



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

December 13, 2017

Executive Overview of Servicing Guide Updates

This month, our *Servicing Guide* updates simplify servicing by streamlining servicing policy and making it easier to do business with us. These changes:

- **Simplify the *Selling and Servicing Guides*.** We removed duplicative content from the *Servicing Guide* as part of our continuing efforts to streamline the *Selling and Servicing Guides*. Topics related to the ownership and retention of loan files in *Selling Guide* Part A will be updated on Dec. 19.
- **We listened to you and have established an expense reimbursement for insured loss repair inspections.** Servicers will be reimbursed up to \$30 if they're required to obtain an insured loss repair inspection on a current or delinquent mortgage loan.
- **Aligned the *Servicing Guide* with loss event policy** issued in [Lender Letter LL-2017-07](#), *Reimbursement for Property Inspections and Additional Servicing-Related Reminders*, which no longer requires servicers to report damages to us following an uninsured loss event.

See [Announcement SVC-2017-11](#) for details.

Thank you for another successful year. We truly appreciate your business and we look forward to working with you in 2018. Happy holidays!

A handwritten signature in cursive script that reads "Carlos Perez".

Carlos Perez