Finding an Existing Delinquency Case

You have three ways to search for an existing mortgage loan delinquency case in the Delinquency Early Warning System (DEWS):

- By Fannie Mae servicer number
- By Fannie Mae loan number
- By your own servicer loan ID.

Begin by selecting **Find Delinquency Case** from the Delinquency Case Menu. Then follow the steps below for your preferred approach.

**Searching by Servicer Number**

Step 1. Click the servicer number(s) for the mortgage loan delinquency case(s) you want to find. To select more than one servicer number, hold down the **Ctrl** key, while you make your selections.

Step 2. To narrow your search, use the drop-down boxes to select the filters you want to apply.

For example, you may want to select all cases with a “Preliminary” status so that you can update them before the 17th of the month. The following table describes the filters that are available.
Filter Type | Criteria
---|---
(For each filter type, **All** is the default selection)
Case Status | **Preliminary** – a case that may be delinquent and is in draft mode  
**Open** – a case that is currently delinquent  
**Resolved** – a case that was delinquent but has been reinstated  
**Closed** – a system-assigned designation to a case that has been resolved for 35 days
Risk Code | Fannie Mae, Lender, or Shared
Product Type | Various
State | The 50 states plus American Samoa, District of Columbia, Fed. States of Micronesia, Guam, Marshall Islands, Northern Mariana Islands, Palau, Puerto Rico, Virgin Islands
Errors | Yes or No

Step 3. From the **Sort By** drop-down box, select the sort criteria for the case list to be generated by your search.

You can sort by the following criteria:

- Servicer number
- Servicer loan ID
- Delinquency date
- LPI date
- Fannie Mae loan number
- Case status

If you do not make a selection, the application sorts first by servicer number and then by Fannie Mae loan number.

Step 4. Click **Go**.

A Case List appears.

Step 5. Click the Fannie Mae Loan No. link if you want to view a specific case. Click **Download** at the bottom of the screen if you want to create an export file containing the data returned by your search.
Note: If your search returns a lengthy list, use the Previous and Next links to scroll through the list.

Searching by Fannie Mae Loan Number

Step 1. Enter a Fannie Mae loan number or the first part of a loan number in the Fannie Mae Loan Number field.

Step 2. Click the Go button next to the Fannie Mae Loan Number field.

A Case List appears.

If you enter an entire Fannie Mae loan number, DEWS returns only the case for that mortgage loan. If you enter the first part of a loan number, DEWS returns cases for all mortgage loans beginning with those digits.
Searching by Servicer Loan ID

Step 1. Enter your own internal loan number or the first part of a loan number in the Servicer Loan ID field.

Step 2. Click the Go button next to the Servicer Loan ID field.

A Case List appears.

If you enter an entire loan number, DEWS returns only the case for that mortgage loan. If you enter the first part of a loan number, DEWS returns cases for all mortgage loans beginning with those digits.