

# How to initiate a Forbearance Request using Asset Management Network

Use this resource to support your execution of policy introduced in Fannie Mae [Lender Letter LL-2020-02](#) and to better manage homeowner expectations.

## Ready to report to Fannie Mae?

The following instructions explain how to manually report forbearances related to COVID-19 to Fannie Mae using Asset Management Network™ (AMN). The existing Delinquency Status Code Reporting processes, reporting timelines, and other responsibilities still apply.

*Hint: The details also apply to bulk file uploads.*

**1** Visit the [Asset Management Network page](#).

**2** Select the [Add New Delinquent Loan](#) link from the Delinquency Reporting section.

**3** Enter the following:

**Seller/Servicer Number:** Select from drop-down menu.

**Loan Number:** Enter number.

**Status Code:** 09 - Forbearance.

**Reason Code:** 022.

*(Note: This Reason Code is currently defined as “Energy-Environment Costs.” However, this will be repurposed for COVID-19.)*

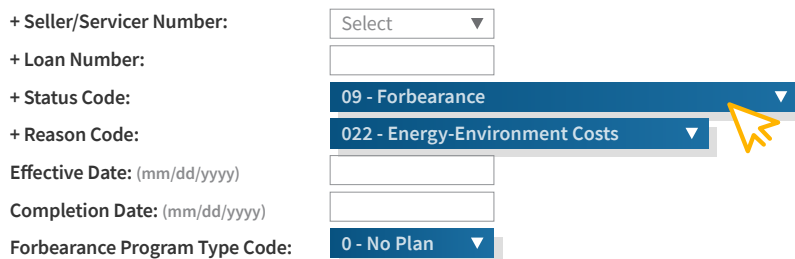
**Effective Date:** First date of the forbearance plan.

*Effective date is the first day of the month the forbearance is made effective, which is the first payment due date on the forbearance plan.*

**Completion Date:** First date of the month after completion.

*Completion date is the first day of the month that the forbearance plan is expected to be completed, which is the last payment due date on the forbearance plan.*

**Forbearance Program Type Code:** 0 - No Plan.



+ Seller/Servicer Number:	Select
+ Loan Number:	
+ Status Code:	09 - Forbearance
+ Reason Code:	022 - Energy-Environment Costs
Effective Date: (mm/dd/yyyy)	
Completion Date: (mm/dd/yyyy)	
Forbearance Program Type Code:	0 - No Plan

**4** Click [Submit!](#)

## What happens after forbearance?

Following forbearance, homeowners are required to repay their loans. However, they are not required to repay missed payments all at once.

Using [Servicing Management Default Underwriter™ \(SMDU™\)](#), you can review homeowners for a payment deferral or a loan modification. Reviewing homeowners' specific circumstances will help you better navigate these workout options.

## Learn more

Looking for some background information? [Check out our Forbearance Overview](#) for key definitions and information on how forbearance may impact your homeowners.

**We're here for you.** Learn more about [our approach to COVID-19](#) for all of our partners and stakeholders.

Trained financial counselors at [Fannie Mae's Disaster Response Network™](#) are available to work with homeowners who are financially impacted by COVID-19.

**Still have questions?** Call us at 1-800-2FANNIE and [follow these prompts](#). Please note that hold times may be longer than expected due to high call volume.