurchase, they are agreeing with the defect(s) and will remit funds to repurchase the loan.
Concur to Repurchase Alternative	When the Lender concurs to a Repurchase Alternative, they are agreeing with the defect(s) and will finalize the repurchase alternative and pay the required fee, if applicable.
Daily Pipeline and Status Dashboard	A Self-Service Reporting tool, found in the Dashboard Overview, used to manage loan quality, analyze daily performance and highlight process challenges. Quality, remediation metrics, the ability to analyze reports and create custom reports are also available on this screen.
Data Adjustments	A list of specific data changes for the loan requested by the Data Validation Center (DVC) and provides the opportunity to respond to Fannie Mae's data change requests.
Data Validation Center (DVC)	Department within Fannie Mae that ensure data delivered by the lender is accurate.
Document Requests	The queue displaying a breakdown of the various documents requested for a single Fannie Mae loan number. This is an extension of the Request Queue and provides an opportunity to view individual requests rather than requests aggregated by loan number. Details for each loan are summarized on the <a href="#">BI Cards</a> .
DVC Response Queue	The queue displaying a list of loans with requests received from the Data Validation Center (DVS). Details for each loan are summarized on the <a href="#">BI Cards</a> .
Finding	A characteristic of a loan that is not in compliance with the terms required by those that purchase or invest in the loan. See <a href="#">Significant Defect</a> .
Impasse	The formal process lenders may use to challenge the existence of a defect or the proposed resolution in the demand.
Independent Dispute Resolution (IDR)	A process available for disputes that are not resolved through the appeal, impasse or management escalation process. The IDR process is available provided the preconditions to each step have been followed and the parties have not filed litigation to attempt to address the dispute.
Lender Courtesy View	This view-only screen displays all loans where the Lender may be the Seller/Service, but is NOT the responsible party. This feature allows the Lender to see the loans selected for review; although, the Lender may no longer be responsible for them.
Lender Self Report	A report submitted by the Lender which details their QC findings, self-reports of compliance with laws, and voluntary repurchase requests.
Lender Self Report Queue	The Lender Self Report queue allows the Lender to create, submit and track the status of Self-Reports of Lender QC Findings, Self-Reports of Compliance with Laws and Voluntary Repurchase Requests.
Loan Quality Defect Notice (LQDN)	A new notification type and process that starts after the completion of most full file loan reviews. With this process, Fannie Mae notifies the lender of any Significant Defects that could result in eventual repurchase or repurchase alternative, and provides a 15-day window to potentially remedy the defects. This 15-day window is prior to the official repurchase timelines defined in the <i>Selling Guide</i> .



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Loan Details Screen	<p>The Loan Quality Connect screen that provides access to loan review information and to the <i>Comments</i> and <i>Documents</i> windows.</p> <ul style="list-style-type: none"> <li>The various tabs display information related to the different loan origination data such as income, expense and property.</li> </ul>
Management Escalation	<p>The formal process Lenders may use to challenge the existence of defects or the proposed resolution in the demand if not resolved during Impasse.</p>
Price Adjusted Loan (PAL)	<p>Fannie Mae reviewed loan that was not acceptable as delivered, but would be eligible with a data and/or pricing change.</p>
Reaffirmation	<p>A letter addressing the issues remaining with an unresolved Significant Defect and identifying why the appeal documentation was insufficient.</p>
Remediation Process	<p>The tasks associated with resolving a Significant Defect on a loan.</p>
Remedy Status	<p>The tab in Loan Quality Connect that tells the current status of the loan in the Remediation process, displays active significant defects assigned, provides ability to view the current Resolution Request (if any) issued by Fannie Mae, and provides the capability to take the appropriate action.</p>
Request Queue	<p>The queue displaying information at the loan level for all loan files and documents Fannie Mae's requests at the task level. Each entry in the list may contain requests for more than one document. Details for each loan are summarized on the <a href="#">BI Cards</a>.</p>
Resolution Request	<p>A request by Fannie Mae to the Lender to resolve a loan with a Significant Defect. The resolution might be one of a multitude of items including a repurchase, a repurchase alternative or other remedy.</p>
Service Level Agreement (SLA)	<p>Loan Quality Connect consists of a series of tasks for the Seller or Responsible Party to complete. Each of these tasks have defined timelines associated with them. These timelines are translated into SLA's in the system. If a loan moves to the Resolution space, both Fannie Mae and the Seller or Responsible Party are bound by timelines for each task. Loan Quality Connect displays these timelines for both parties in the system.</p>
Significant Defect	<p>A characteristic of a loan that is not in compliance with the terms required by those that purchase or invest in the loan which warrants repurchase or reimbursement.</p>
Task Due Date	<p>The date a task must be completed before becoming overdue in Loan Quality Connect.</p>
Tasks	<p>A screen in Loan Quality Connect listing open requests and completed tasks for the loan, the request date, and the task due date. It also provides the current status for each task (New, In Progress and Complete). A request for a time extension or late delivery to Fannie Mae may also be completed on this screen.</p>
Task SLA	<p>Task Service Level Agreement. The allowable number of days to complete tasks. Variable by the type of task.</p>
Voluntary Repurchase Request	<p>Lender request to be allowed to buy a loan back from Fannie Mae based on an issue that the lender discovered during their own internal quality review.</p>



<b>Loan Quality Connect Term</b>	<b>Definition</b>
Withdrawal Letter	A notification that rescinds the previous remedy demand, either based on the lender's efforts to correct the defect or for other reasons. It may also reserve the future right to issue a repurchase demand or pursue other remedies.