



From the Desk of Carlos Perez
Chief Credit Officer for Single-Family

September 13, 2017

Executive Overview of Servicing Guide Updates

This month, the *Servicing Guide* has been updated to simplify servicing by bringing more efficiencies to your business. Below is a summary of our September 2017 updates:

- **Redesigned and renamed Form 710.** To simplify documentation processes, Form 710 (formerly known as the *Uniform Borrower Assistance Form*) has been redesigned and renamed the *Mortgage Assistance Application*. The revised form makes it easier for servicers to determine the most appropriate workout option by reducing the amount of information borrowers must provide in the Borrower Response Package.
- **Updated and clarified requirements for allowable bankruptcy attorney fees.** We clarified proration requirements for allowable bankruptcy attorney fees. Also, we have increased the maximum allowable attorney fees for certain bankruptcy services and removed the excess fee requirements for a Chapter 7 Motion for Relief. These changes will help to adequately compensate law firms for their services and provide consistency in proration practices across law firms and servicers.
- **Incorporated the Fannie Mae Flex Modification into the *Servicing Guide*.** We formalized in the *Guide* the previously announced introduction of the Fannie Mae Flex Modification, effective Oct. 1, 2017. It combines the features of multiple modification options into a single consolidated program that can be applied to all mortgage loan delinquencies.

See [Announcement SVC-2017-08](#) for details of these and other miscellaneous updates.

I hope these changes simplify your servicing business and make it easier to work with Fannie Mae. Thank you for your business and feedback – I look forward to working with you in the future!

A handwritten signature in black ink, appearing to read 'Carlos Perez'.

Carlos Perez