

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

MPF Xtra Flex Modification (FLEX) Request – Instructions

- 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 be 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.

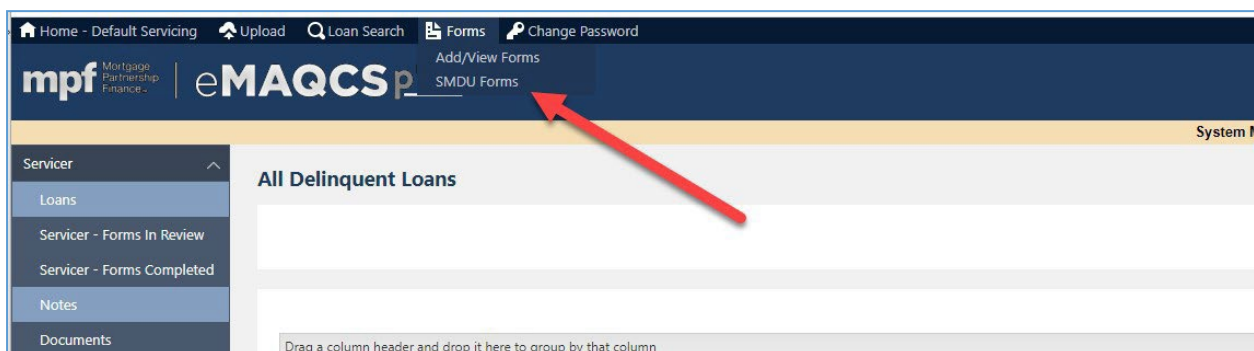
Additional Guidance

- **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.

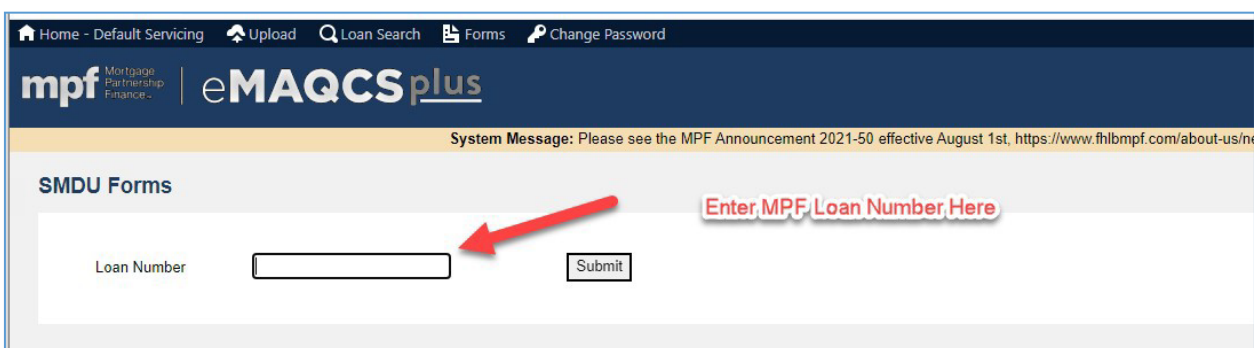
MPF Xtra Flex Modification (FLEX) Request – Instructions

eMAQCSplus Evaluate-Flex Modification (FLEX2024) Job Aid

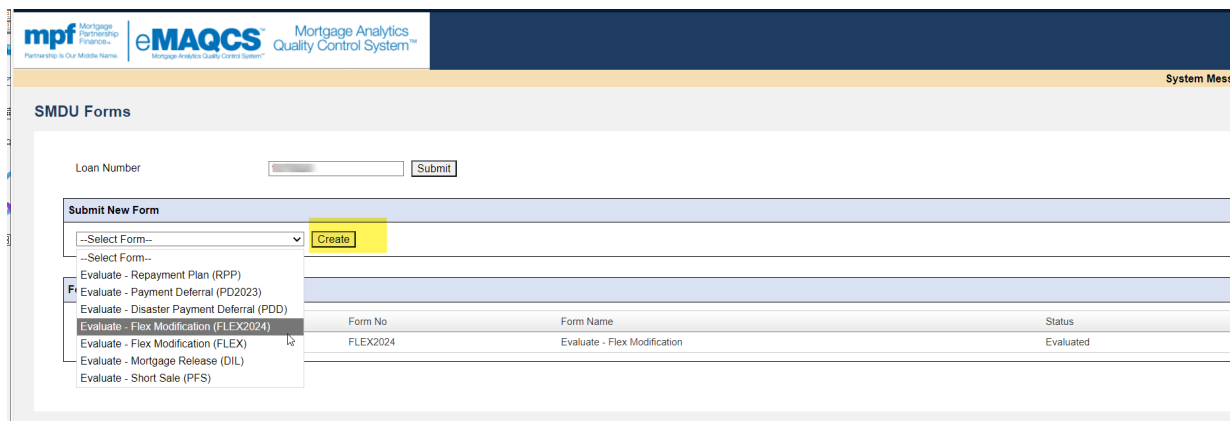
Step 1: Create a new **Evaluate-Flex Modification (FLEX2024)** form in eMAQCS®plus. On the main screen, hover over the **Forms** link at the top of the page. The **SMDU Forms** link should appear in a drop-down list. *Click it.*



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*.



MPF Xtra Flex Modification (FLEX) Request – Instructions

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.

The screenshot shows the 'Evaluation Landing' screen in the eMAQCS®plus SMDU tab. On the left, a sidebar menu lists various queues: Borrowers, Bankruptcy, Property, Loan & Origination, Delinquency & Foreclosure, Insurance & Escrow, Hardship, Prior Workout History, Litigation, Documents, and Submit to Queue. The 'Borrowers' queue is highlighted with a red box. The main content area is titled 'LOAN OVERVIEW' and displays several input fields for loan information. Below this is a 'SPECIAL FEATURE CODE(S)' section with a text input field containing '003.180.21'. At the bottom, there is a 'RECENT SMDU EVALUATION HISTORY' section.

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

The screenshot shows the 'Add Borrower' section. A red arrow points to the 'Add Borrower' button. Below the button is a table with columns: Borrower, Representative Credit Score, Does borrower currently occupy property as primary residence?, Has borrower ever filed for bankruptcy?, Edit, and Delete. The table currently shows 'No records to display.'

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Has the borrower ever filed for bankruptcy? This field must be completed 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.

MPF Xtra Flex Modification (FLEX) Request – Instructions

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.

The screenshot displays the 'Income' tab of the MPF Xtra Flex Modification (FLEX) Request form. The 'Total Assets' field shows \$0.00. The 'Borrower' section includes a dropdown for 'Borrower1' and tabs for 'Assets', 'Income', and 'Expenses'. The 'Income' tab is active, showing a dropdown menu for selecting the type of income (e.g., Other Type of Income, Net Rental Income, Base Employment Income, Unemployment, Disability, Child Support, Alimony, Pension/Retirement, Investment Income, Bonuses, Commissions/Tips, Overtime, Auto/Expense Account, Boarder Income, Military Pay, Non-Borrower Household Member Income, Public Assistance, Self-Employment Income, Social Security Disability). The 'Value' field is highlighted with a yellow box. A red arrow points to the 'Income' tab, and another red arrow points to the dropdown menu. A third red arrow points to the 'Value' field. A disk icon is visible at the bottom left of the form.

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.

The screenshot displays the 'Expenses' tab of the MPF Xtra Flex Modification (FLEX) Request form. The 'Total Assets' field shows \$0.00. The 'Borrower' section includes a dropdown for 'Borrower1' and tabs for 'Assets', 'Income', and 'Expenses'. The 'Expenses' tab is active, showing a dropdown menu for selecting the type of expenses (e.g., Auto Loan, Revolving Charge Account, Collections, Judgments, Liens, Child Care, Charitable Contributions, Medical Expense, Auto Maintenance/Insurance/Fuel, Food, Clothing, Entertainment, Other Expense, Net Rental Expense, Alimony/Separate Maintenance, Child Support, Student Loan, Payroll Tax Deduction, Payroll Insurance Deduction, Payroll Retirement Deduction, Payroll Profit Sharing Deduction). The 'Value' field is highlighted with a yellow box. A red arrow points to the 'Expenses' tab, and another red arrow points to the dropdown menu. A third red arrow points to the 'Value' field. A disk icon is visible at the bottom left of the form.

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.

MPF Xtra Flex Modification (FLEX) Request – Instructions

The screenshot shows the 'Borrowers' section of the MPF Xtra Flex Modification (FLEX) Request form. The left sidebar contains a navigation menu with options: Evaluation Landing, Borrowers, Bankruptcy, Property, Loan & Origination, Delinquency & Foreclosure, Insurance & Escrow, Handicap, Prior Workout History, Litigation, Documents, Submit to Queue, and Submit to SMDU. The main content area has a 'Save' button at the top right. Below the header, there are four questions with dropdown menus: 'Has County Right Party Consent been achieved with borrower?', 'Did the borrower submit a complete Borrower Response Package(BRP) within the 30th day of delinquency?', 'Did the borrower receive a forbearance plan due to a hardship for which assistance has been granted by the lender?', and 'If loan is being assumed, indicate if the assumption qualifies as an exempt transaction'. Below these are three input fields for 'Total Assets', 'Total Income', and 'Total Expenses'. A red arrow points to the 'Save' button. Below the input fields, there is a table with columns: Borrower, Representative Credit Score, Does borrower currently occupy property as primary residence?, Has borrower ever filed for bankruptcy?, and a Delete button. The table contains one row with a red 'X' in the first column and a red arrow pointing to the 'Add Borrower' button.

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.

The screenshot shows the 'Property' section of the MPF Xtra Flex Modification (FLEX) Request form. The left sidebar contains a navigation menu with options: Evaluation Landing, Borrowers, Bankruptcy, Property, Loan & Origination, Delinquency & Foreclosure, Insurance & Escrow, Handicap, Prior Workout History, Litigation, Documents, Submit to Queue, and Submit to SMDU. The main content area has a 'Save' button at the top right. Below the header, there are three input fields for 'Property Occupancy Status', 'Current Property Usage', and 'Property Number Of Units'. To the right, there are five input fields for 'Property Valuation Date', 'Property Valuation Type', 'Property “As Is” Value', 'Confidence Score', and 'Appraisal Age in Days'. Below these are two input fields for 'Property Value At Origination'. A red arrow points to the 'Save' button.

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

MPF Xtra Flex Modification (FLEX) Request – Instructions

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.

The screenshot displays the 'Loan & Origination' form within the FlexND system. The left sidebar contains a navigation menu with options: Evaluation Landing, Borrowers, Bankruptcy, Property, Loan & Origination (selected), Delinquency & Foreclosure, Insurance & Escrow, Hardship, Prior Workout History, Litigation, Documents, and Submit to Queue. The main content area is divided into two sections: 'LOAN DETAILS' and 'ORIGINATION DETAILS'. In the 'LOAN DETAILS' section, several fields are highlighted with red boxes: 'Pre-Workout UPB (Excludes Existing Forbearance)' with a value of \$153,852.63; 'Last Paid Installment Date' with a value of 3/1/2022; 'Loan Maturity Date' with a value of 12/1/2048; and 'Interest Rate (%)' with a value of 5.00000. The 'ORIGINATION DETAILS' section shows 'Date of Original Note' with a value of 12/1/2018. Other fields include 'Last Total UPB Reported to Fannie Mae' (\$153,852.63), 'Existing Forbearance' (\$0.00), 'Subordinate Financing Unpaid principal Balance', 'Reported last Paid installment Date' (03/01/2022), 'Loan Mortgage Type' (CONVENTIONAL), 'Loan Product Type' (FRM), 'Remaining Term', 'Next ARM Reset Rate (%)', 'Next ARM Reset Date', 'Lifetime Interest Rate Cap for ARM Loan (%)', 'Final Interest Rate for Step-Rate Loan (%)', 'Interest Only Indicator', 'MBS Pool Identifier' (CA2953), 'MBS Pool Issue Date', and 'Loan Reclass Date'.

LOAN DETAILS	
Last Total UPB Reported to Fannie Mae	\$153,852.63
Existing Forbearance	\$0.00
Pre-Workout UPB (Excludes Existing Forbearance)	\$153,852.63
Subordinate Financing Unpaid principal Balance	
Reported last Paid installment Date	03/01/2022
Last Paid Installment Date	3/1/2022
Loan Mortgage Type	CONVENTIONAL
Loan Product Type	FRM
Loan Maturity Date	12/1/2048
Remaining Term	
Interest Rate (%)	5.00000
Next ARM Reset Rate (%)	
Next ARM Reset Date	
Lifetime Interest Rate Cap for ARM Loan (%)	
Final Interest Rate for Step-Rate Loan (%)	
Interest Only Indicator	
MBS Pool Identifier	CA2953
MBS Pool Issue Date	
Loan Reclass Date	

ORIGINATION DETAILS	
Date of Original Note	12/1/2018
Amortization Term at Origination	360

MPF Xtra Flex Modification (FLEX) Request – Instructions

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

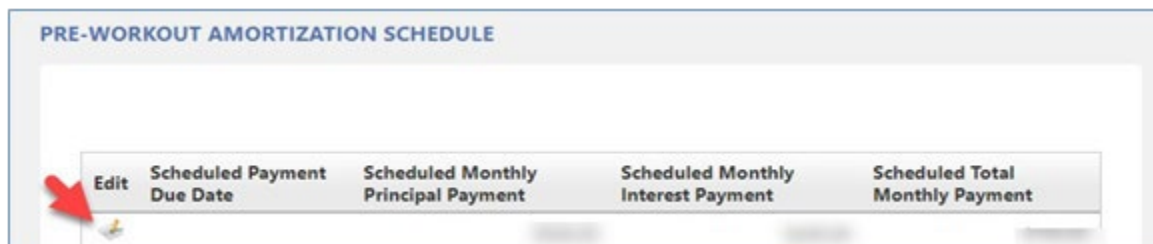
It is important to note that only fields requiring numerical data should be completed using numbers only. For example, the **Monthly Principal & Interest** field below will only accept numbers. Additionally, when entering figures into the numeric fields please do not include commas. For example, if the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

The screenshot displays a web form titled "MONTHLY PAYMENT DETAILS" with a "Save" button in the top right corner. The form contains several input fields, each preceded by a label. The labels and their corresponding values are: "Monthly Principal & Interest" (880.39), "Pre-Workout Monthly Mortgage Insurance" (100.50), "Post-Workout Monthly Mortgage Insurance" (100.50), "Monthly Real Estate Taxes" (100.50), "Monthly Association Dues/Fees" (0), "Monthly Hazard Insurance" (100.50), "Monthly Flood Insurance" (0), and "First Trial Payment Due Date" (an empty field with a calendar icon). Each input field is highlighted with a red border.

Field Label	Value
Monthly Principal & Interest	880.39
Pre-Workout Monthly Mortgage Insurance	100.50
Post-Workout Monthly Mortgage Insurance	100.50
Monthly Real Estate Taxes	100.50
Monthly Association Dues/Fees	0
Monthly Hazard Insurance	100.50
Monthly Flood Insurance	0
First Trial Payment Due Date	

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.

MPF Xtra Flex Modification (FLEX) Request – Instructions



PRE-WORKOUT AMORTIZATION SCHEDULE

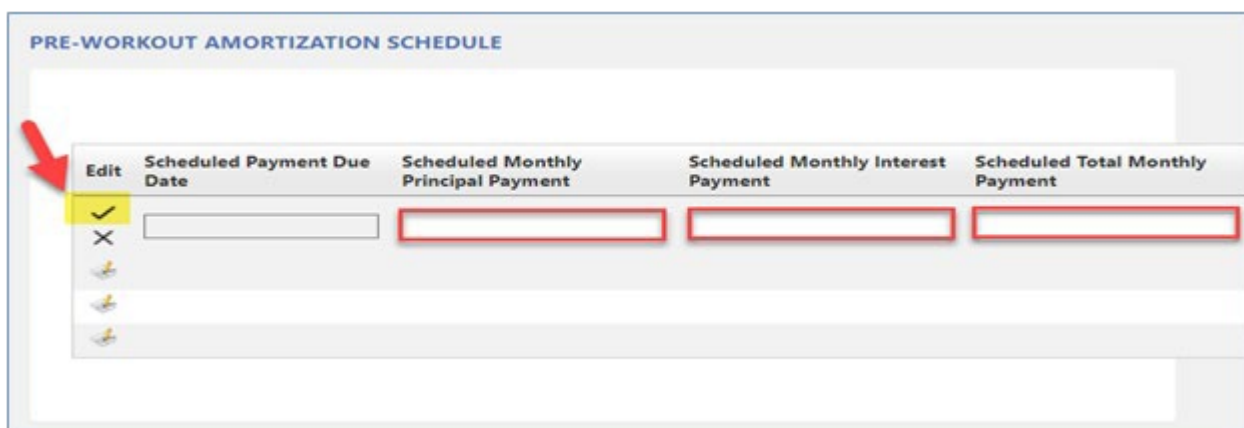
Edit	Scheduled Payment Due Date	Scheduled Monthly Principal Payment	Scheduled Monthly Interest Payment	Scheduled Total Monthly Payment
				
				
				
				

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.**



PRE-WORKOUT AMORTIZATION SCHEDULE

Edit	Scheduled Payment Due Date	Scheduled Monthly Principal Payment	Scheduled Monthly Interest Payment	Scheduled Total Monthly Payment
				
				
				
				

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

MPF Xtra Flex Modification (FLEX) Request – Instructions

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.

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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 \(osd.mil\)](https://www.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.**

Number of times the borrower has been exactly 30 days delinquent within the last six months

FlexND

Evaluation Landing

Borrowers

Bankruptcy

Property

Loan & Origination

Delinquency & Foreclosure

Insurance & Escrow

Hardship

Prior Workout History

Litigation

Documents

Submit to Queue

Delinquency & Foreclosure

DELINQUENCY

Delinquent Interest

\$6,365.17

Other Advances

\$0.00

Attorney Fees/Costs

\$0.00

Accrued Late Fee/Penalty

Number Consecutive Payments On Rolling Delinquency

Borrower Contribution

\$0.00

Suspense Balance

\$0.00

Amount Expected Before trial Payment

\$0.00

What is borrower(s) SCRA relief status?

Never Received

Loan Liquidation Status

Current

Foreclosure Status. Indicates where the loan is in the foreclosure process. Only complete if applicable. If 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.

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FORECLOSURE

Foreclosure Risk	Fannie Mae risk
Foreclosure Method	Non-Judicial
Foreclosure Status	--Select From List--
Projected Foreclosure Sale Date	
Foreclosure Sale Date Type	--Select From List--
Days Prior to Foreclosure Sale	
Foreclosure Performance Maximum Days	450
Redemption Period	0

DELINQUENCY & FORECLOSURE

DELINQUENCY

Delinquent Interest	\$6,345.17
Other Advances	\$0.00
Attorney Fees/Costs	\$0.00
Accrued Late Fee/Penalty	
Number Consecutive Payments On Rolling Delinquency	
Borrower Contribution	\$0.00
Suspense Balance	\$0.00
Amount Expected Before Trial Payment	\$0.00
What is borrower(s) SOA relief status?	Never Received
Loan Liquidation Status	Current

FORECLOSURE

Foreclosure Risk	Fannie Mae risk
Foreclosure Method	Non-Judicial
Foreclosure Status	--Select From List--
Projected Foreclosure Sale Date	
Foreclosure Sale Date Type	--Select From List--
Days Prior to Foreclosure Sale	
Foreclosure Performance Maximum Days	450
Redemption Period	0

Save

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.

MPF Xtra Flex Modification (FLEX) Request – Instructions

The screenshot shows the FlexND application interface. On the left is a dark sidebar with a navigation menu. The menu items are: Evaluation Landing, Borrowers, Bankruptcy, Property, Loan & Origination, Delinquency & Foreclosure, Insurance & Escrow (highlighted), Hardship, Prior Workout History, Litigation, Documents, and Submit to Queue. The main content area has a header 'Insurance & Escrow' and a sub-header 'INSURANCE'. Below this, there are two input fields. The first is labeled 'Estimated Mortgage Insurance Proceeds' and the second is labeled 'Estimated Hazard Insurance Proceeds'. Both fields have a red border and contain the text '\$0.00'.

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.

MPF Xtra Flex Modification (FLEX) Request – Instructions

ESCROW

Is Escrow Prohibited by law?	
Will property taxes be Escrowed?	
Will Hazard Insurance be Escrowed?	
Will Flood Insurance be Escrowed?	
Will association or HOA dues be escrowed?	
Escrow Advances for Capitalization	\$1,500.00
Current Escrow Shortage Monthly Payment	\$0.00
Future Escrow Shortage Monthly Payment	\$50.00

Insurance & Escrow

INSURANCE

Estimated Mortgage Insurance Proceeds	\$0.00
Estimated Hazard Insurance Proceeds	\$0.00

ESCROW

Is Escrow Prohibited by law?	No
Will property taxes be Escrowed?	Yes
Will Hazard Insurance be Escrowed?	Yes
Will Flood Insurance be Escrowed?	No
Will association or HOA dues be escrowed?	No
Escrow Advances for Capitalization	\$1,500.00
Current Escrow Shortage Monthly Payment	\$0.00
Future Escrow Shortage Monthly Payment	\$50.00

Save

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

Add New Hardship

Edit	Reason	Start Date	End Date	Delete
No records to display.				

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**

MPF Xtra Flex Modification (FLEX) Request – Instructions

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**

Hardship

Save

Add New Hardship

Edit	Reason	Start Date	End Date	Delete
	Unknown-Uniform Borrower Assistance Form not required to be collected	01-01-2022		

Reason: Unknown-Uniform Borrower Assistance

Start Date: 1/1/2022

End Date:

Is borrower hardship related to non-natural disaster or a disaster and the subject property is not in a FEMA Declared Area? --Select From List--

Is borrower hardship related to COVID-19? 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:

MPF Xtra Flex Modification (FLEX) Request – Instructions

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.

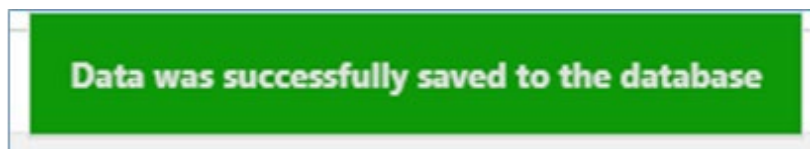
Click Save once all required fields in the **Prior Workout History Page** are complete.

The screenshot displays the 'Prior Workout History' page. On the left is a sidebar with navigation links: Evaluation Landing, Borrowers, Bankruptcy, Property, Loan & Origination, Delinquency & Foreclosure, Insurance & Escrow, Hardship, Prior Workout History (highlighted), Litigation, Documents, Submit to Queue, and Submit to SMDU. The main content area is titled 'Prior Workout History' and contains three conditional questions with dropdown menus. Below these is a section 'TO SUBMIT TO SMDU' with a red arrow pointing to the 'Add New Prior Workout' button. The form fields include: Status Date (text input), Status (dropdown), Workout Type (dropdown), Activity Type (dropdown), Payment Reduction Percent (text input), Subsequent Delinquency Severity (text input), and Fail Cancel Reason (dropdown). A red arrow points to the 'Save' button in the top right corner. Below the form is a table for 'COMPLETED & CLOSED WORKOUTS' with columns: Servicer Name, Campaign Name, Case Status, Prior-Workout Status Date, and Mod Effective Date. The table currently shows 'No records to display'.

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:

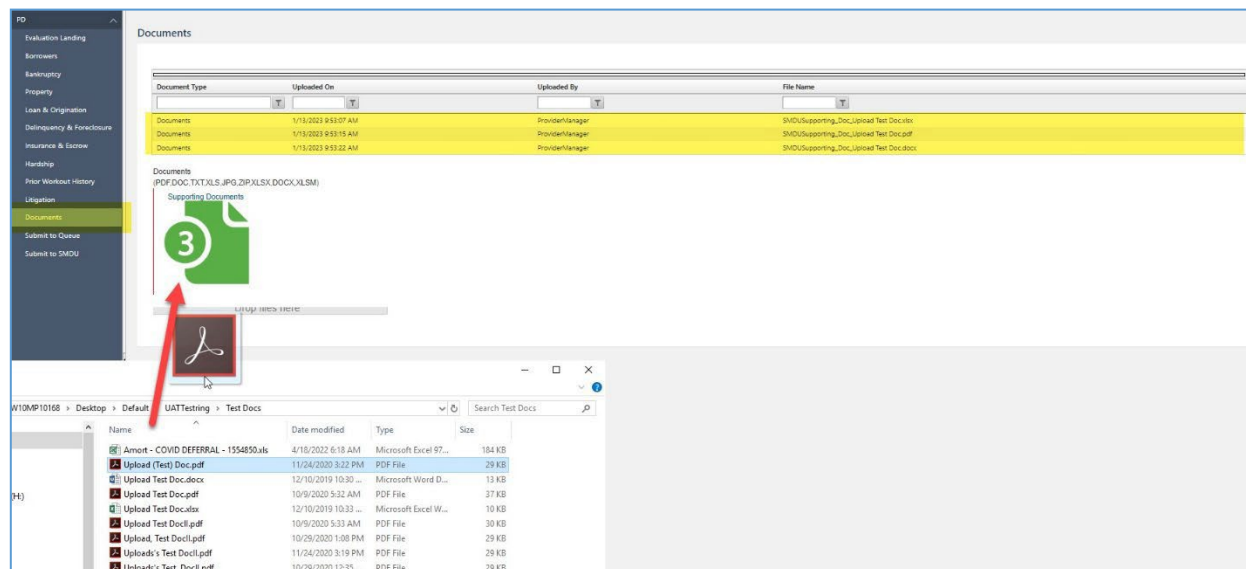


MPF Xtra Flex Modification (FLEX) Request – Instructions

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.

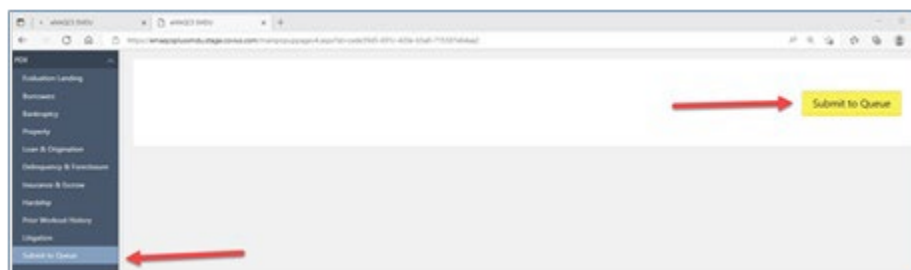
To upload supporting documents into the **Document** queue, drag and drop the file to the document icon. Find the document in its saved location, select the document, and while continuing to hold the mouse button down, drag the document over to the desired blue/white or green file icons and release. 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.

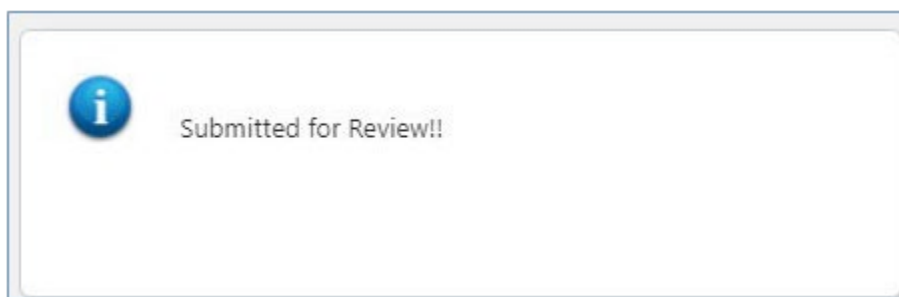
MPF Xtra Flex Modification (FLEX) Request – Instructions

Please enter valid data for below fields

- Loan & Origination
 - OriginalMortgageNoteDate
 - LoanPreWorkoutUnpaidPrincipalBalanceAmount
 - LoanPreWorkoutInterestRate
 - CurrentLastPaidInstallmentDate
 - OriginalMaturityDate
 - MonthlyHazardInsuranceAmount
 - MonthlyRealEstateTax
 - LoanPreWorkoutPrincipalInterestPaymentAmount
- Delinquency & Foreclosure
 - OtherAdvances
 - PreTrialExpectedPaymentAmount
 - AttorneyCosts
 - DelinquentInterestAmount
 - BorrowerContributionAmount
- Insurance & Escrow
 - EstMortgageInsProceeds
 - EstHazardInsProceeds
 - LoanEscrowAdvance
 - EscrowedHazardInsuranceIndicator
 - EscrowedPropertyTaxIndicator

 Validation error. Please review the entire form for missing required fields and field errors.

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.

Home - RTI QC - Home - Default Servicing - Upload - Loan Search - Forms - Change Password

mpf **eMAQCSplus**

System Message: Please see the MPF Announcement 2021-53 effective August 1st. [MPF Status Report](#) [complaint status details](#) [2021-53 MPF announcement](#) 2021-53

SMDU Forms

Loan Number:

Submit New Form

	Form No	Form Name	Status	Created By	Created Date	Submitted By	Submitted Date
View	Devote	MSL	Draft	Servicer	01/16/2023		
View	Devote	FlexID	Submitted	Servicer	01/16/2023		

MPF Xtra Flex Modification (FLEX) Request – Instructions



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