Instructions Page

Purpose

Servicers of conventional MPF Xtra Product loans must use MPF Xtra Evaluate - Flex Modification (FLEX2024) Form when submitting a request for an MPF Xtra Flex Modification (FLEX) for the borrower.

Preparation

- **When:** The Servicer must complete the MPF Xtra Evaluate - Flex Modification (FLEX2024) Form when requesting a MPF Xtra Flex Modification for a Borrower.

- **Who:** The MPF Xtra Evaluate - Flex Modification (FLEX2024) Form must be completed by an employee of the Servicer who has responsibilities that would cause such individual to be knowledgeable of the facts and processes needed to complete the MPF Xtra Evaluate- Flex Modification (FLEX2024) Form and has authority to certify to the truthfulness and accuracy of the information on this form.

- **How:** The MPF Xtra Evaluate - Flex Modification (FLEX2024) Form Instructions are provided as a job aid and should be used for informational purposes only. To complete MPF Xtra Evaluate - Flex Modification (FLEX2024) Form Servicers must access it through eMAQCS®plus.

- **Attachments:** The completed form must be accompanied by the following documentation:

  - For **All Xtra Flex Modification Plans** (Please provide the below):
    - Payment History dated six months prior to delinquency
    - Escrow Analysis to determine escrow payments
    - Escrow Payment History/Summary dated six months prior to delinquency
    - Copy of unsigned/proposed 3179 agreement to be provided at final structuring
      - Loans where a full Borrower Response Package (BRP) has been received or loans less than 90 days delinquent are considered **Xtra Full Doc Flex Modification Plans.** (Please provide the below documents). **All documentation must be no more than 90 days old as of the date the Servicer first determines that the borrower submitted a complete BRP**:
        - Explanation of hardship, signed and dated by borrower for items not specifically covered in the Form 710.
        - Insurer Approval Letter, if applicable
        - Completed Form 710
        - If the loan is subject to bankruptcy, a complete bankruptcy schedule(s) can be provided in lieu of Form 710, provided that the schedule(s) are not more than 90 days old on the date the servicer receives the schedule(s)
        - Pay Stubs and/or other income documentation required by Form 710 as determined by the monthly total borrower income type and amount selected on Form 710
        - Bank Statements
        - Tax Returns & Credit Report

- 4506-T and Tax Transcripts from IRS
- Any other documentation to support the Borrower's financial information. For example: Retirement Draw Statements, Profit & Loss, Rental Agreements Etc.

Submission

- **When:** The Servicer must submit the completed form when all supporting documentation is obtained.
- **How:** The official form must be completed and any supporting documentation must submitted through eMAQCS®plus at https://eMAQCS.covius.com.
- **To Whom:** The completed form and supporting documentation must be submitted to the MPF Provider. The Servicer should retain a copy of the completed form and supporting documentation for their own records.

Additional Guidance

- **Loans in Imminent Default**
    - If the mortgage loan is current or less than 60 days delinquent, the servicer must determine that the borrower's monthly payment is in imminent default in accordance with Evaluating a Borrower for Imminent Default found in the Fannie Mae Servicing Guide Chapter D2-1-01-Determining-if-the-Borrower Mortgage Payment is in Imminent Default

- **Loans that are Subject to Foreclosure**
    - A complete BRP must be submitted before any legal action can be postponed if it is more than 37 days prior to foreclosure.

- **Files In Bankruptcy**
    - When a borrower is in an active Chapter 7 or Chapter 13 bankruptcy, the servicer is authorized to:
        - Accept a copy of the bankruptcy schedule(s) in lieu of Form 710, provided that the schedule(s) is not more than 90 days old on the date the servicer receives the schedule(s);
        - Accept tax returns, if returns are required to be filed; and
        - Use this information, along with any required income and hardship documentation as specified in Form 710, to determine borrower eligibility for workout options.

## eMACQplus Evaluate-Flex Modification (FLEX2024) Job Aid

Step 1: Create a **new Evaluate-Flex Modification (FLEX2024)** form in eMAQCS®plus. On the main screen, hover over the **Forms** link at the top of the page. The **SMDU Forms** link should appear in a drop-down list. *Click it*.
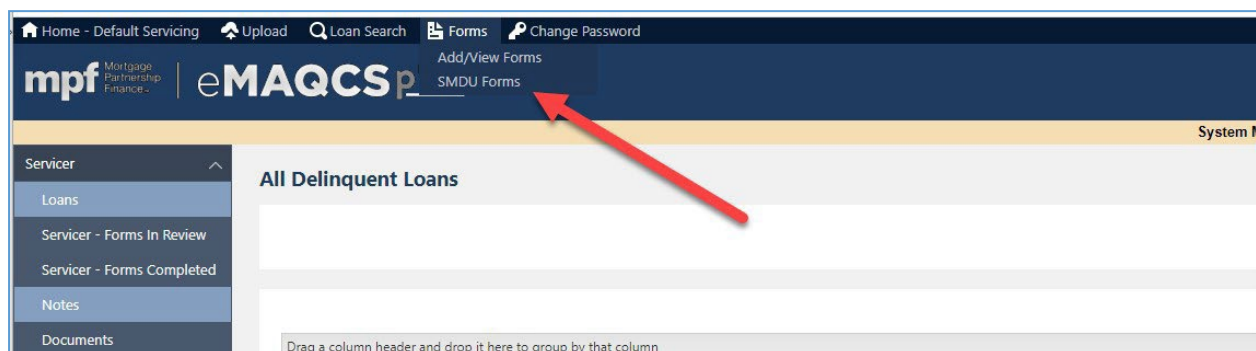
Step 2: Enter the **MPF Loan Number** into the box and click *submit*.
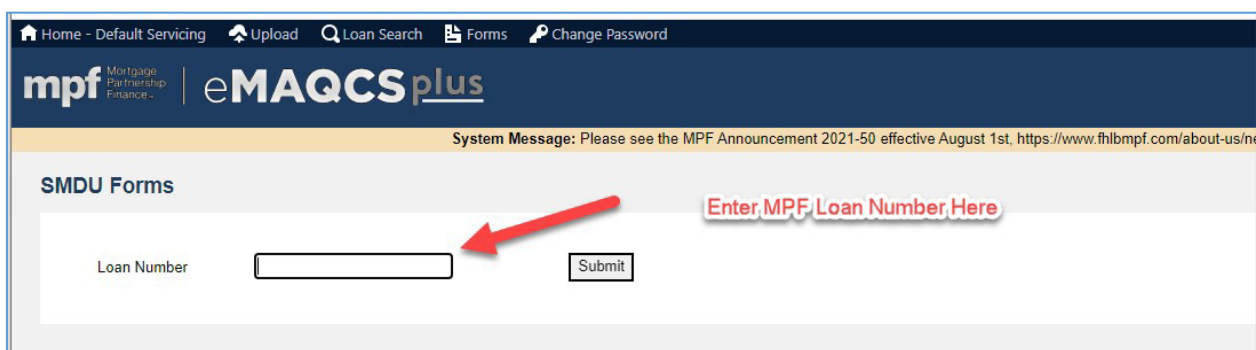
Step 3: Click the drop-down arrow in the box titled Select Form. Select the **Evaluate - Flex Modification (FLEX2024)** form and click *Create.*
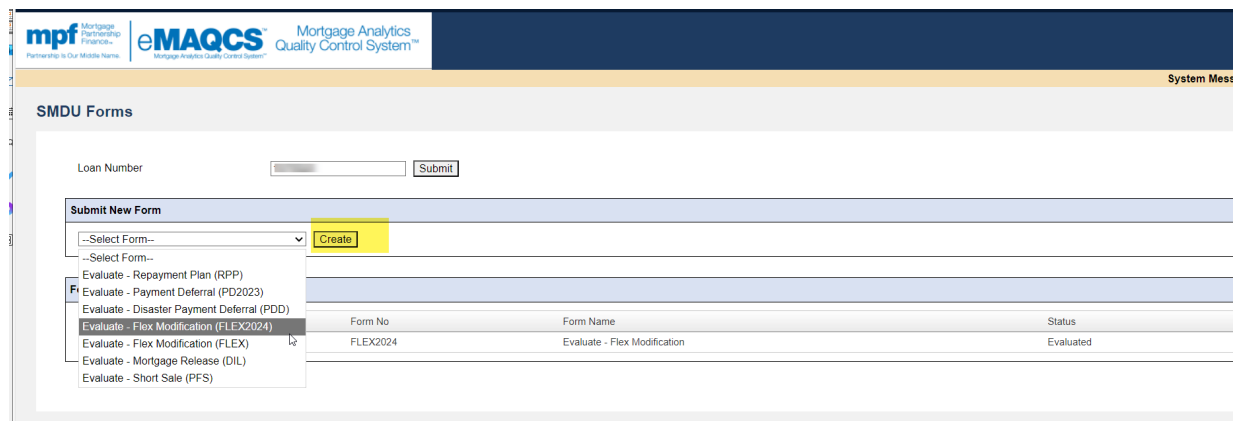
The eMAQCS®plus SMDU tab will open a page that lists a series of queues on the left-hand side of the page. Most listed queues include the data fields that are required to complete a Flex Modification. The

Documents Queue is used to supporting documents required for the review. Both the **Evaluation Landing** and **Submit to Queue** screens are informational and do not require input. The **Evaluation Landing** screen provides a brief **Loan Overview** as well as a **Recent Evaluation History** of previously submitted workouts. The **Submit to Queue** screen includes a Submit button that must be clicked in order to submit the review request form to the MPF Provider. This should be done after all information has been enter into the fields and saved.

Step 4: Completing the Queues

Select the **Borrowers** queue. The information in the fields with the red frames must be completed by the Servicer.

Has Quality Right Party Contact Been Achieved with borrower? Select **Yes** or **No**

Did the borrower submit a complete Borrower Response package before the 90th day of delinquency? A Yes or No answer to this question must be provided. If yes, then the request is considered full doc and the borrower section must be fully completed.

If the Loan is being assumed, indicate if the assumption qualifies as an exempt transaction. If the mortgage loan has not been assumed, do not select anything from the drop-down list. If the mortgage loan has been assumed, please indicate Yes or No based on whether the assumption meets the requirements for an exempt transaction as described in Fannie Mae Servicing Guide Chapter D1-4.1-02.

Access the **Add Borrower** section by clicking Add Borrower. Click the disk icon to save your responses

Has the borrower ever filed for bankruptcy? This field must be competed for a no doc or a full doc request. To get to this field within the Borrower screen click Add Borrower. A **Yes** or **No** must be selected in the dropdown box to the right of the question has borrower ever filed for bankruptcy?

Does borrower currently occupy the property as primary residence? Select **Yes** or **No**

Representative Credit Score. SMDU requires an input into this field even though a FICO score is not required for a no doc Flex Mod evaluation. If No-doc enter 999 in this field. If Full doc enter the borrower's FICO score.

If the request is a **full doc**, please complete the following additional fields to the **Add Borrower** section. All information provided must be supported by the documentation submitted with the Flex Mod request. To access, first ensure that all of the below fields are completed when you select **Add Borrower**. Click the disk icon at the bottom left corner to save. If the request is not full doc, skip the remaining borrower fields and move to the **Bankruptcy** section.

Assets: To enter Borrower assets, select the **Assets** tab. Select the type of asset from the drop down list and enter the borrower's most current balance into the **Value** field. Click the disk icon to save**.**

Income: To enter Borrower income select the **Income** tab, select the type of income from the drop down list and enter the monthly income amount into the **Value** field. Click the disk icon to save.

Expenses: To enter Borrower expenses select the **Expenses** tab. Select the type of expenses from the drop down list and enter the monthly expense amount into the **Value** field. Click the disk icon to save.

Click Save after all information has been input prior to proceeding to the next queue.

Prior to proceeding to the next queue, click the Save. The Save button must be clicked in every queue after all information has been entered into each field is retained.

Next, select the **Bankruptcy** queue. There are no **required** fields in the **Bankruptcy** queue for a Flex Modification option. Nothing in this queue needs to be completed unless the borrower is subject to bankruptcy.

Next, select the **Property** queue and complete the required fields.

Occupancy Status: Select the applicable option from the drop-down list.

Current Property Usage: Select the applicable option from the drop-down list.

Property Number of Units: From the dropdown list please select the number of units contained in the subject property.

Property Valuation Date/Property Valuation Type/Property "As Is" Value. These fields are typically auto completed by Fannie Mae, as Fannie Mae will pull an AVM and populate the date, type and valuation here. The AVM Confidence Score will range from 1 to 5, and 9; 1 represents the highest level of confidence. If an AVM does not populate or if the confidence score is 5 or more, including 9, then a BPO (Broker's Price Opinion) will need to be ordered through SMDU by the MPF Provider. If a valuation is not available through SMDU the PFI must provide a BPO. The results of the BPO will need to be added to the **Property** page.

Click Save once all required fields in the **Property Page** are completed.

Pre-Workout UPB (Excludes Existing Forbearance). Please enter the unpaid principal balance (UPB) at the time of trial evaluation. This amount should not include any existing forbearance. An

existing forbearance is any amount of deferred principal from a prior modification and/or the deferral balance from a COVID-19 Payment Deferral(s), Disaster Payment Deferral(s) or Payment Deferral.

Last Paid Installment Date. Please enter the last paid installment date (LPI) at the time of trial evaluation.

Loan Maturity Date. Please enter the date on which the mortgage obligation is scheduled to be paid off, according to the mortgage note or modification agreement.

Interest Rate. Please enter the interest rate at the time of program eligibility determination according to the mortgage note or modification agreement.

Date of Original Note. Please enter the date on which the mortgage note was signed.

Monthly Principal & Interest. The current monthly principal and interest payment.

Pre-Workout Monthly Mortgage Insurance: The monthly payment for Mortgage Insurance. Enter the pre-workout Mortgage Insurance. If the loan is not subject to Mortgage Insurance, enter $0.

Post-Workout Monthly Mortgage Insurance: The monthly payment for Mortgage Insurance. Enter the post workout Mortgage Insurance. If the loan is not subject to Mortgage Insurance, enter $0.

Monthly Real Estate Taxes: The amount of the monthly property tax payment for the subject property. Enter the post deferral Property Taxes. If the monthly taxes are not escrowed and/or will not be subject to escrow subsequent to the Flex Modification, enter $0.

Monthly Association Dues/Fees: At the time of program eligibility determination the monthly payment for association/dues fees (pre/post workout). If the loan is not subject to any monthly association dues or fees enter $0.

Monthly Hazard Insurance: Monthly payment for Hazard Insurance. Enter the post Hazard Insurance. If the monthly Hazard Insurance is not escrowed, enter $0.

Monthly Flood Insurance: Monthly payment for Flood Insurance, enter the post Flood Insurance. If not applicable or if the monthly Flood Insurance is not escrowed, enter $0.

First Trial Payment Due Date: The date the first trial payment is due

It is important to note that only fields requiring numerical data should be completed using numbers only. For example, the **Monthly Principal & Interest** field below will only accept numbers. Additionally, when entering figures into the numeric fields please do not include commas. For example, if the unpaid principal balance is $1,000 please enter 1000.

Click the paper and pencil icon under the Edit header to open the *Scheduled Monthly Principal Payment, Scheduled Monthly Interest, and Scheduled Total Monthly Payment* **fields for editing.**

Scheduled Payment Due Date: The date of the next four contractual payments that begin the month after the last paid installment date entered above. This date will auto-populate starting with the month after the last paid installment date entered above. For example, if the last paid installment date is 5/1/2021 then the dates below would be 6/1/2021, 7/1/2021, 8/1/2021 and 9/1/2021.

Scheduled Monthly Principal Payment: The principal portion of the scheduled contractual P&I payment as determined by an amortization schedule for the months that were entered into the **Scheduled Payment Due Date** fields.

Scheduled Monthly Interest Payment: The interest portion of the scheduled contractual P&I payment as determined by an amortization schedule for the months that were entered into the **Scheduled Payment Due Date** fields.

Scheduled Total Monthly Payment: total scheduled contractual PITIA (Principal, Interest, Taxes, Insurance, and Association Fees) payment as determined through escrow analysis for the months that were entered into the **Scheduled Payment Due Date** fields. If the escrow analysis results in a change in the escrow amount of the PITIA payment over the course of the 4 months entered into the **Pre-Workout Amortization Schedule**, the resulting updated PITIA payments must be reflected in reflected in this field. **After entering the information for the *Scheduled Monthly Principal Payment, Scheduled Monthly Interest, and Scheduled Total Monthly Payment* fields, click the check mark located under the Edit header to save.**

Once all required fields in the Loan & Origination Page are completed below click save.

Next, select the **Delinquency & Foreclosure—Delinquency** queue and complete the required fields.

Delinquent Interest: This is the interest portion of all payments, as determined by an amortization schedule, for the months those payments have not been made and are considered delinquent.

Other Advances. This is the amount of servicing advances resulting from a delinquency, paid to third parties in the ordinary course of business, and not retained by the servicer, provided they are paid prior to the workout effective date of the Flex Mod, if allowed by state law. **Escrow**

Advances and **Attorney Fees/Costs** are not to be included in this amount. If the Servicer did not advance any of these amounts, enter $0.

Attorney Fees/Costs. This is the amount of the estimated legal fees, which should not be included in the escrow advances advanced by the Servicer. If the Servicer did not advance any Attorney Fees/Costs, enter $0.

Borrower Contribution. This is any amount, over and above the trial payment, the borrower will be contributing to the workout. If the borrower is not expected to pay anything between the evaluation and the Effective Date, enter $0.

Suspense Balance. Any payments that were made by the borrower that the Servicer is holding in suspense that have not been applied to the mortgage or escrow. If $0, enter $0.

Amount Expected Before Trial Payment. This is the amount of the borrower is expected to pay between the evaluation of a loss mitigation option for a Flex Mod and the start of the workout. If $0, enter $0.

What is the borrower's SCRA relief status? This indicates the status of relief under the **Servicemembers Civil Relief Act (SCRA)** for any borrower on the loan. The status can be verified at SCRA (osd.mil) Once verified, select the status from the dropdown list.

Number of times the borrower has been exactly 30 days delinquent within the last six months. During the last six months of delinquency reporting, indicate the number of months the borrower has been exactly one month past due. **This is only required to be completed for imminent default.**

Foreclosure Status. Indicates where the loan is in the foreclosure process. Only complete if applicable. If f loan is not currently subject to foreclosure leave this field blank.

Projected Foreclosure Sale Date. If the loan is subject to foreclosure enter the projected or actual date the property went/goes to foreclosure sale. Only complete if applicable. If loan is not currently subject to foreclosure leave this field blank.

Foreclosure Sale Date Type. Indicates if a future foreclosure sale date is estimated or scheduled for sale at public auction. Only complete if applicable. If loan is not currently subject to foreclosure leave this field blank.

Estimated Mortgage Insurance Proceeds: Indicates the estimated amount of Mortgage Insurance proceeds. SMDU requires amounts in these fields even though they are not required for a Flex Modification evaluation. If $0, enter $0.

Estimated Hazard Insurance Proceeds: Indicates the estimated amount of Hazard Insurance proceeds. SMDU requires amounts in these fields even though they are not required for a Flex Modification evaluation. If $0, enter $0.

Is Escrow Prohibited by Law? Select **Yes** or **No**

Will Property Taxes be Escrowed? Select **Yes** or **No**

Will Hazard Insurance be Escrowed? Select **Yes** or **No**

Will Flood Insurance be Escrowed? Select **Yes** or **No**

Will association or HOA dues be Escrowed? Select **Yes** or **No**

Escrow Advances for Capitalization: Indicates escrow amounts advanced by the Servicer that would be capitalized into the balance for a Flex mod. If $0, enter $0.

Current Escrow Shortage Monthly Payment: This is the monthly payment amount associated with the current repayment of the escrow shortage, before the escrow analysis is completed for the loan modification.

Future Escrow Shortage Monthly Payment: This is the monthly payment amount associated with borrower repayment of an escrow account shortage identified during escrow analysis for the loss mitigation request. If an escrow shortage has not been identified through escrow analysis, enter $0. **Note, the amount of the monthly escrow shortage payment must be the total escrow shortage amount divided by the number of months the shortage is in repayment. The repayment term of the escrow shortage can be up to 5 years (60 months) and no less than 12 months. Documentation of borrower agreement of a repayment period less than 60 months is required. If an escrow shortage has not been identified through escrow analysis, enter $0 in this field.**

To enter the hardship reason, hardship start date and hardship end date first click Add New Hardship. A drop-down will appear has the following fields to be completed: **Reason**, **Start Date** and **End Date** as applicable.

Hardship Reason: The **Hardship Reason** identifies the reason the borrower is having difficulty making their mortgage payment. For a Flex Mod No Doc you will want to select **Unknown-Uniform Borrower**

Assistance Form not required to be collected. For a Flex Mod Full Doc select the reason from the Form 710.

Hardship Start Date. Identifies the start date of the borrower's hardship, on their mortgage payment obligations.

Hardship End Date. Identifies the end date of the borrower's hardship, on their mortgage payment obligations. A Hardship End Date is not required for a Flex Modification and can be left blank.

Click the disk icon below to save the *hardship reason, hardship start date and hardship end date.*

Is Borrower hardship related to non-natural disaster or a disaster and the subject property is not in a FEMA Declared Area? This is as applicable, select **Yes** or **No**

Is the borrower's hardship related to COVID-19? This is required, select **Yes** or **No**

Has borrower failed a *non-disaster Trial Period Plan* within the last 12 months? Select **Yes** or **No**.

Did borrower receive a prior *COVID-19 Payment Deferral* and within six month of the Workout Effective Date became two full months or more delinquent? Please select **Yes** or **No**.

Did borrower receive a prior Disaster Payment and within six months of the Workout Effective Date became two full months or more delinquent? Please select **Yes** or **No**.

If the answer to any of the above questions is yes, and nothing is displayed in the **Completed & Closed Workouts** section, add the prior workout option using the direction under **Add a Prior Workout.**

Additionally, if you answered No to Has Quality Right Party Contact Been Achieved with borrower? In the Borrowers queue you'll want to add a prior Forbearance if there is not one already populated in the Prior Workout History screen. Select the **Prior Workout History** queue, if applicable, and complete the required fields:

To Add a Prior Workout:

To add the prior workout click **Add New Prior Workout** and enter the *Status Date, Status, Workout Type* and *Activity Type* fields.

Status Date: Date associated to the current status of the prior workout reported by the Servicer.

Status: Select the most recent status of the prior workout from the Drop-down list.

Workout Type: Loss mitigation workout previously attempted during the life of the loan.

Activity Type: Current activity status of the prior workout reported by the Servicer.

Fail Cancel Reason: If the prior workout was not completed by borrower, select reason the workout was not successful from the Drop-down list.

Click Save once all required fields in the **Prior Workout History Page** are complete.

There are no required fields on the **Litigation** page for a Flex Modification.

Step 5: How to Save the Form in Draft Status.

Ensure that the **Save** button was clicked on all of the above-listed queues. The following message should have been displayed after each queue was saved:
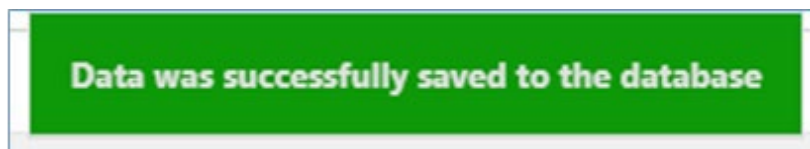
Step 6: How to Attach Supporting Documents to the Form

Once all of the required information has been entered into the above queues, select the **Documents** queue at left.

To upload supporting documents into the **Document** queue, drag and drop the file to the document icon. Find the document in its saved location, select the document, and while continuing to hold the mouse button down, drag the document over to the desired blue/white or green file icons and release. The file icon will turn green and a row with the name of the document will populate (as indicated by the yellow highlighted area). This will indicate that the document has been successfully added/uploaded.
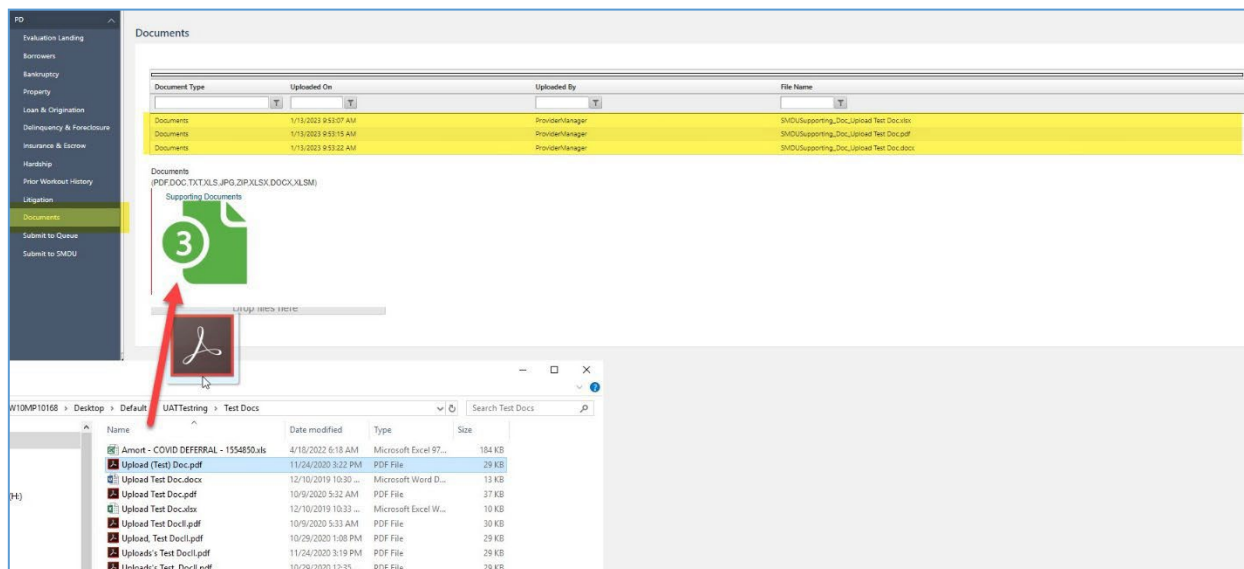
Multiple documents can be uploaded into a single blue/white or green file icon. There are no formal naming convention requirements for uploaded documents however, please note that apostrophes and commas should not be used.

Step 7: How to Submit the Form Successfully

When ready to submit, click on the **Submit to Queue** page and click **Submit to Queue.**
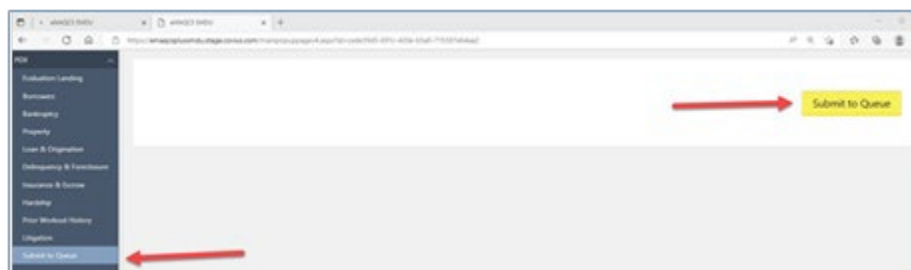
If the form was not successfully submitted, a **Validation Error!!** message will appear and the fields with missing information will be listed. Missing information must be completed/corrected for a request to be successfully submitted. Please review queues and complete the fields with the required appropriate information.
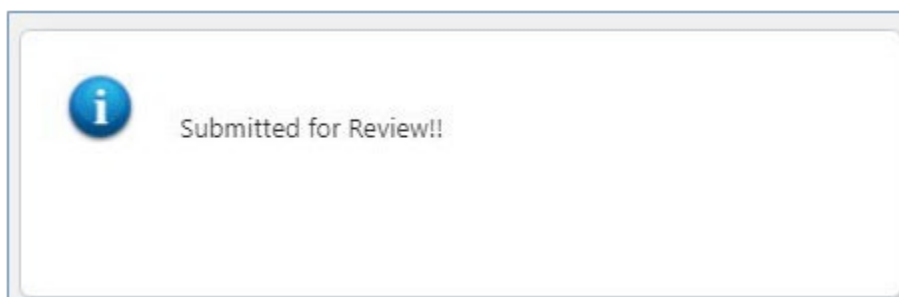
Submitted for Review!! will display when the submission is successful:

To confirm submission status, return to the main screen and select SMDU Forms. Enter the MPF loan number for the submitted loan (similar to Steps 1 & 2). A status of **Draft** (as shown in yellow), indicates that the form is still a draft and has not been submitted. A status of **Submitted** (shown in green), indicates that the form has been successfully submitted. A system-generated email will also be generated to confirm the submission.