



Servicing Guide Announcement (SVC-2024-05)

Sept. 11, 2024

This Announcement describes the following update:

- [Updates to Charge-Off and Second Lien Consideration Policies*](#): clarifies servicer responsibilities related to charge-off and second lien consideration process and submission requirements.

View the list of [impacted topics](#).

*Policy change not applicable to reverse mortgage loans.

Updates to Charge-Off and Second Lien Consideration Policies

We updated the *Guide* to clarify the servicer's responsibilities to

- have policies and procedures in place to determine if a mortgage loan is eligible for charge-off prior to advances,
- evaluate a first lien mortgage loan for charge-off and release of lien, and
- evaluate a second lien mortgage loan for a second lien consideration.

Effective: Servicers are encouraged to implement these changes immediately but must comply with these changes by January 1, 2025.

See the *Servicing Guide* for details about these updates.

Servicers who have questions about this Announcement should contact their Fannie Mae Account Team, Portfolio Manager, or Fannie Mae's Single-Family Servicer Support Center at 1-800-2FANNIE (1-800-232-6643).

Have *Guide* questions? Get answers to all your policy questions, straight from the source. [Ask Poli](#).



Impacted Topics

Section of the Announcement	Updated <i>Servicing Guide</i> Topics and Related Documents (Dated Sept. 11, 2024)
Update Charge-Off and Second Lien Policies	▪ B-1-01, Administering an Escrow Account and Paying Expenses ▪ D1-1-02, Evaluating a First Lien Mortgage Loan for Charge-Off and Release of Lien ▪ D1-1-03, Evaluating a Second Lien Mortgage Consideration of a Second Lien Mortgage Loan ▪ F-1-24, Requesting Fannie Mae’s Approval via Fannie Mae’s Servicing Solutions System ▪ F-4-02, List of Contacts