Fannie Mae®

# Multifamily Selling and Servicing Guide

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# Chapter 5 Surveillance

## Section 501 Generally

### Requirements

You must:

- Monitor the Property by:
  - inspecting it;
  - evaluating its financial performance; and
  - submitting the inspection and evaluation results per this Chapter.
- Ensure the Borrower manages and maintains the Property per the Loan Documents.

## Section 502 Property Inspections

### 502.01 Forms

### Requirements

For all Property inspections, you must use

- the MBA Standard Inspection Form, or
- if a Catastrophic Event has occurred, the Multifamily Catastrophic Loss Inspection form (Form 4261).

For a Green Rewards Mortgage Loan, you must also submit the Green Rewards Verification Inspection Form (Form 4221) per Part V, Chapter 4: Asset Management: Loan Document Administration, Section 408.03I: Green Rewards Efficiency Measure Verification.

### Operating Procedures

On the MBA Standard Inspection Form, you must:

1. Select the “Fannie Mae Inspection” option on the Tools tab.
2. Complete the tabs per the following table.

| Tab to be Completed | Additional Tab Requirements |
|---|---|
| General Information | Include the inspector's first and last name. |
| Physical Condition & Deferred Maintenance | |
| Photos | Ensure photos of surrounding neighborhoods are included in addition to the minimum interiorand exterior photo requirements per Part V, Chapter 5: Surveillance, Section 502.03: Property Inspection Protocol. |
| Rent Roll | Ensure the rent roll is:<br><br>• obtained during the site inspection; and<br>• retained in your Servicing File and available to Fannie Mae upon request. |
| Management Interview | |
| Multifamily | |
| Fannie Mae Assessment Addendum | Ensure all Seller/ Servicer Certification information is<br><br>• completed, and<br>• reviewed and certified by someone other than the actual inspector. |
| Senior Supplement | Required only for a Seniors Housing Property. |

3. Assign an overall rating per the MBA Rating Scale Definitions.

## 502.02 Property Condition Concerns

Operating Procedures

| If the Property has... | You must... |
|---|---|
| • an inspection rating of 4 or 5 per the Fannie Mae Assessment Addendum tab of the MBA Standard Inspection Form;<br>• incomplete repairs per the specified timing in the Loan Documents;<br>• significant deferred maintenance; or<br>• non-significant deferred maintenance that was not corrected within 12 months after notifying the Borrower. | • Inform Multifamily Inspections and Multifamily Loss Mitigation:<br>- promptly after receiving notice of any Life Safety Issues per Part V, Chapter 5: Surveillance, Section 502.06F: Life Safety Issues; or<br>- otherwise within 10 Business Days after becoming aware.<br><br>• Reinstate any suspended Completion/Repair Escrow or Replacement Reserve if the Property inspection rating is 4 or 5, unless the rating resulted from a casualty loss (see Part V, Chapter 5: Surveillance, Section 502.06E: Collateral Analysis).<br>• Inspect the Property as necessary to ensure the Borrower resolves any deferred maintenance.<br>• Regardless of whether the Mortgage Loan is on a Watchlist, submit a request to Multifamily Loss Mitigation before ordering a PCA (excluding regularly-scheduled PCAs required per the Loan Documents).<br>• Identify the appropriate Fannie Mae risk rating per Part VI, Chapter 1: Watchlist Management . |

## 502.03 Property Inspection Protocol

### Guidance

Property inspection frequency is based on

- the current Fannie Mae risk rating,
- the Mortgage Loan amount at the Mortgage Loan Origination Date, and
- a full inspection (unless otherwise noted) of the specified percentage of units per the Property Inspection Protocol table criteria, but not:
  - less than the specified minimum; and
  - more than the specified maximum.

If the scheduled inspection due date is within 6 months of the Maturity Date, the MAMP inspection due date will be set to 6 months before the Maturity

Date.

## Operating Procedures

You must complete:

- a post-origination Property inspection within 12 months; and
- additional Property inspections per the Inspection Frequency column in the following table.

| Property Inspection Protocol | | | | | | |
|---|---|---|---|---|---|---|
| If the original Mortgage Loan Amount is greater than $30 million... | | | | | | |
| Type | Fannie Mae Risk Rating | Inspection Frequency | Number of Units to Inspect | | Minimum # of Photos<br>Total (Interior/Exterior) | Inspector |
| | | | % | Min/Max | | |
| All Mortgage Loans | • Pass,<br>• Pass-Watch, or<br>• Special Mention | Annual | 5% | 5/15 | 20 (5/15) | • Third-Party, or<br>• In-House |
| | Substandard | Annual | 10% | 10/20 | 20 (5/15) | In-House Only |
| If the original Mortgage Loan Amount is greater than $6 million and less than or equal to $30 million... | | | | | | |
| NOTE: DSCR is per the most recent annual financial statement submitted to Fannie Mae. | | | | | | |
| Type | Fannie Mae Risk Rating | Inspection Frequency | Number of Units to Inspect | | Minimum # of Photos<br>Total (Interior/Exterior) | Inspector |
| | | | % | Min/Max | | |
| Most Recent Inspection rating of 4 or 5 | All Ratings | Annual | 10% | 10/20 | 20 (5/15) | In-House Only |
| • Seniors Housing, or<br>• Rent-Stabilized | • Pass,<br>• Pass-Watch, or<br>• Special Mention | Annual | 5% | 5/15 | 20 (5/15) | • Third-Party, or<br>• In-House |
| | Substandard | Annual | 10% | 10/20 | 20 (5/15) | In-House Only |

| Property Inspection Protocol | | | | | | |
|---|---|---|---|---|---|---|
| Maturing | All Ratings | Within 12 months before Maturity Date | Per applicable Mortgage Loan type. | | | |
| All Others | • Pass, Pass-Watch, or Special Mention; and<br>• DSCR ≥ 1.35, or Co-op DSCR ≥ 1.00. | • Every 2 years; or<br>• Annual if required annual Operating Statement not received. | 5% | 5/15 | 20 (5/15) | • Third-Party, or<br>• In-House |
| | • Pass, Pass-Watch, or Special Mention; and<br>• DSCR < 1.35, or Co-op DSCR < 1.00. | Annual | 5% | 5/15 | 20 (5/15) | • Third-Party, or<br>• In-House |
| | Substandard | Annual | 10% | 10/20 | 20 (5/15) | In-House Only |
| If the original Mortgage Loan Amount is $6 million or less... | | | | | | |
| NOTE: If the Property has 10 units or less, at least 2 units must be inspected. | | | | | | |
| Type | Fannie Mae Risk Rating | Inspection Frequency | Number of Units to Inspect: % | Number of Units to Inspect: Min/Max | Minimum # of Photos: Total (Interior/Exterior) | Inspector |
| Most Recent Inspection rating of 4 or 5 (unless Delivered Mortgage Loan Amount was less than $750,000) | All Ratings | Annual | 10% | 10/20 | 20 (5/15) | In-House Only |

| Property Inspection Protocol | | | | | | |
|---|---|---|---|---|---|---|
| • Seniors Housing, or<br>• Rent-Stabilized | • Pass,<br>• Pass Watch, or<br>• Special Mention | Annual | 5% | 5/15 | 20 (5/15) | • Third-Party, or<br>• In-House |
| | Substandard | Annual | 10% | 10/20 | 20 (5/15) | In-House Only |
| Maturing | All Ratings | Within 12 months before Maturity Date | Per applicable Mortgage Loan type. | | | |
| All Others | • Pass, Pass-Watch, or Special Mention; and<br>• Delivered Mortgage Loan Amount < $750,000. | Walk Around every 5 years | N/A | N/A | 15 (exterior photos only) | • Third-Party, or<br>• In-House |
| | • Pass, Pass-Watch, or Special Mention; and<br>• Delivered Mortgage Loan Amount ≥ $750,000. | Every 2 years | 5% | 2/5 | 15 (5/10) | • Third-Party, or<br>• In-House |
| | Substandard | Annual | 10% | 2/5 | 15 (5/10) | In-House Only |

## 502.04 Scheduling and Submissions

### 502.04A Scheduling

#### Operating Procedures

You must:

- ensure Property inspections are performed per Part V, Chapter 5: Surveillance, Section 502.03: Property Inspection Protocol; and
- allow enough time to submit the Property inspection form by the MAMP

submission due date.

### Guidance

For scheduling efficiency, you may request 1 automatic extension for up to 60 days after the submission due date if:

- you request it before the original submission due date using the "Modification Request" tab within the MAMP;
- the Fannie Mae risk rating is not Substandard;
- the most recent Property inspection rating is:
  - 1 or 2; or
  - 3 if the inspection is less than 1 year old; and
- the extended MAMP submission due date is at least 6 months before the Maturity Date.

## 502.04B Submissions

### Operating Procedures

You must:

- Submit via the MAMP:
  - the origination inspection form:
    - within 45 days after Fannie Mae purchases the Mortgage Loan and loads it into the MAMP; and
    - no later than the MAMP submission due date; and
  - each subsequent inspection form:
    - within 60 days after the Property inspection date; and
    - no later than the MAMP submission due date.
- Timely resolve all issues Fannie Mae identifies.

### Guidance

See the MAMP User Guide for Property inspection form submission information.

If the Property inspection is inadequate, Fannie Mae may require you to

obtain a new inspection at your expense.

## 502.05 Property Inspectors

### 502.05A Qualifications

☑ Requirements

You must ensure any inspector:

- Meets 1 of the following:

  1. Is certified by the:

     - Real Estate Assessment Center for HUD as a Certified Home Inspector;
     - American Society of Home Inspectors (ASHI); or
     - International Association of Certified Home Inspectors (InterNACHI).

  2. Is a:

     - state-certified home inspector;
     - registered architect; or
     - civil engineer.

  3. Successfully completed other acceptable training, including the MBA's School of Multifamily Property Inspections.

- Has the following minimum experience:

| Type | Minimum Inspection Experience |
|---|---|
| Senior Housing Mortgage Loans | 10 seniors housing property inspections |
| Substandard Fannie Mae Risk Rating | 25 multifamily property inspections |
| All Others | 10 multifamily property inspections |

### 502.05B Third Parties

☑ Requirements

Any third-party inspector must:

- have no financial interest in the inspected Property;
- have experience in the Property's market; and

- not reassign responsibility to another Person without your approval.

### Guidance

Fannie Mae reserves the right, in its sole discretion, to notify you that a third-party inspector or inspection firm is unacceptable.

## 502.06 Content

### 502.06A Unit Selection

#### Operating Procedures

When selecting units:

- The inspector, not the Property manager, must select and inspect the interior of:
  - all “down” units (i.e., units that cannot currently be rented in the normal course of business);
  - at least the minimum, but no more than the maximum, number of occupied and vacant units per Part V, Chapter 5: Surveillance, Section 502.03: Property Inspection Protocol; and
  - units where at least:
    - 50% are vacant (if existing); and
    - 2 are occupied.
- If substantial physical concerns exist, the inspector may inspect more than the maximum number of units per Part V, Chapter 5: Surveillance, Section 502.03: Property Inspection Protocol.
- If a Property has Non-Contiguous Parcels or scattered sites, on each parcel or site:
  - inspect all buildings;
  - allocate the number of units to inspect in the same proportion as the total Property units; and
  - randomly select the units to be inspected.

### 502.06B Photos

#### Operating Procedures

You must submit at least the minimum number of photos per Part V, Chapter 5: Surveillance, Section 502.03: Property Inspection Protocol with the Property inspection form. The photos must include views and captions of the Property's

- signage,
- frontage,
- site office and clubhouse (if applicable),
- amenities,
- typical building front,
- apartment interior,
- major building systems,
- deferred maintenance and life safety items,
- extraordinary repair or capital expenditure items, and
- all critical or substantial issues per the inspection report.

## 502.06C Interviews

Operating Procedures

Except for walk-around inspections, you must interview the Property manager and other on-site staff to:

- ascertain the Property's condition and performance; and
- confirm all life safety and deferred maintenance items per the most recent Property inspection were corrected.

## 502.06D Market Analysis

Operating Procedures

You must evaluate:

- the Property's neighborhood, submarket, and market to determine material shifts in economic and real estate conditions; and
- competitive properties to determine any changes in the Property's competitive position since
  - initial underwriting, or
  - the most recent Property inspection.

## 502.06E Collateral Analysis

### Operating Procedures

If the Property needs repairs or maintenance:

| Step | Activity | You must... |
|---|---|---|
| 1 | Notify Borrower | • Within 45 days after the inspection date,<br>- identify the repair or maintenance issues,<br>- include any photos, and<br>- direct the Borrower to timely complete the work.<br><br>• Use Form 4830 if the Property inspection rating is 3, 4, or 5. |
| 2 | Follow Up | • Follow up to ensure the Borrower responded and the work was successfully completed. If not:<br>- notify the Borrower;<br>- notify Multifamily Inspections; and<br>- include your resolution recommendation.<br><br>• Use Form 4831 or Form 4832 if the Property inspection rating is 3, 4, or 5. |
| 3 | Set Rating | Set the Property inspection overall rating to 4 (or 5 depending on the severity or other existing issues) if:<br><br>• 10% or more of the units are down for any reason; or<br>• there is casualty damage equal to<br>- 25% of the current UPB, or<br>- $1 million. |

### Guidance

Setting the Property inspection rating to 4 or 5 does not:

- add the Mortgage Loan to Fannie Mae's Watchlist;
- require an Action Plan; or
- require Replacement Reserves reinstatement if the rating is the result of a casualty loss unless you

- identify other performance issues that increase credit risk, or
- expect insufficient funds or insurance proceeds to restore the Property to its original condition.

### 502.06F Life Safety Issues

#### Requirements

If a third-party inspector identifies any Property issues that would be rated 3, 4, or 5 per the "Life Safety" section of the Fannie Mae Assessment Addendum of the MBA Standard Inspection Form, the inspector must notify you within 3 Business Days after completing the inspection.

## 502.07 Quality Control

### 502.07A Program

#### Requirements

You must:

- Have a quality control program to annually review the Property inspections performed by third-party inspectors.
- Ensure every Property inspection complies with Fannie Mae's requirements before submission.
- Show evidence and results of your quality control program if requested.

### 502.07B Inspection Form Retention

#### Operating Procedures

You must

- retain all Property inspection forms in your Servicing File for at least 2 inspection cycles, and
- submit them upon request.

### 502.07C Additional Inspections and Fees

#### Guidance

Property inspections are a regular asset management responsibility, and additional Property inspections may be required if circumstances warrant.

You may charge the Borrower a reasonable Property inspection fee if it is

- permitted per the Loan Documents or other written Borrower agreement, and
- not prohibited by Fannie Mae.

# Section 503 Financial Analysis of Operations

## 503.01 Reporting

### Requirements

You must submit quarterly and annual Financial Analysis of Operations reports (Form 4254 or Form 4254.Seniors) for each Property.

### Operating Procedures

You must submit all Financial Analysis of Operations reports via the MAMP. To ensure the operating statements are complete:

| Item | Activity | You must... |
|---|---|---|
| 1 | Verify | Verify the operating statements reflect the Property'sactual physical occupancy based on the most recent quarter-end rent roll. |
| 2 | Provide | Provide actual expenses, normalizing<br><br>• for seasonal variations, and<br>• certain expenses including, but not limited to,<br>- real estate taxes,<br>- property casualty insurance,<br>- Replacement Reserves, and<br>- property management fees. |

| Item | Activity | You must... |
|---|---|---|
| 3 | Comment | Comment if:<br><br>• the Mortgage Loan is on Fannie Mae's Watchlist; or<br>• per Form 4254.DEF there is a 20% or greater variance, either higher or lower, from the same reporting period in the prior year for<br>- Effective Gross Income,<br>- Total Operating Expenses,<br>- Capital Expenditures, or<br>- Debt Service Coverage.<br><br>Comments should:<br><br>• describe:<br>- the situation and the variance's root cause;<br>- risk changes or trends;<br>- any Property management changes;<br>- the Borrower/Property manager's plan to improve cash flow if the Property is<br>▪ on the Watchlist, or<br>▪ not performing as expected per original underwriting; and<br><br>- the overall<br>▪ payment history,<br>▪ debt service adjustments,<br>▪ Property performance, or<br>▪ significant financial changes; and<br><br>• include:<br>- available market data, noting<br>▪ concerns or improvements, and<br>▪ Property performance relative to competition;<br><br>- normalization/annualization adjustments; and<br>- applicable hedge data for rate cap income and/or escrow payments. |
| 4 | Resolve | Timely resolve any quality control issues. |

## 503.02 Quarterly Financial Analysis of Operations

### Requirements

| Fannie Mae Watchlist Status or Product | Reporting |
|---|---|
| Fannie Mae Watchlist Property (All Products) | You must submit detailed quarterly operating statements<br><br>• 90 days after the end of the first quarter, and<br>• 75 days after the end of the second and third quarters. |
| Cooperative Property | No quarterly financial reporting or waiver required. |
| Small Mortgage Loan | If the original Mortgage Loan amount is:<br><br>• equal to $6 million or less, no quarterly financial reporting or waiver required; or<br>• greater than $6 million, you must submit detailed quarterly operating statements 75 days after the end of the second and third quarters. |
| Seniors Housing Property | You must submit detailed quarterly operating statements 75 days after the end of every quarter. |
| Credit Facility Property | You must submit the Deal Level Structured Transaction Quarterly report 75 days after the end of every quarter, including the<br><br>• detailed quarterly operating statements,<br>• Structured Facilities Monitoring Narrative (Form 4801), and<br>• Spreadsheet (Form 4802). |
| All Others | You must submit detailed quarterly operating statements 75 days after the end of the second and third quarters. |

### Operating Procedures

You must adhere to the following due dates:

| Fannie Mae Watchlist Property | | | |
|---|---|---|---|
| Reporting Quarter | Period Covered | Reporting Due Date for Property with 12/31 Fiscal Year End | Reporting Due Date for Property with non-12/31 Fiscal Year End |
| First | 1 st quarter | June 30 | 90 days after 1st quarter end |
| Second | 2 nd quarter year-to-date | September 15 | 75 days after 2nd quarter end |
| Third | 3 rd quarter year-to-date | December 15 | 75 days after 3rd quarter end |

| Seniors Housing Property | | | |
|---|---|---|---|
| Reporting Quarter | Period Covered | Reporting Due Date for Property with 12/31 Fiscal Year End | Reporting Due Date for Property with non-12/31 Fiscal Year End |
| First | Trailing 3 months operating data covering the 1st quarter | June 15 | 75 days after 1st quarter end |
| Second | Trailing 3 months operating data covering the 2nd quarter | September 15 | 75 days after 2nd quarter end |
| Third | Trailing 3 months operating data covering the 3rd quarter | December 15 | 75 days after 3rd quarter end |
| Fourth | Trailing 3 months operating data covering the 4th quarter | March 15 | 75 days after 4th quarter end |

| Credit Facility Property | | | |
|---|---|---|---|
| Reporting Quarter | Reporting Period | Reporting Due Date for Property with 12/31 Fiscal Year End | Reporting Due Date for Property with non-12/31 Fiscal Year End |
| First | Trailing 3 months operating data:<br><br>• Property level statements covering the 1st quarter; and<br>• Deal level Structured Facilities Monitoring Narrative and Spreadsheet (Form 4801 and Form 4802). | June 15 | 75 days after 1st quarter end |
| Second | Trailing 3 months operating data:<br><br>• Property level statements covering the 2nd quarter; and<br>• Deal level Structured Facilities Monitoring Narrative and Spreadsheet (Form 4801 and Form 4802). | September 15 | 75 days after 2nd quarter end |
| Third | Trailing 3 months operating data:<br><br>• Property level statements covering the 3rd quarter; and<br>• Deal level Structured Facilities Monitoring Narrative and Spreadsheet (Form 4801 and Form 4802). | December 15 | 75 days after 3rd quarter end |

| Credit Facility Property | | | |
|---|---|---|---|
| Fourth | Trailing 3 months operating data:<br><br>• Property level statements covering the 4th quarter; and<br>• Deal level Structured Facilities Monitoring Narrative and Spreadsheet (Form 4801 and Form 4802). | March 15 | 75 days after 4th quarter end |

| All Others | | | |
|---|---|---|---|
| Reporting Quarter | Period Covered | Reporting Due Date for Property with 12/31 Fiscal Year End | Reporting Due Date for Property with non-12/31 Fiscal Year End |
| Second | 2 nd quarter year-to-date | September 15 | 75 days after 2nd quarter end |
| Third | 3 rd quarter year-to-date | December 15 | 75 days after 3rd quarter end |

### Guidance

If any due date is not a Business Day, you may submit the quarterly Financial Analysis of Operations on the next Business Day.

## 503.03 Annual Financial Analysis of Operations

### 503.03A Reporting Period

#### Requirements

The annual Financial Analysis of Operations (Form 4254 or Form 4254.Seniors) for each Property must cover the

- previous calendar year for a Property with a 12/31 fiscal year end, or
- fiscal year ending in the previous calendar year for a Property with a non-12/31 fiscal year end.

## 503.03B Submission

### Operating Procedures

1. Comply with the Annual Reporting Protocol table.
2. Analyze the Borrower's operating statements per Form 4254.DEF.
3. Indicate on each statement line which of the Borrower's income and expense items are included.
4. Provide the pertinent income, expense, and other required data for the current reporting period in the MAMP.

| Annual Reporting Protocol | | |
|---|---|---|
| For... | Due Date | You must... |
| First Year | | |
| A Mortgage Loan Fannie Mae purchases on or before June 30 | June 1 of the following year. | Annualize the operating data to represent 12 months of operations. |
| A Mortgage Loan Fannie Mae purchases on or after July 1 | June 1 of the second year after purchase. | Submit 12 months of actual operating data. |
| Subsequent Years | | |

| Annual Reporting Protocol | | |
|---|---|---|
| For... | Due Date | You must... |
| Every Property | • June 1 for a Property with a 12/31 fiscal year end, or<br>• for a Property with a non-12/31 fiscal year end:<br>- within 150 days after the fiscal year-end; and<br>- submit a data change request via the MAMP to change the Borrower's fiscal year end. | Submit 12 months of actual operating data. |

### 503.03C Annual Review

Operating Procedures

Within 15 Business Days after Fannie Mae notifies you of a Mortgage Loan review, you must submit:

- the Borrower's operating statements, with each income and expense line item indicated per Form 4254.DEF;
- the Borrower's escrow activity reconciliation; and
- any other requested documentation.

## 503.04 Waiver Request

Operating Procedures

| Waiver Reason | Action |
|---|---|
| Unresponsive Borrower | • Request the Borrower provide the missing statements.<br>• If the Borrower does not respond after 3 written requests, wait to submit a waiver request via the MAMP until:<br>- for an annual report, 6 months after the due date; or<br>- for a quarterly report, the next due date.<br><br>• Include " Unresponsive Borrower " as the waiver condition in the MAMP.<br>• Provide copies of all relevant Borrower correspondence.<br>• Provide any additional requested information. |
| All Others | Submit a waiver request via the MAMP if:<br><br>• Your Lender Contract does not require collecting Property operating statements.<br>• The Mortgage Loan Documents do not permit you to collect, nor require the Borrower to submit, financial reports.<br>• The Mortgage Loan:<br>- liquidated in the current quarter (for quarterly reporting waivers), or year (for annual reporting waivers), before the Financial Analysis of Operations submission due date;<br>- was delivered per a Forward Commitment and has not yet converted to a permanent loan;<br>- was defeased;<br>- has FHA or HUD risk sharing;<br>- is managed by Fannie Mae's Special Asset Management; or<br>- was acquired by Fannie Mae in the current reporting year, and less than 6 months of Property operating data is available. |

If you receive operating statements after a waiver was granted, you must promptly submit the Financial Analysis of Operations report (Form 4254 or Form 4254.Seniors).

# Section 504 Loan Agreement Compliance

## 504.01 Generally

### Requirements

For all Mortgage Loans, you must

- review all required Borrower or Guarantor information, and
- confirm compliance with the quarterly and annual reporting requirements per the Loan Documents.

### Guidance

You may use the Annual Loan Agreement Certification (Form 6620 series) when compiling the required financial reports and information.

## 504.02 Financial Reports and Information

### 504.02A Borrower and Guarantor Notices

#### Operating Procedures

You:

- Will receive an annual list of all Mortgage Loans requiring Guarantor financial records for the past fiscal year.
- Must send the Borrower and Guarantors a list of all required financial reports.
- Must provide the Borrower and Guarantors sufficient time for you to submit certified financial reports:
  - for Borrowers,
    - within 45 days after the end of each fiscal quarter, and
    - 120 days after the end of each fiscal year; and
  - for Guarantors, by June 1.
- Must use best efforts to obtain all required reports.
- Must promptly submit all Guarantor financial reports received per Part V, Chapter 5: Surveillance, Section 504.02C: Review Financial Reporting.

## 504.02B Borrower Fails to Provide Guarantor Financial Reports

### Operating Procedures

You must immediately notify Fannie Mae and the Borrower or Guarantor if:

- the Borrower fails to submit the required Guarantor financial reports and information by the date required per the Loan Documents;
- the Guarantor fails to certify each financial report is true, complete, and accurate in all material respects; or
- you believe any financial report or information is materially inaccurate or misleading.

You must provide:

- the Borrower or Guarantor 30 days to deliver/certify all required financial reports and information; and
- Fannie Mae copies of all related correspondence with the Borrower or any Guarantor.

| If the Borrower or a Guarantor... | You... |
|---|---|
| Fails to:<br><br>• timely submit all required information; or<br>• respond to at least 3 written notices. | Must request a waiver through:<br><br>• the MAMP for financials required from the Borrower;or<br>• Sponsor Financials for financials required from the Guarantors. |
| Is diligently attempting to deliver all required information. | May extend the 30-day period by an additional 30 days. |

## 504.02C Review Financial Reporting

### Operating Procedures

After reviewing the Borrower or Guarantor information:

| If you determine... | You must... |
|---|---|
| No additional follow up is required | • Submit the certified material through:<br>- the MAMP for the Borrower; and<br>- Sponsor Financials for Guarantors.<br><br>• Retain the information in your Servicing File. |
| Additional or supporting information is required | • Promptly:<br>- contact the Borrower or Guarantor to request additional information; and<br>- submit a copy of all financial reporting, explanatory schedules, and other supporting information through<br>▪ the MAMP for the Borrower, and<br>▪ Sponsor Financials for Guarantors.<br><br>• Retain the information in your Servicing File. |

### 504.02D Records

☑ Requirements

For the Mortgage Loan term, your Servicing File must include the originals of the following Borrower and Guarantor information:

- financial records;
- certifications and certified material; and
- related information and explanatory schedules.

## Section 505 Compliance

☑ Requirements

You must:

- maintain effective OFAC compliance procedures;
- monthly screen:
  - the Borrower, Key Principal, Guarantor, and Principals for Potential

Red Flags for Mortgage Fraud and Other Suspicious Activity; and

- all Persons per Part I, Chapter 3: Borrower, Guarantor, Key Principals, and Principals, Section 310: Compliance; and

- report:
  - all unresolved red flags per Part I, Chapter 3: Borrower, Guarantor, Key Principals, and Principals, Section 310: Compliance; and
  - within 24 hours, any Blocked Person to Lender Assessment Oversight.

# Glossary

## A

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| Action Plan | Your report analyzing<br>• the Mortgage Loan and Property issues,<br>• your resolution strategy, and<br>• related actions and outcomes.<br><br>**Synonyms**<br>• Action Plans |

## B

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| Blocked Person | Any Person who is:<br>• on the FHFA SCP List;<br>• sanctioned or blocked by OFAC; or<br>• identified on:<br>- HUD's “Limited Denial of Participation, HUD Funding Disqualifications and Voluntary Abstentions List”; or<br>- General Services Administration’s “System for Award Management (SAM) exclusion list”. |
| Borrower | Person who is the obligor per the Note.<br><br>**Synonyms**<br>• Borrowers<br>• Borrower's |
| Business Day | Any day other than a<br>• Saturday,<br>• Sunday,<br>• day when Fannie Mae is closed,<br>• day when the Federal Reserve Bank of New York is closed, or<br>• for any MBS and required remittance withdrawal, day when the Federal Reserve Bank is closed in the district where any of the MBS funds are held.<br><br>**Synonyms**<br>• Business Days |

# C

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| Catastrophic Event | Natural or man-made hazard resulting in an event of substantial extent causing<br>• significant physical damage or destruction,<br>• loss of life, or<br>• drastic change to the natural environment, such as<br>  - earthquake,<br>  - flood,<br>  - terrorist attack, or<br>  - windstorm.<br><br>**Synonyms**<br>• Catastrophic Events |
| Collateral | Property, Personal Property, or other property securing a Mortgage Loan. |
| Completion/Repair Escrow | Custodial Account funded on the Mortgage Loan Origination Date for Completion/Repairs or capital improvements per the Loan Documents. |
| Cooperative Property | Multifamily residential property owned by a Cooperative Organization.<br><br>**Synonyms**<br>• Co-op<br>• Cooperative |
| Credit Facility | Structured Transaction governed by a Master Credit Facility Agreement requiring Mortgage Loans and Properties to be<br>• cross-defaulted, and<br>• cross-collateralized.<br><br>**Synonyms**<br>• Credit Facilities<br>• Credit Facility's |

# D

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| Delivered Mortgage Loan Amount | UPB of a Mortgage Loan when it is purchased by Fannie Mae. |

## E

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| Effective Gross Income | On an annual basis or any specified period, the total of Net Rental Income plus other income per Part II, Chapter 2: Valuation and Income, Section 203: Income Analysis and the applicable products and features in Part III.<br><br>**Synonyms**<br>• EGI |

## F

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|---|---|
| FHA | Federal Housing Administration |
| Forward Commitment | Commitment to purchase a permanent Mortgage Loan for a to-be constructed or rehabilitated Property.<br><br>**Synonyms**<br>• Forward Commitment's<br>• Forward Commitments |

## G

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| Green Rewards Mortgage Loan | Mortgage Loan secured by a Property where the Borrower agrees to undertake 1 or more Energy- and Water-Efficiency Measures that comply with Part III, Chapter 4: Green Mortgage Loans, Section 403: Green Rewards Mortgage Loans.<br><br>**Synonyms**<br>• Green Rewards Mortgage Loans<br>• Green Rewards |
| Green Rewards Verification | Green Rewards Mortgage Loan Property inspection ensuring all Efficiency Measures were correctly installed. |

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| Guarantor | Key Principal or other Person executing a<br>• Payment Guaranty,<br>• Non-Recourse Guaranty, or<br>• any other Mortgage Loan guaranty.<br><br>**Synonyms**<br>• Guarantors |
| Guide | Multifamily Selling and Servicing Guide controlling all Lender and Servicer requirements unless a Lender Contract specifies otherwise.<br><br>**Synonyms**<br>• DUS Guide |

## H

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| HUD | U.S. Department of Housing and Urban Development<br><br>**Synonyms**<br>• HUD's |

## K

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|---|---|
| Key Principal | Person who<br>• controls and/or manages the Borrower or the Property,<br>• is critical to the successful operation and management of the Borrower and the Property, and/or<br>• may be required to provide a Guaranty.<br><br>**Synonyms**<br>• Key Principals<br>• Key Principal's |

## L

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|---|---|
| Lender Assessment Oversight | Team that can be contacted at lenderassessment_oversightteam@fanniemae.com. |

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| Lender Contract | Program Documents per the Multifamily Selling and Servicing Agreement.<br><br>**Synonyms**<br>• Lender’s Contract<br>• Lender Contracts<br>• Contract<br>• Multifamily Selling and Servicing Agreement<br>• MSSA |
| Loan Documents | All Fannie Mae-approved documents evidencing, securing, or guaranteeing the Mortgage Loan.<br><br>**Synonyms**<br>• Loan Document<br>• Mortgage Loan Document<br>• Mortgage Loan Documents |

## M

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| MAMP | Multifamily Asset Management Portal used to submit<br>• Property inspections,<br>• operating statements,<br>• requested modifications,<br>• asset management reports, and<br>• data corrections for loan or property attributes.<br><br>**Synonyms**<br>• Multifamily Asset Management Portal<br>• MAMP's |
| Maturity Date | Date all Mortgage Loan amounts become fully due and payable per the Loan Documents.<br><br>**Synonyms**<br>• Maturity Dates |

| | |
|---|---|
| MBA | Mortgage Bankers Association<br><br>**Synonyms**<br>• MBA's |
| Mortgage Loan | Mortgage debt obligation evidenced, or when made will be evidenced, by<br>• the Loan Documents, or<br>• a mortgage debt obligation with a Fannie Mae credit enhancement.<br><br>**Synonyms**<br>• Mortgage Loans<br>• Mortgage Loan's |
| Mortgage Loan Origination Date | Date you fund a Mortgage Loan to the Borrower.<br><br>**Synonyms**<br>• Mortgage Loan's Origination Date<br>• Origination Date |
| Multifamily Inspections | Team that can be contacted at mf_inspections@fanniemae.com. |
| Multifamily Loss Mitigation | Team that can be contacted at lm_watch@fanniemae.com. |

## N

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|---|---|
| Non-Contiguous Parcels | Multiple parcels of land securing a Mortgage Loan that do not share common boundaries or that are separated by dedicated or private streets that are major arterials.<br><br>**Synonyms**<br>• Non-Contiguous Parcel |

## O

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|---|---|
| OFAC | U.S. Treasury Department, Office of Foreign Assets Control. |

## P

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|---|---|
| Person | Legal person, including an<br>• individual,<br>• estate,<br>• trust,<br>• corporation,<br>• partnership,<br>• limited liability company,<br>• financial institution,<br>• joint venture,<br>• association, or<br>• other organization or entity (whether governmental or private).<br><br>**Synonyms**<br>• Persons<br>• Person's |
| Property | Multifamily residential real estate securing the Mortgage Loan, including the<br>• fee simple or Leasehold interest,<br>• Improvements, and<br>• personal property (per the Uniform Commercial Code).<br><br>**Synonyms**<br>• Properties<br>• Property's |

## R

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| Replacement Reserve | Custodial Account the Borrower funds during the Mortgage Loan term for Replacements.<br><br>**Synonyms**<br>• Replacement Reserves |

## S

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| Seniors Housing Property | Multifamily residential rental property with any combination of Independent Living, Assisted Living, Alzheimer's/Dementia Care, or Skilled Nursing units.<br><br>**Synonyms**<br>• Seniors Housing<br>• Seniors Housing Properties |
| Servicer | Primary Person servicing the Mortgage Loan, including<br>• the originator,<br>• seller, or<br>• a third party.<br><br>**Synonyms**<br>• Servicers<br>• Servicer's |
| Servicing File | Your file for each Mortgage Loan serviced.<br><br>**Synonyms**<br>• Servicing Files |
| Small Mortgage Loan | Mortgage Loan with an original loan amount less than or equal to $9 million.<br><br>**Synonyms**<br>• Small Mortgage Loans |
| Special Asset Management | Team performing Fannie Mae's Special Servicing that can be contacted at multifamily_sam@fanniemae.com.<br><br>**Synonyms**<br>• SAM<br>• SAM's<br>• Multifamily Special Asset Management |

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|---|---|
| Sponsor | Principal equity owner and/or primary decision maker of the Borrower (often the Key Principal or the Person Controlling the Key Principal).<br><br>**Synonyms**<br>• Sponsors<br>• Sponsor's |

## U

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|---|---|
| UPB | Unpaid Principal Balance<br><br>**Synonyms**<br>• UPBs |

## W

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|---|---|
| Watchlist | The risk rating classification if you or Fannie Mae determine the Mortgage Loan has heightened credit risk. |