

# Default Management Servicing and Reporting Guide

Peak Portfolio

November 1, 2024





**ENACT MORTGAGE INSURANCE CORPORATION OF NORTH CAROLINA**  
**DEFAULT MANAGEMENT SERVICING AND REPORTING GUIDE**  
**November 1, 2024**

This *Default Management Servicing and Reporting Guide: Peak Portfolio* (the "Guide") replaces all previous versions of the Default Management Servicing and Reporting Guide: Peak Portfolio for servicing activities occurring on or after the effective date of this Guide. Enact's Policy Form MP 1980 has its own Default Management Servicing and Reporting Guide.

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## 1) SUMMARY OF CHANGES

Topic	Section(s)	New Guidelines
Contact Information	3a	Updated Workout Reporting info
Servicer Delegated Workout Program Parameters	7a	Updated verbiage for Requirements and Delegation for Other Servicer Programs sections
Forbearance Plan	8b	Updated Non-Delegated Required Information
Assumptions	8e	Updated verbiage
Pre-Claim Advance Program	8f	Updated verbiage
Default Reporting	10a	Updated DOW submission instructions
Throughout		Updated links

## 2) OVERVIEW AND INTRODUCTION

Enact is providing this Guide to support the default management and reporting servicing activities for loans insured under Master Policy 1920.

The applicable Policy sets forth the terms and conditions that govern mortgage insurance issued by Enact. Please refer to the applicable Policy for complete details. This Guide is intended to provide clarification, illustrative examples and supplemental information on the requirements of the Policy. In the event the requirements of the Policy or this Guide are not followed it may, in certain circumstances, result in cancellation of coverage, rescission, reduction in the Insurance Benefit, or Claim denial. If there is a conflict between this Guide and the Policy, the terms and conditions of the applicable Policy will control. For ease of reference, capitalized terms used and not defined in this Guide have the meanings set forth in MP 1920.

We have provided the information in this Guide to help you better understand the process for:

- Mitigating Loss
- Default Servicing Requirements
- Appropriate Proceedings
- Servicer Workout Delegation
- Workouts
- Reporting Requirements

**Mitigating Losses:** Servicers must prevent and mitigate loss in a reasonable and prudent manner consistent with generally accepted standards of servicing in the first-lien residential mortgage industry. This includes efforts to obtain a cure of the Default, inspection and appraisal of the Property, offering a Borrower who has the willingness and ability to cure the Default a Workout, and diligently pursuing and completing Appropriate Proceedings. Servicers must consider all available Workout opportunities and minimize foreclosure and bankruptcy timelines and associated claimable expenses.

**Servicer Requirements:** The Default management provisions of this Guide do not apply to loans insured for a State Housing Finance Agency (including CalHFA), Federal/Home Loan Bank, structured transactions (bulk), or Pool Insured Loans. For Default servicing of such loans, in general Servicers have a duty to mitigate insured losses in accordance with the applicable investor guidelines and Enact specific servicing requirements.

Servicers will be considered in compliance with Enact's default management servicing and reporting requirements if they are in compliance with the Enact Guidelines. "Enact Guidelines" include the Consumer Financial Protection Bureau's Mortgage Servicing Rule ("CFPB Servicing Rule"), this Guide, the Policy, and all guidelines, policies, and documents governing the servicing requirements of each Loan.

## 2A) NON-COMPLIANCE

All servicing and loss mitigation activities and efforts must be fully documented in the Servicing File. In order to perfect a Claim in accordance with the Policy, the complete Servicing File must be submitted.

Failure to maintain and provide the complete Servicing File, or failure to comply with the Enact Guidelines may cause a delay in processing the Claim and may also result in cancellation of coverage, a denial of a Claim, or a reduction of the Insurance Benefit.

## 2B) GENERAL SERVICING REQUIREMENTS

Enact requires Servicers to have adequate management and staff who are properly trained to carry out their assigned Default servicing and loss mitigation duties. Servicers must maintain adequate servicing systems that are capable of maximizing Servicer performance and have the ability to provide adequate reporting on status and results of Default servicing and loss mitigation activities.

Servicers shall also maintain policies and procedures reasonably designed to ensure the Servicer can achieve the following objectives: (1) access and provide timely and accurate information to Borrowers, (2) properly evaluate loss mitigation options, (3) facilitate oversight and compliance of service providers, (4) facilitate transfer of information during servicing transfers, and (5) inform Borrowers of error resolution and information request procedures.

Enact reserves the right to audit and review the Servicer's staffing, training and hiring plans, systems readiness and all internal servicing related policies and procedures. Further, Enact reserves the right to audit individual loans to determine prioritization and compliance to all applicable servicing requirements for each loan.

## 2C) DEFAULT SERVICING REQUIREMENTS

### **Early and Ongoing Delinquency Contact (including collection, Workout and loss mitigation)**

Servicers must meet the early intervention, continuity of contact, and loss mitigation requirements set forth in the Enact Guidelines.

The primary objectives are to make contact with the Borrower, assess the Borrower's situation and collect any past due payment(s), if possible, to the extent permitted by applicable law. If collection or reinstatement is not possible, the Borrower must be considered for all available Workout options.

In accordance with the Enact Guidelines, loss mitigation efforts are required beyond basic collection and foreclosure efforts, and we audit Claims to determine if reasonable loss mitigation efforts have been applied. This includes making good faith efforts to cure the Default, including prompt and ongoing Borrower contact, offering Borrowers who have the willingness and ability to cure the Default a Workout and, if such attempts are unsuccessful, to effectuate the early disposition of the Property.

Enact audits Claims for consistent effort and compliance to this Guide and the Policy throughout the delinquency period. The documentation in the Servicing File should contain evidence of good faith efforts to establish live contact with Delinquent Borrowers, written notices to Delinquent Borrowers of available loss mitigation options and notes detailing conversations with the Borrower regarding Workout options (including repayment plans, modifications, forbearance, short sale, deed-in-lieu of foreclosure).

### 3) RESOURCES AND CONTACT INFORMATION

#### 3A) CONTACT INFORMATION

- Enact ActionCenter – [Action.Center@EnactMI.com](mailto:Action.Center@EnactMI.com) or 800-444-5664
- Homeowner Assistance Department – [HOA@EnactMI.com](mailto:HOA@EnactMI.com) or 800-455-0871
- Workout Delegation – [HOA@EnactMI.com](mailto:HOA@EnactMI.com) or 800-455-0871
- Workout Reporting – [ServicingReport@EnactMI.com](mailto:ServicingReport@EnactMI.com) or 800-203-5535

#### 3B) SECURE SUBMISSION PROCESS

When you transmit consumer data, it is essential to keep the information secure. Our Secure Submission process lets you transmit data to us through our website quickly and securely. Through use of this [tool](#) on our MI Servicing Website, your document will be encrypted during the upload process and during transmission to Enact. Contact the ActionCenter for assistance at 800-444-5664.

### 4) FORECLOSURE

Before any referral to foreclosure, the Servicer must ensure that reasonable attempts and diligent efforts have been made to contact the Borrower and offer all possible foreclosure alternatives consistent with Enact Guidelines.

Enact requires foreclosure to commence by the later of the following, unless we instruct you to take other action:

- 30 days after the loan remains in Default for a period of six consecutive months; or
- 60 days after the earliest date allowed by applicable law.

Enact reserves the right to direct the Servicer to commence foreclosure earlier and in accordance with the Policy terms, subject to applicable law. If the Property has been abandoned, Borrower refuses to cooperate, or if no Workout is possible, the Servicer must document the Servicing File accordingly and is instructed to expedite the foreclosure process to the extent permitted under applicable law. No further written instruction is required from Enact.

Once foreclosure is commenced, the Servicer must diligently pursue completion of the foreclosure in accordance with applicable law.

Unless prohibited by the Enact Guidelines and applicable law, Enact requires Servicers to consider both Workouts and foreclosures independently. Even after the initiation of foreclosure, the Servicer must continue to pursue Workout options with the Borrower. Completion of foreclosure must be diligently pursued in accordance with applicable law and within Enact Guidelines. If a foreclosure action extends beyond the foreclosure timelines, the Servicer must document the Servicing File with an explanation of the delay and submit a chronological listing of events on attorney letterhead to explain the delay if a Claim is filed.

See the Claim and Foreclosure Bidding Servicing Guide for foreclosure bidding instructions.

## 5) BANKRUPTCY

Enact requires Servicers to (1) follow Enact Guidelines and (2) minimize the time a loan is affected by bankruptcy by expeditiously preparing required documentation.

While discharge of a non-reaffirmed debt in a bankruptcy does prohibit any further attempts to collect the debt, it does not prohibit the creditor from enforcing its lien rights in the Property by pursuing liquidation options such as a short sale or deed-in-lieu of foreclosure with the Borrower or the Borrower's attorney.

Servicers must within 60 calendar days pursue and document loss mitigation activity in the Servicing File after obtaining a lift-of-stay, discharge or dismissal from bankruptcy as permitted by applicable law. Also, once an automatic stay is lifted, the case is dismissed, or the Borrower has received a discharge along with a trustee abandonment of the Property, the Servicer must immediately send any required breach letter to the Borrower (if it was not previously sent) and refer the loan to an attorney to initiate (or resume) Appropriate Proceedings. If the Borrower intends to retain possession of the Property, the bankruptcy attorney must work with the court, the Borrower's counsel, and the Servicer to pursue Workout alternatives and document such efforts.

## 6) DISASTER

For non-GSE loans, servicers must remain in compliance with a GSE disaster policy. Servicers who adhere to the GSE disaster policy will be in compliance with Enact's servicing requirements.

## 7) WORKOUTS

All Workouts must be approved by Enact, and Enact's approval must precede any notification of approval to the Borrower.

There are two (2) approval options:

- Participation in Enact's Servicer Delegated Workout Program, or
- Submitting the request to Enact for individual case-by-case review.

Loans that do not fit the parameters of Enact's Servicer Delegated Workout Program must be submitted to Enact for case-by-case review.

## WORKOUT ORDER

Unless otherwise permitted under the CFPB Rule and GSE Guidelines, Enact requires that Borrowers be considered for Workouts in the following order:

- First: Retention Workouts (repayment plan, payment deferrals, modifications, etc.)
- Second: Liquidation Workouts (short sale, deed-in-lieu of foreclosure, etc.) – The Servicer should consider a liquidation Workout only if a retention Workout fails or a retention Workout is considered, but the Borrower does not qualify for or refuses to cooperate in any retention Workout. Liquidation Workout documentation in the Servicing File should include discussions with the Borrower regarding the listing of their Property, short sale, and deed-in-lieu of foreclosure options.

These requirements do not restrict the Servicer from electing to foreclose on a Property, but note that the Insurance Benefit may be reduced if such foreclosure results in non-compliance with the servicing requirements of the Policy.

For further information, please refer to the Workout Delegation and the Submission Options sections for each workout type in this Guide.

## 7A) SERVICER DELEGATED WORKOUT PROGRAM PARAMETERS

Under the Servicer Delegated Workout Program, Enact authorizes Servicers to decision most retention and liquidation Workouts for loans that are serviced by them and insured by Enact.

### REQUIREMENTS

This delegation is subject to the following requirements:

- Standard Workout packages and documentation are required for all borrowers liable for the mortgage.
- Borrower must be experiencing a legitimate hardship. (See the [Acceptable Hardships section](#) below)
- Servicers are required to report to Enact all Workouts decisioned as *approved*, *failed* or *closed* as specified in [Section 10B\) MILAR Reporting](#).
- Servicers must meet investor guidelines for all Workout approvals.
- All other guidelines as outlined in Enact's Master Policy, Lender Servicing Guide, and the applicable Default Management Servicing and Reporting Guide must be followed.
- Periodic reviews will be conducted to determine Workout program compliance. (See the [Program Compliance Review](#) section below)



### **ACCEPTABLE HARDSHIPS**

Acceptable “hardships” include, but are not limited to, the following

- Death of a borrower or primary wage-earner
- Disability or illness
- Disaster
- Divorce
- Excessive credit obligations
- Forced relocation
- Reduced income
- Unemployment

### **PROGRAM COMPLIANCE REVIEW**

Enact reserves the right to review the Servicer’s performance periodically and to request Workout documentation for evaluating the Servicer’s adherence to Enact’s delegated guidelines. This Delegated Workout Program Review will assess delegated program compliance and determine any servicer training needs. This delegation is conditioned upon the guidelines outlined in this document. Enact reserves the right to alter or discontinue this delegation at any time.

### **DELEGATION FOR OTHER SERVICER PROGRAM**

If the Servicer has a program that falls outside the Enact delegated parameters, the program specifics should be submitted in writing to Enact and delivered via email to [HOA@EnactMI.com](mailto:HOA@EnactMI.com).

## **7B) IMMINENT DEFAULT**

Unless otherwise permitted under GSE Guidelines, if a Borrower has communicated a valid hardship to the Servicer but is not currently in Default, Enact requires Servicers to pursue all available Workout opportunities.

## **7C) STRATEGIC DEFAULT**

Servicers must ensure that reasonable diligence is applied to identify “strategic Default” by Borrowers who have the means to continue making payments. If a Borrower has the means to continue payments, but no longer desires the Property or to continue making mortgage payments, Servicers should counsel the Borrower on the importance of continuing payments and the consequences of foreclosure. If the Borrower still does not wish to continue making payments, Servicer must consider a liquidation Workout to mitigate losses, with appropriate Borrower contribution based on the Borrower’s financial situation.

## 8) WORKOUT TYPES

### 8A) REPAYMENT PLAN

#### WORKOUT DELEGATION

The repayment plan term may not exceed 12 months. Any repayment plan extending beyond 12 months must be submitted to Enact for approval via encrypted email at [HOA@EnactMI.com](mailto:HOA@EnactMI.com).

#### NON-DELEGATED REQUIREMENTS

Repayment plans that do not meet delegated parameters require Enact's prior approval.

#### REQUIRED INFORMATION

- Terms of repayment plan
- Borrower Workout Package
  - Financial statement
  - Explanation of hardship
  - Proof of all income (paychecks, tax returns, rental income, etc.)

#### SUBMISSION OPTIONS

<b>Email</b>	<a href="mailto:HOA@EnactMI.com">HOA@EnactMI.com</a>
<b>Secure Submission</b>	<a href="mailto:Secure-Submission.EnactMI.com">Secure-Submission.EnactMI.com</a>
<b>Fax</b>	800-944-3642
<b>Mail</b>	Enact Homeowner Assistance 8325 Six Forks Road Raleigh, NC 27615

### 8B) FORBEARANCE PLAN

#### WORKOUT DELEGATION

The forbearance plan term may not exceed 12 months. Any forbearance plan extending beyond the initial 12 months (including re-approvals) must be submitted to Enact for approval via encrypted email at [HOA@EnactMI.com](mailto:HOA@EnactMI.com).

#### NON-DELEGATED REQUIREMENTS

Forbearance plans that do not meet delegated parameters require Enact's prior approval.

**REQUIRED INFORMATION**

- Terms of forbearance plan

**SUBMISSION OPTIONS**

<b>Email</b>	<a href="mailto:HOA@EnactMI.com">HOA@EnactMI.com</a>
<b>Secure Submission</b>	<a href="https://secure-submission.enactmi.com">Secure-Submission.EnactMI.com</a>
<b>Fax</b>	800-944-3642
<b>Mail</b>	Enact Homeowner Assistance 8325 Six Forks Road Raleigh, NC 27615

We will review and respond to your request within 10 business days with either an approval or denial. If we do not respond within this timeframe, the request is deemed to be approved.

If a Workout request is submitted because it falls outside of delegated parameters, failure to respond within 10 business days will not be deemed to be an approval.

**8C) MODIFICATION**

**WORKOUT DELEGATION**

Workout delegation is authorized within the following parameters:

If the terms of the loan modification comply with GSE Guidelines, the Servicer may proceed as delegated. The modification terms may include any of the following:

- Capitalized amounts (will be insured but limited to interest in arrears, legal fees and costs and claimable Advances)
- Change of rate
- Change of term - up to 480 months
- Principal forbearance
- Principal forgiveness

The number of times a loan is modified does not affect the delegation.

**NON-DELEGATED REQUIREMENTS**

Modifications that do not meet delegated parameters require Enact’s prior approval.

**Principal Reduction Loan Modification**

The amount of principal reduction may be included in the Claim Amount, but only if the principal reduction modification is approved by Enact. The claimable principal reduction amount will be determined by the terms and conditions of the Enact Workout approval letter.

Note: Principal reduction modifications are NOT included in Enact’s Workout delegation and must be submitted for case-by-case review. In the event a principal reduction modification is completed, and the terms are not approved by Enact, the amount of the principal reduction may not be included in the Claim Amount and therefore the Insurance Benefit may be reduced.

As further clarification, the principal reduction must be funded by the Initial Insured, the Insured (including the Servicer) or the Beneficiary. As an example, portions of principal reduction funds obtained through state Hardest Hit programs are not included in the Claim Amount.

**REQUIRED INFORMATION**

- Enact’s [Loan Modification Application](#) form

**SUBMISSION OPTIONS**

<b>Email</b>	<a href="mailto:HOA@EnactMI.com">HOA@EnactMI.com</a>
<b>Secure Submission</b>	<a href="https://secure-submission.enactmi.com">Secure-Submission.EnactMI.com</a>
<b>Fax</b>	800-944-3642
<b>Mail</b>	Enact Homeowner Assistance 8325 Six Forks Road Raleigh, NC 27615

We will review and respond to your request within 10 business days with either an approval or denial. If we do not respond within this timeframe, the request is deemed to be approved.

If a Workout request is submitted because it falls outside of delegated parameters, failure to respond within 10 business days will not be deemed to be an approval.

## 8D) PAYMENT DEFERRAL

### WORKOUT DELEGATION

Workout delegation is authorized within the following parameters:

1. If the terms of the payment deferral comply with GSE Guidelines, the Servicer may proceed as delegated.
2. If the terms of the payment deferral comply with the parameters below, the Servicer may proceed as delegated.
  - Payment deferral of up to 12 months of P&I payments
  - May be recouped as a balloon payment or by extending the term up to 12 months
  - Any deferred P&I must remain as part of the original mortgage
  - In the event of a valid claim, the deferred P&I will be covered with no additional interest
  - At the time of payment deferral, the borrower may be current or up to 12 months in default

### NON-DELEGATED REQUIREMENTS

Payment deferrals that do not meet delegated parameters require Enact’s prior approval.

#### **REQUIRED INFORMATION**

- Proposed Payment Deferral Terms

#### **SUBMISSION OPTIONS**

<b>Email</b>	<a href="mailto:HOA@EnactMI.com">HOA@EnactMI.com</a>
<b>Secure Submission</b>	<a href="https://secure-submission.enactmi.com">Secure-Submission.EnactMI.com</a>
<b>Fax</b>	800-944-3642
<b>Mail</b>	Enact Homeowner Assistance 8325 Six Forks Road Raleigh, NC 27615

We will review and respond to your request within 10 business days with either an approval or denial. If we do not respond within this timeframe, the request is deemed to be approved.

If a Workout request is submitted because it falls outside of delegated parameters, failure to respond within 10 business days will not be deemed to be an approval.

**8E) ASSUMPTIONS**

In some circumstances, an assumption of the loan by a third party may be an alternative to foreclosure. All loan assumptions, with or without the release of liability of the original Borrower, must be reviewed and approved by Enact prior to you processing the assumption. Failure to obtain our prior approval may result in the cancellation of coverage effective on the date of the assumption, or if a Claim has been submitted, we may deny the Claim. A new appraisal is not required. The assumption will be underwritten in accordance with current Enact Underwriting Guidelines and, if approved by Enact, an amended Commitment/Certificate of Insurance will be issued.

**REQUIRED INFORMATION**

The following documentation is required:

- Enact’s [Assumption Request](#) form and applicable documentation

**SUBMISSION OPTIONS: DELINQUENT ASSUMPTIONS**

<b>Email</b>	<a href="mailto:HOA@EnactMI.com">HOA@EnactMI.com</a>
<b>Secure Submission</b>	<a href="https://Secure-Submission.EnactMI.com">Secure-Submission.EnactMI.com</a>
<b>Fax</b>	800-944-3642
<b>Mail</b>	Enact Homeowner Assistance 8325 Six Forks Road Raleigh, NC 27615

**SUBMISSION OPTIONS: NON-DELINQUENT ASSUMPTIONS**

<b>Email</b>	<a href="mailto:mionly.uw@EnactMI.com">mionly.uw@EnactMI.com</a>
<b>Secure Submission</b>	<a href="https://Secure-Submission.EnactMI.com">Secure-Submission.EnactMI.com</a>
<b>Fax</b>	800-285-4322
<b>Mail</b>	Enact Central Imaging-MI Only 8325 Six Forks Road Raleigh, NC 27615

We will review and respond to your request within 10 business days with either an approval or denial. If we do not respond within this timeframe, the request is deemed to be approved.

If a Workout request is submitted because it falls outside of delegated parameters, failure to respond within 10 business days will not be deemed to be an approval.

## 8F) PRE-CLAIM ADVANCE PROGRAM

In some circumstances, funds may be advanced to the Servicer in the form of a pre-claim advance to assist in curing the Default. Payment of a pre-claim advance to the Servicer will only be permitted if approved in advance and in writing by the investor. Contact a Homeowner Assistance Representative for more information at 800-455-0871 or [HOA@EnactMI.com](mailto:HOA@EnactMI.com).

### SUBMISSION OPTIONS

<b>Email</b>	<a href="mailto:HOA@EnactMI.com">HOA@EnactMI.com</a>
<b>Secure Submission</b>	<a href="https://Secure-Submission.EnactMI.com">Secure-Submission.EnactMI.com</a>
<b>Fax</b>	800-944-3642
<b>Mail</b>	Enact Homeowner Assistance 8325 Six Forks Road Raleigh, NC 27615

We will review and respond to your request within 10 business days with either an approval or denial. If we do not respond within this timeframe, the request is deemed to be approved.

## 8G) SHORT SALE

### WORKOUT DELEGATION

Enact requirements for short sale activities have aligned with GSE Guidelines implemented 09/01/2019. Therefore, if the terms of the short sale comply with GSE Guidelines, the Servicer may proceed as delegated.

Other Requirements:

- If there is no investor loss, the minimum net-to-value requirement is 85%.
- Interior Property valuation must be obtained within 180 days of the short sale approval.
  - Any applicable second liens should be listed as a separate line item on the Closing Disclosure.
  - Short sale cash contributions are to be paid at closing and listed as a separate line item on the Closing Disclosure.
  - Any cash contribution listed on the Closing Disclosure will be deducted from the verified claim for loss.
  - No funds are to be paid directly to Enact.

If a Servicer approves a short sale utilizing Enact delegation, we waive deficiency rights. In all other cases, we may at our discretion pursue a deficiency where allowed by law.

### NON-DELEGATED REQUIREMENTS

Short sales that do not meet delegated parameters require Enact’s prior approval. If Enact approves a non-delegated short sale, we will waive deficiency rights.

#### ***REQUIRED INFORMATION***

Submit a full Workout package to Enact including the following:

- Hardship letter
- Financial statement
- Current proof of income
- Bank statements
- Tax returns
- Credit report
- Interior valuation – broker price opinion (BPO) or appraisal
- Payoff statement (good through closing date)
- Sales contract
- Net sheet or Closing Disclosure

#### ***SUBMISSION OPTIONS***

<b>Email</b>	<a href="mailto:HOA@EnactMI.com">HOA@EnactMI.com</a>
<b>Secure Submission</b>	<a href="https://secure-submission.enactmi.com">Secure-Submission.EnactMI.com</a>
<b>Fax</b>	800-944-3642
<b>Mail</b>	Enact Homeowner Assistance 8325 Six Forks Road Raleigh, NC 27615

We will review and respond to your request within 10 business days with either an approval or denial. If we do not respond within this timeframe, the request is deemed to be approved.

If a Workout request is submitted because it falls outside of delegated parameters, failure to respond within 10 business days will not be deemed to be an approval.



## 8H) DEED-IN-LIEU OF FORECLOSURE

### WORKOUT DELEGATION

Enact requirements for deed-in-lieu activities have aligned with GSE Guidelines implemented 09/01/2019. Therefore, if the terms of the deed-in-lieu comply with GSE Guidelines, the servicer may proceed as delegated.

Other Requirements:

- Any cash contribution will be deducted from the verified Claim.
- No funds are to be paid directly to Enact.
- Interior Property valuation must be obtained within 180 days of deed-in-lieu approval.

If a Servicer approves a deed-in-lieu utilizing Enact delegation, we waive deficiency rights. In all other cases, we may at our discretion pursue a deficiency where allowed by law.

### NON-DELEGATED REQUIREMENTS

Deeds-in-lieu that do not meet delegated parameters require Enact’s prior approval. If Enact approves a non-delegated deed-in-lieu, we will waive deficiency rights.

### ***REQUIRED INFORMATION***

Submit a full Workout package to Enact including the following:

- Hardship letter
- Financial statement
- Current proof of income
- Bank statements
- Tax returns
- Credit report
- Interior valuation – broker price opinion (BPO) or appraisal
- Payoff statement (good through closing date)
- Copy of listing agreement

### ***SUBMISSION OPTIONS***

<b>Email</b>	<a href="mailto:HOA@EnactMI.com">HOA@EnactMI.com</a>
<b>Secure Submission</b>	<a href="https://Secure-Submission.EnactMI.com">Secure-Submission.EnactMI.com</a>
<b>Fax</b>	800-944-3642
<b>Mail</b>	Enact Homeowner Assistance 8325 Six Forks Road Raleigh, NC 27615

We will review and respond to your request within 10 business days with either an approval or denial. If we do not respond within this timeframe, the request is deemed to be approved.

If a Workout request is submitted because it falls outside of delegated parameters, failure to respond within 10 business days will not be deemed to be an approval.

## 8I) OTHER WORKOUT TYPES

If there are any other Workout types that are not covered by this Guide, please submit the Workout package and Workout recommendation to Enact Homeowner Assistance for review.

## 9) ENACT SERVICER ASSISTANCE PROGRAM

Enact has a range of offerings to assist the Servicer in achieving Workout results and meeting Enact's Servicer requirements and expectations. These offerings include:

- Borrower outreach campaigns
  - "No Contact" – Enact attempts to locate and call a list of Borrowers, supplied by Servicer, with whom the Servicer has not made contact
  - "No Resolution" – Enact calls a list of Borrowers, supplied by Servicer, with whom the Servicer has not been able to complete a Workout
  - Warm Transfers – Enact calls a list of Borrowers supplied by Servicer and transfers the Borrower to the Servicer
- Door knock service payment
- NextJob reemployment service payment
- Pre-claim advances to facilitate additional Workouts
- Participation in most available government investor programs
- We will evaluate all requests for support on a case-by-case basis. Please contact Enact Homeowner Assistance at [HOA@EnactMI.com](mailto:HOA@EnactMI.com).

## 10) SERVICER REPORTING

### REQUIRED REPORTING

- A. Default Reporting
- B. MILAR (including workout data)
- C. Obligation to Self-Report
- D. Bulk/Pool Reporting

Failure to provide reporting as required by the Policy and this Guide may result in revocation of delegated workout authority, delay in processing the Claim, and may also result in cancellation of coverage, a denial of a Claim, or a reduction of the Insurance Benefit.

### 10A) DEFAULT REPORTING

Default Reporting provides the current status of all delinquent loans and any efforts made to remedy the default or complete appropriate proceedings.

**REPORTING REQUIREMENTS FOR MASTER POLICY 1920**

**1. Initial Notice of Default:** Monthly Default Report

If the Borrower fails to make 2 consecutive loan Payments, a Notice of Default must be provided to Enact prior to the due date of the next loan Payment.

*Ex: A loan with a September 1<sup>st</sup> due date should be reported between the 1<sup>st</sup> and the 25<sup>th</sup> of October.*

**2. Ongoing, Monthly Reporting:** A servicer shall submit (on or before the 25th day of each month) as applicable:

Requirements	Accepted Documentation
<b>Status of the loan</b> <i>(Ex. current or Delinquent by a specified number of days)</i>	Monthly Default Report (preferred) or <a href="#">MDSR Form</a> (Monthly Delinquency Status Report)
<b>Servicer’s efforts to remedy the Default, including all Workouts proposed to the Borrower and the status of Borrower contact efforts (if any)</b>	Copy of Servicer notes illustrating the required info attached to the MDSR or MILAR (see <a href="#">Section 10B</a> )
<b>The initiation date and status of any Appropriate Proceedings that have been commenced, together with copies of all notices and pleadings filed or required in connection with such proceedings</b>	Status of Appropriate Proceedings info on the MDSR or Monthly Default Report. <i>(Copies of all notices and pleadings filed or required in connection with such Appropriate Proceedings are not required to be submitted but must be made available upon Enact’s request.)</i>
<b>The initiation date and status of any Borrower Proceedings</b>	Borrower Proceedings are required to be reported on MILAR (see <a href="#">Section 10B</a> ), but not required to be submitted with the MDSR or Monthly Default Report
<b>If applicable, indication that the loan has been classified as uncollectable and charged-off</b>	Loans that have been classified as uncollectable and charged-off are required to be reported on MILAR (see <a href="#">Section 10B</a> ), but not required to be submitted with the MDSR or Monthly Default Report

**3. Final Status:** The Servicer shall submit a final report on the resolution of the Default in the month following such resolution.

### ***SUBMISSION OPTIONS***

There are two ways to submit Default Reporting to Enact:

1. **ADR (Automated Delinquency Reporting):** To begin submitting by data file (internally or through an outside supplier), contact the ActionCenter at 800-444-5664.

ADR options include:

- Secure File Transfer Protocol (SFTP)
- Network Data Mover (NDM) transmission from Service Bureaus
- Secure submission via our MI Servicing Website

2. **DOW (Delinquencies on the Web):** You can report Defaults and update lender loan number (LLN) information online. Information can be transmitted to Enact using the tool as many times during the month as necessary, with a limit of once per day.

To begin submitting through the online reporting tool, obtain a username and password for the MI Servicing Site by contacting the ActionCenter at 800-444-5664.

DOW submission instructions:

- Log on to [Servicing.EnactMI.com](https://Servicing.EnactMI.com)
- Enter your username and password
- Select Delinquency Reporting
- Select Report Delinquency
- Refer to the Reporting Delinquencies documents (PDF) for online reporting instructions

For more information about Default Reporting, please see our [Delinquency Reporting Frequently Asked Questions](#).

## **10B) MILAR**

The monthly MILAR (Mortgage Insurance Loan Activity Report) should include all active Enact certificates, performing and non-performing, for all investors.

The MILAR with the previous month's data must be received by the 25th of the month (preferably by the 7<sup>th</sup> business day of the month, if possible).

### ENACT'S ACCEPTABLE MILAR FORMATS

- Full MILAR Data Set (169 fields) Template
- Minimum MILAR Data Set (32 fields) Template, as well as one of the three options that include workout data:
  1. Delegated [Online](#) Workout Reporting (Useful for low monthly workout volume. Visit for more info)
  2. Enact Workout Reporting Templates (Liquidation and Retention)
  3. Individual loans for decision

MILAR Templates and Enact Workout Reporting Templates can be found [here](#).

For more information about MILAR, please see our [MILAR Frequently Asked Questions](#).

### **SUBMISSION OPTIONS**

1. SFTP
2. [Secure Submission](#) (choose document type, "MILAR")

## 10C) BULK/POOL INSURANCE REPORTING

For structured transactions (bulk) or pool insured loans, consult your specific policy for reporting requirements to ensure compliance. **Note: Earlier reporting of the initial Notice of Default may be required under bulk/pool policies of insurance.**

Loans insured under both an Enact primary and bulk/pool Certificate should only be reported under the primary Certificate. Both Certificates will be updated concurrently.