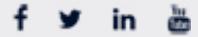




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May 17, 2017



Knowledge is power: Sign up for a Servicer Learning Series webinar

Please join us for a new webinar in the Servicer Learning Series, hosted by the Servicer Support Center. We'll discuss recent *Servicing Guide* announcements, Flex Modification program highlights, SMDU™ user interface features, and how to use Fannie Mae Connect™ to advance Simplifying Servicing™ efforts. This webinar, scheduled for May 22 and June 7, is recommended for general servicing, collections, foreclosure, default prevention, investor reporting, audit, and compliance personnel. [Register here](#) to take advantage of this opportunity.

Looking for free loss mitigation training? Attend a live webinar

Did you know that Fannie Mae provides participating servicers with free loss mitigation training? Our Know Your Options™ Customer CARE (Connect, Assess, Resolve, and Execute) team will present two live webinars in June. Sign up to learn how to leverage your own servicer model to develop rapport and establish consultative customer relationships, communicate more effectively with borrowers about their options to avoid foreclosure, increase your workout percentage, and more. [Learn more and register today.](#)

Duty to Serve Plan posted for comment

Fannie Mae's proposed Underserved Markets Plan, required by the Federal Housing Finance Agency's Duty to Serve rule, is available for public comment. The draft Plan addresses the needs of America's most challenging housing markets and focuses on three key underserved areas: manufactured housing, affordable housing preservation, and rural housing. To learn more, visit our [Duty to Serve page](#). FHFA is accepting public comments on our proposed Plan through July 10.

Hawaii AAA Matrix clarification

A clarification to effective dates for a prior foreclosure allowable increase has been made to the Hawaii AAA Matrix. To view the updated matrix, visit the [Excess Attorney Fee/Cost Guidelines page](#).

Join us in San Antonio!

Stop by booth #67 at the [Texas MBA's 101st annual convention](#), May 21-23, to learn how Day 1 Certainty™ and Simplifying Servicing can help you improve your borrowers' experience and reduce costs. Network with real estate finance industry leaders and top performers, and learn about the changes that are redefining the future of the mortgage industry.

Join us at these [upcoming events](#):

- May 17-19 | **NC Bankers American Mortgage Conference** | Raleigh
- May 21-23 | **Texas MBA Annual Convention** | San Antonio
- June 6 | **MBA's Document Custody Workshop** | McLean, VA



View [all events](#).

You may also be interested in...

Andrew Bon Salle recaps thoughts shared earlier this month at MBA Secondary

Fannie Mae's Single-Family Business chief shared some key updates at MBA's National Secondary Market Conference & Expo. But mostly he was listening. [Read more](#)



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Incoming economic data suggests economy will rebound this quarter. Our newest Outlook:

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May 16