Creating a Delinquency Case

To create a delinquency case in the Delinquency Early Warning System (DEWS), follow these steps.

Step 1. Select **Create a Delinquency Case** from the Delinquency Case Menu.

The Create Delinquency Case screen appears.

Step 2. Enter the Fannie Mae loan number and the date the mortgage loan became delinquent, that is, the date the missed payment was due. Click **Go**.

The Delinquency Case Detail screen appears. The screen has three sections:

- The upper section of the screen displays general eServicing system data for this Fannie Mae loan number. The delinquency case status will show as "Preliminary." (See the screenshot on page 2.)

- The middle section displays a blank form related to the delinquency. (See the screenshot on page 4.)

- The bottom section lists the data elements you need to provide. (See the screenshot on page 2.)
Note: At this point, do not worry about the error message that appears at the top of the screen. It simply alerts you to the list at the bottom of the screen.

Step 3. Decide whether you want to open a delinquency case now or leave the case in preliminary status.

Preliminary Status
“Preliminary” status allows you to set up a case and record interactions with the borrower without creating a permanent record of the delinquency in Fannie Mae’s eServicing system.

Caution: Do not click the Open button if you want the case to remain in “preliminary” status. Instead, proceed directly to Step 4.
Open Status
“Open” status creates a permanent record of the delinquency and its resolution.

Click Open to set up a case.

An “Open Successful” message appears.

Note: If there is an “open” or “resolved” case with the same loan number, DEWS returns a validation error alerting you that “A delinquency case already exists for this loan.” Click Find Case on the left navigation panel, search for the existing case and click the Fannie Mae loan number link to access the Delinquency Case Detail screen.

- If the case status is “open,” update the data and click Save.

- If the mortgage loan was delinquent the previous month and the status is “resolved,” click Open to enter the new delinquency information. A case remains in “resolved” status for 35 days, at which time DEWS automatically changes the status to “closed.”

If a “closed” case exists in the system, create a new case. Do not reopen the existing case.

Step 4. Complete the form, paying particular attention to the following fields.

- Last Payment Received Date: Enter the date you actually received the funds.

- Actual LPI Date: Enter the due date for the last paid installment. This may or may not be the same as the Last Payment Received Date.

- Delinquent Amount: Enter only delinquent principal and interest in this field.

- Day of Month late fee can be assessed: If the mortgage loan allows assessment of a late fee, select the day that you can begin charging the borrower a late fee.

- Borrower First and Last Names: Do not leave these fields blank. If the borrower is not a person, split the company name between the First and Last Name fields.
• Lender Explanation: Provide your assessment of the situation and explain your efforts to resolve the case. Your initial comments should include as much of the following information as is available:

  o The reason for the delinquency
  o The date and type of contact with the borrower (for example, phone or e-mail)
  o The anticipated date for bringing the mortgage loan current, if applicable
  o The number of times the mortgage loan has been delinquent within the last 12 months
  o Whether the mortgage loan is currently assigned to Fannie Mae’s Special Asset Management unit or your own Special Asset Management group and the date the mortgage loan was transferred.

Step 5. Click **Save**.

If you have completed all required fields, the system displays the message: “Your changes were saved successfully!” You no longer see the error message or the list of required data elements.
Note: If you have any cases in “preliminary” status, before you certify your portfolio on the 17th of the month, you must change the case status to “open” for any mortgage loans that remain delinquent and delete any cases where the borrower has brought the mortgage loan current.