



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

June 13, 2018

Executive Overview of Servicing Guide Updates

Our June *Servicing Guide* update continues our simplification of processes related to forbearance plans, reimbursements, and reporting requirements. These changes:

- **Provide simplified forbearance plan options.** At the direction of the Federal Housing Finance Agency, Fannie Mae and Freddie Mac have created a single forbearance plan option to help certain borrowers experiencing a short-term hardship. We've also removed the requirement for servicers to grant separate relief during the 90-day period while they're attempting to contact a borrower impacted by a disaster. Servicers must implement the updated forbearance options by December 1, but are encouraged to implement them as soon as possible.
- **Simplify and expedite servicer reimbursement for escrow advances.** In response to servicer feedback, we've removed the time frame in which a servicer can be reimbursed for escrow advances on delinquent loans. Now, servicers will be reimbursed more quickly while benefitting from simplified claim processing and fewer case-by-case exceptions.
- **Clarify the use of Form 1022.** We're reducing servicer reporting requirements by clarifying when Form 1022, the *Servicemember's Civil Relief Act (SCRA) Reporting and Disbursement Request Form*, must be used. Now, Form 1022 should be submitted only when a servicemember's payments are impacted by a military indulgence, and not to prove a servicemember's military status.

See [Announcement SVC-2018-04](#) for details.

June is National Homeownership Month, and I hope these changes assist your organization in simplifying servicing while making it easier for your borrowers to sustain homeownership, even if they're experiencing a short-term hardship. As always, thank you for your business.

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

Carlos Perez