



## Multifamily Mortgage Business Lender Letter 20-05R

April 7, 2020

To: Multifamily Lenders and Servicers  
From: Larry LaGrone, Vice President for Portfolio Risk Management  
Subject: Lender Letter 20-05R | COVID-19 Forbearance Process Guidance

### HIGHLIGHTS

Effective April 7, 2020, for any COVID-19 related forbearance agreement per Supplement 20-05, 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 forbearance requests and modifications; and
- Submit a Delegated Forbearance Tracking Spreadsheet on the first Business Day of each week.

We have made important updates to the Delegated Forbearance Guidance issued last week to address changes required by the Coronavirus Aid, Relief, and Economic Security Act (CARES Act). Please review these details in [Supplement 20-05](#).

Outlined below are the necessary steps for submitting delegated forbearance notifications for a Borrower impacted by COVID-19. We are also updating the intake process for submitting non-delegated forbearance requests and modifications. Effective immediately, all non-delegated forbearances and modifications must be received through the 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 steps:

- (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) Submit supporting documentation through the Borrower Request Module in MAMP following the detailed steps provided in the [Delegated Forbearance Notification Submission Job Aid](#).



- (c) Complete and submit structured metadata on delegated forbearance notifications using the [Delegated Forbearance Tracking spreadsheet](#) on the first Business Day of each week.

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

This Lender Letter sets out the new process for delegated forbearances related to COVID-19 only; all non-delegated forbearance requests (including any request unrelated to COVID-19) and modifications 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 forbearance notification process. We are developing additional reference materials and planning information sessions to discuss guidance, review document templates, and respond to your questions.

**Superseded Guidance**

This Lender Letter supersedes Lender Letter 20-05.

**Effective Date**

This Lender Letter is effective on and after April 7, 2020.

**Contact Us**

For questions, please contact your [Maturity Management Points of Contact](#) as 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>.