



Multifamily Mortgage Business Lender Letter 20-12

May 28, 2020

To: Multifamily Lenders and Servicers
From: Larry LaGrone, Vice President for Portfolio Risk Management
Subject: Lender Letter 20-12 | Updated COVID-19 Forbearance Process Guidance

HIGHLIGHTS

Effective May 28, 2020, for any COVID-19 related forbearance agreement per Lender Letter 20-05R, Lenders and Servicers are required to:

- Use the Multifamily Asset Management Portal (MAMP) to submit Servicer-delegated forbearance notifications and supporting documents, as well as non-delegated maturity forbearance and modification requests; and
- Enter forbearance-related metadata into MAMP. The Delegated Forbearance Tracking Spreadsheet is being retired.

We have made important updates to our Delegated Forbearance Guidance to address changes required by the Coronavirus Aid, Relief, and Economic Security Act (CARES Act). We have also retired the Delegated Forbearance Tracking Spreadsheet.

Outlined below are the necessary steps for submitting delegated forbearance notifications for a Borrower impacted by COVID-19. Effective immediately, all non-delegated forbearances and modifications must be received through MAMP.

Step 1: Understand the Process for Submitting Delegated COVID-19 Forbearance Documentation.

The Fannie Mae Multifamily COVID-19 Delegated Forbearance Notification process includes the following components:

- (a) Collect and organize supporting documentation, including:
 - (i) Executed Forbearance Agreement;
 - (ii) Pre-Negotiation Letter, if executed; and
 - (iii) Lender Case Memos/Justification documents.
- (b) **NEW:** Beginning May 28, 2020 Enter the required metadata in the Borrower Request Module in MAMP. This structured metadata was previously required in the Delegated Forbearance Tracking spreadsheet. Since all metadata is now able to be entered into MAMP directly, the Delegated Forbearance Tracking spreadsheet is being retired. The last Delegated Forbearance Tracking spreadsheet should be



submitted by noon on Monday, June 1, 2020 and include the population of new delegated forbearances through Thursday, May 28, 2020.

- (c) Submit supporting documentation and structured metadata required fields through the Borrower Request Module in MAMP following the detailed steps provided in the Updated [Delegated Forbearance Notification Submission Job Aid \(dated May 28, 2020\)](#).

Step 2: Submit Non-Delegated Forbearance Requests and Modifications through MAMP.

This Lender Letter sets out the new process for delegated forbearances related to COVID-19 only. All non-delegated forbearance requests and modifications (including any request unrelated to COVID-19) must follow existing guidance, except that all non-delegated requests must now be submitted through the MAMP. Please contact your [Maturity Management Point of Contact](#) for more information.

Step 3: Join an Upcoming Information Session.

We understand you will have questions about the changes to the forbearance notification process. We are planning to review changes and respond to your questions during weekly Chief Asset Manager meetings.

Superseded Guidance

This Lender Letter supersedes Lender Letter 20-05R.

Effective Date

This Lender Letter is effective on and after May 28, 2020.

Contact Us

For questions, please contact Maturity_Management_Group@fanniemae.com. You can also follow this link [Maturity Management Points of Contact](#) and login to identify your first line of support on delegated forbearances.

If you have questions on non-delegated forbearances and modifications, please contact your assigned [Special Asset Management](#) point of contact.

For information on Fannie Mae's overall response to the COVID-19 outbreak, please refer to our Multifamily page here: <https://multifamily.fanniemae.com/multifamily-covid-19>.