

# Default Management Servicing and Reporting Guide

July 1, 2019



**YOU-CENTRIC SOLUTIONS THAT MATTER**

**Genworth Mortgage Insurance Corporation of North Carolina**  
**Default Management Servicing and Reporting Guide**  
**July 1, 2019**

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## 1) OVERVIEW AND INTRODUCTION

Genworth 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 Genworth. 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 Genworth specific servicing requirements.

Servicers will be considered in compliance with Genworth's default management servicing and reporting requirements if they are in compliance with the Genworth Guidelines. "Genworth Guidelines" means all guidelines, policies, and documents governing the servicing requirements of each Loan, which may include but are not limited to GSE guidelines, the CFPB servicing rule, all servicing guidelines provided by Genworth, and the Policy.

## 1B) 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 Genworth 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.**

## 1C) GENERAL SERVICING REQUIREMENTS

Genworth 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.

Genworth 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, Genworth reserves the right to audit individual loans to determine prioritization and compliance to all applicable servicing requirements for each loan.

## 1D) 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 Genworth Guidelines.

The primary objective is 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 Genworth 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.

Genworth may routinely audit 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, HAMP, HAFA, forbearance, short sale, deed-in-lieu of foreclosure).

## **2) RESOURCES AND CONTACT INFORMATION**

### **2A) CONTACT INFORMATION**

- Genworth ActionCenter – [action.center@genworth.com](mailto:action.center@genworth.com) or 800 444.5664
- Homeowner Assistance Department – [HOA@genworth.com](mailto:HOA@genworth.com) or 800 455.0871
- Workout Delegation – [HOA@genworth.com](mailto:HOA@genworth.com) or 800 455.0871
- Workout Reporting Template – [MIservicing.genworth.com/DelegatedWorkout/Default.aspx](http://MIservicing.genworth.com/DelegatedWorkout/Default.aspx)
- Genworth’s State Foreclosure Timeline – Log on to [MIservicing.genworth.com](http://MIservicing.genworth.com) and select “Publications”

### **2B) 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 Genworth. Contact the ActionCenter for assistance at 800 444.5664.

## **3) 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 Genworth Guidelines.

Genworth 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.

Genworth 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 Genworth.

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

Unless prohibited by the Genworth Guidelines and applicable law, Genworth 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 Genworth 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.

#### **4) BANKRUPTCY**

Genworth requires Servicers to (1) follow Genworth 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.

#### **5) SERVICER WORKOUT DELEGATION**

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

There are two approval options: (i) Servicer or investor Workout delegation granted by Genworth, or (ii) submitting the request to Genworth for individual case-by-case review.

All individual loans that do not fit the parameters of the Genworth Workout delegation must be submitted to Genworth for case-by-case review.

Principal reduction loan modifications are not included in Genworth's Workout delegation and must be submitted to Genworth for case-by-case Workout approval.

All Genworth Servicers have broad-based Workout delegation, including retention Workout and liquidation Workout types (unless otherwise notified). A copy of the current Workout delegation can be obtained by contacting the Genworth ActionCenter at [action.center@genworth.com](mailto:action.center@genworth.com) or 800 444.5664.

Please contact the Genworth Workout delegation team at [delegatedlossmit@genworth.com](mailto:delegatedlossmit@genworth.com) or 800 261.2015, if you would like to have a specific Workout Program considered.

As a condition to Servicer Workout delegation, Servicers must report Workout status (approved, completed and failed) on a monthly basis (at minimum) using the Full MILAR Template as described in [Section 11B](#) of this Guide. As an alternative, approved Servicers may utilize Genworth's delegated online workout reporting tool and the Minimal MILAR Data Set as described in [Section 11B](#) of this Guide. Copies of the Full MILAR Template and Minimal MILAR Data Set can be found at [MIservicing.genworth.com](http://MIservicing.genworth.com).

Failure to report Workout status within 30 calendar days of a status change may result in a reduction of the Claim Amount, and if such non-compliance continues for a period 12 months, cancellation of coverage or denial of a Claim.

For non-GSE liquidation Workouts, Genworth has provided a comprehensive calculator to assist the Servicer in determining if a Workout meets the current Workout delegation requirements. Please contact the Workout delegation team at [delegatedlossmit@genworth.com](mailto:delegatedlossmit@genworth.com) or 800 261.2015 for details and any questions on the Servicer Workout delegation.

## 6) WORKOUTS

### 6A) WORKOUT ORDER

Unless otherwise permitted under the Genworth Guidelines, we require that Borrowers be considered for Workouts in the following order:

- **First:** Retention Workouts (repayment plan, 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.

## **6B) WORKOUT APPROVAL BY GENWORTH**

All Workouts must have prior approval by Genworth unless approval authority has been delegated as described in [Section 5](#) above.

Within 10 Business Days of receiving a request for approval, Genworth will approve or deny the request. If additional information is needed to evaluate the request, we will deny the request within 10 Business Days and indicate the additional information that is required. If we do not respond within this timeframe, the request is deemed to be approved.

If, however, there is a delegation agreement between Genworth and the Servicer, our failure to respond to a Workout request within 10 Business Days shall not be construed to be an approval of any Workout that does not comply with the terms of the delegation agreement.

## **6C) IMMINENT DEFAULT**

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

## **6D) 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.

## **6E) 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 Genworth. The claimable principal reduction amount will be determined by the terms and conditions of the Genworth Workout approval letter.

Note: Principal reduction modifications are NOT included in Genworth’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 Genworth, 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.

## 6F) WORKOUT PACKAGE AND DOCUMENTATION REQUIREMENTS

**Borrower Workout package:** A Workout package should generally consist of the following documents submitted by the Borrower:

- Financial statement
- Explanation of hardship
- Proof of all income (paychecks, tax returns, rental income, etc.) and
- If Property is listed, copies of listing agreement signed by all parties

**Documentation:** In addition to the original Workout package submitted by the Borrower, all information and notes obtained during the review and processing of the Workout must be retained in the Servicing File. Examples of information and notes that must be retained include, but are not limited to, the following categories:

- All Servicer notes reflecting conversations and correspondence with Borrowers, realtors, vendors and other parties
- History of offers and counter offers on short sales
- Credit bureau reports
- Property valuations

**Submission Instructions:** Requests for non-delegated approvals must be submitted by secure means to Genworth's Homeowner Assistance group. Workout packages can be emailed, faxed, mailed, or uploaded for review. Please submit requests as follows:

**Mail**

Genworth Homeowner Assistance  
8325 Six Forks Road  
Raleigh, NC 27615

**Fax**

800 944.3642

**Email**

[HOA@Genworth.com](mailto:HOA@Genworth.com)

**Secure Submission**

[Mlservicing.genworth.com](https://mlservicing.genworth.com)

**Contact**

Genworth Homeowner Assistance at  
800 455.0871

Check out Genworth's self-service tutorial on Secure Submission:

[Mlservicing.genworth.com/Tutorials/Default.aspx](https://mlservicing.genworth.com/Tutorials/Default.aspx)

## 6G) REPORTING

Servicers must report Workout status (approved, completed and failed) as described in [Section 11B](#) of this Guide.

## 7) RETENTION WORKOUTS

### 7A) REPAYMENT PLAN

Repayment plans should be considered when the Borrower has a hardship and falls behind on mortgage payments. After the hardship is resolved, the Borrower can bring the loan current using an agreed-upon repayment schedule. Repayment plans should never exceed 12 months unless prior written approval is obtained from Genworth.

**Workout delegation:** Repayment plans up to 12 months are delegated. Servicers must report repayment plan status (approved, completed and failed) on a monthly basis (at minimum) using the Full MILAR Template ([MIservicing.genworth.com](http://MIservicing.genworth.com)) as described in [Section 11B](#) of this Guide.

**Non-delegated Approvals:** Follow submission instructions per [Section 6F](#) of this Guide.

### 7B) FORBEARANCE PLAN

Forbearance plans should be considered to avoid foreclosure when the Borrower will have the means to bring the loan current or pay off the loan at a pre-determined point in the near future. Examples would be awaiting insurance proceeds for a total Property loss, or a Borrower beginning a new job on a specific date. The Servicer may approve forbearance plans that may last for up to six months and may offer consecutive forbearance plans of up to 12 total months.

**Workout delegation:** Forbearance plans up to 12 months are delegated. Servicers must report forbearance plan status (approved, completed and failed) on a monthly basis (at minimum) using the Full MILAR Template ([MIservicing.genworth.com](http://MIservicing.genworth.com)) as described in [Section 11B](#) of this Guide.

**Non-delegated Approvals:** Follow submission instructions per [Section 6F](#) of this Guide.

### 7C) MODIFICATION

A loan modification should be offered in every case when permitted by the investor. Modifications are completed using any proprietary modification program allowed by the investor and approved by Genworth.

**Workout Delegation:** Loan modifications are delegated. However, there is no delegation for principal reduction programs (see [Section 6E](#) above) or Workouts with pre-claim advances (unless specifically approved by Genworth beforehand). Servicers must report loan modification Workout status (approved, completed and failed) at least monthly using the Full MILAR Template ([MIservicing.genworth.com](http://MIservicing.genworth.com)) as described in [Section 11B](#) of this Guide.

**Non-delegated Approvals:** Follow submission instructions per [Section 6F](#) of this Guide.

## 7D) OTHER INVESTOR RETENTION PROGRAMS

Occasionally, investors announce other retention Workout programs to cure the Delinquent loan. To confirm whether your investor's program has been approved by Genworth, contact Genworth Homeowner Assistance at [HOA@genworth.com](mailto:HOA@genworth.com)

**Workout Delegation:** Individual Workout delegation decisions are made on each Workout program submitted. Servicers must report Workout status of Loans in these Workout programs (approved, completed and failed) on a monthly basis (at minimum) using the Full MILAR Template ([MIservicing.genworth.com](http://MIservicing.genworth.com)) as described in [Section 11B](#) of this Guide.

**Non-delegated Approvals:** Follow submission instructions per [Section 6F](#) of this Guide.

## 7E) BORROWER ASSISTANCE PROGRAM

The Genworth Borrower assistance program (Borrower Assistance Program) is available on many loan types. Funds may be advanced to the Servicer in the form of a pre-claim advance on behalf of the Borrower to bring the loan current. The Borrower signs a zero-interest rate, unsecured promissory note.

The Borrower Assistance Program should be considered to bring a loan current when a modification cannot fully capitalize the amount of past due arrearages.

**Eligibility** - Borrowers can only qualify for the Borrower Assistance Program if the following requirements are met:

- A request for a pre-claim advance through the Borrower Assistance Program should be made only after all other retention Workout options have been exhausted.
- Borrower must show a desire to remain in the Property and have a willingness and ability to make future payments (including all debt and the promissory note). *Ability* means having a positive cash flow after the monthly Borrower Assistance Program payment.
- Borrower must have a good payment history prior to hardship.
- Any pre-claim advance is expected to be repaid by the Borrower via promissory note. Those funds not repaid will be deducted from any future Claim.
- Promissory notes executed by the Borrower carry a zero percent interest rate with a term defined by Genworth (up to 10 years).
- This program is available to those who are currently employed or will be starting a new job within 30 calendar days of the pre-claim advance or those who have a steady source of income that can repay the note and make future payments. A Borrower cannot participate more than two times during the life of the loan.
- If there is a remaining balance owed to Genworth from a previous pre-claim advance, the outstanding balance will be considered in determining the allowable amount on the additional pre-claim advance.
- A no-equity situation must be in existence for a Borrower to qualify for this program.
- The Borrower Assistance Program is subject to investor approval.

**Guidelines for a Borrower Assistance Program pre-claim advance:**

- Maximum advance amount under the Borrower Assistance Program is evaluated on a case-by-case basis;
- Note repayment should begin no later than three (3) months after the funds have been advanced;
- Pre-claim advances will be made to the Servicer on the Borrower's behalf;
- Pre-claim advances can be used in conjunction with non-HAMP Modifications; and
- Approval is subject to review of Borrower's credit and mortgage payment history prior to hardship.

**Required Documentation**

Submit a full Workout package to Genworth including the following:

- Hardship letter
- Financial statement
- Current proof of income
- Bank statements
- Tax returns
- Credit report
- Drive-by broker's price opinion of Property
- Reinstatement figures
- Borrower's mortgage payment history (12 months prior to hardship)

**Submission Instructions** – Requests for approvals must be submitted by secure means to Genworth Homeowner Assistance. Workout packages can be mailed, faxed, emailed, or uploaded for review. Please submit requests as outlined below:

**Mail**

Genworth Homeowner Assistance  
8325 Six Forks Road  
Raleigh, NC 27615

**Fax**

800 944.3642

**Email**

[HOA@Genworth.com](mailto:HOA@Genworth.com)

**Secure Submission**

[Mlservicing.genworth.com](https://mlservicing.genworth.com)

**Contact**

Genworth Homeowner Assistance at  
800 455.0871

## 8) LIQUIDATION WORKOUTS

### 8A) SHORT SALE

A short sale should be considered when the Borrower cannot afford the ongoing mortgage payments, cannot qualify for a retention Workout, or, in certain cases, is unwilling to keep the Property.

Depending on the Borrower's hardship and financial situation, the Borrower may be asked to contribute to the loss via a promissory note or cash contribution, where permitted by applicable law. It is Genworth's policy to waive its right of subrogation to pursue any deficiency upon completion of a short sale.

**Workout delegation:** Short sales are delegated subject to Genworth Guidelines. Servicers must report the status of short sales (approved, completed and failed) on a monthly basis (at minimum) using the Full MILAR Template ([MIservicing.genworth.com](http://MIservicing.genworth.com)) as described in [Section 11B](#) of this Guide.

**Non-delegated approvals:** Follow submission instructions per [Section 6F](#) of this Guide.

A Borrower should be considered for a deed-in-lieu of foreclosure if they cannot afford the ongoing mortgage payments, cannot qualify for a retention Workout, or, in certain cases, is unwilling to keep the Property.

In many cases, the Property may have already been listed as a short sale. Depending on the Borrower's hardship and financial situation, the Borrower may be asked to contribute to the loss via a promissory note or cash contribution, where permitted by applicable law. It is Genworth's policy to waive its right of subrogation to pursue any deficiency upon completion of a deed-in-lieu of foreclosure.

**Workout Delegation:** Deeds-in-lieu of foreclosure are delegated subject to Genworth Guidelines. Servicers must report the status of deeds-in-lieu of foreclosure (approved, completed and failed) on a monthly basis (at minimum) using the Full MILAR Template ([MIservicing.genworth.com](http://MIservicing.genworth.com)) as described in [Section 11B](#) of this Guide.

**Non-delegated Approvals:** Follow submission instructions per [Section 6F](#) of this Guide.

## 9) 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 Genworth Homeowner Assistance for review.

## 10) GENWORTH SERVICER ASSISTANCE PROGRAM

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

- Borrower outreach campaigns
  - "No Contact" – Genworth attempts to locate and call a list of Borrowers, supplied by Servicer, with whom the Servicer has not made contact
  - "No Resolution" – Genworth calls a list of Borrowers, supplied by Servicer, with whom the Servicer has not been able to complete a Workout
  - Warm Transfers – Genworth calls a list of Borrowers supplied by Servicer and transfers the Borrower to the Servicer
- Door knocking service reimbursement
- 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 Genworth Homeowner Assistance at [HOA@genworth.com](mailto:HOA@genworth.com).

## 11) SERVICER REPORTING

There are three required reports discussed in this Guide

- Initial Notice of Default (“NOD”) or automated delinquency report template (“Monthly Default Report”), discussed in [Section 11A](#)
- Monthly Delinquency Loan Status Report Form (“MDSR”) or Monthly Default Report discussed in [Section 11A](#)
- Mortgage Insurance Loan Activity Report (“MILAR”) discussed in [Section 11B](#)

Failure to provide reporting as required by the Policy and as described in [Section 11](#) of this Guide 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.

**11A) DELINQUENCY REPORTING AND OTHER REPORTING INFORMATION**

Reporting Type	Reporting Requirement	Documentation Genworth Will Accept
Initial Notice of Default	Please notify Genworth of a Default as soon as possible. If the Borrower fails to make <u>2</u> consecutive loan Payments, the Servicer shall provide a Notice of Default to us prior to the due date of the next loan Payment.	The Monthly Default Report (preferred) or the Notice of Default Form
Ongoing Reporting	After the date that the Notice of Default is required to be provided, the Servicer shall submit, on or before the twenty-fifth (25 <sup>th</sup> ) day of each month - a report on the status of the loan and efforts to remedy the Default or complete Appropriate Proceedings including the following:	-
	<ul style="list-style-type: none"> <li>Status of the loan (<i>i.e.</i>, current or Delinquent by a specified number of days)</li> </ul>	The Monthly Default Report (preferred) or the MDSR Form
	<ul style="list-style-type: none"> <li>Servicer's efforts to remedy the Default, including all Workouts proposed to the Borrower and the status of Borrower contact efforts, if any</li> </ul>	A copy of the Servicer notes illustrating the required information attached to the MDSR, Monthly Default Report, or MILAR (see <a href="#">Section 11B</a> )
	<ul style="list-style-type: none"> <li>The initiation date and status of any current Appropriate Proceedings that have been commenced, together with copies of all notices and pleadings filed or required in connection with such proceedings</li> </ul>	Status of Appropriate Proceedings information on the MDSR or Monthly Default Report. 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 Genworth's request
	<ul style="list-style-type: none"> <li>The initiation date and status of any Borrower Proceedings</li> </ul>	Borrower Proceedings are required to be reported on MILAR (see <a href="#">Section 11B</a> ), they are not required to be submitted with the MDSR or Monthly Default Report
	<ul style="list-style-type: none"> <li>If applicable, that the loan has been classified as uncollectable and charged-off</li> </ul>	Loans that have been classified as uncollectable and charged-off are required to be reported on MILAR (see <a href="#">Section 11B</a> ), they are not required to be submitted with the MDSR or Monthly Default Report

### **Delinquency File Submission Methods**

Genworth accepts Default reporting via the following methods:

- Secure File Transfer Protocol (SFTP)
- Network Data Mover (NDM) transmission from Service Bureaus
- Secure submission via our MI Servicing Website
- Online Reporting via Delinquencies on the Web (see below for instructions)

You can report Defaults and update lender loan number (LLN) information online. You can transmit information to Genworth using the tool as many times during the month as necessary; however, you can only transfer information once a day.

### **How to Log On:**

- Log on to [MIservicing.genworth.com](http://MIservicing.genworth.com)
- Enter your username and password
- Select Delinquency Reporting and Claims
- Select Delinquency Reporting
- Refer to the Reporting Delinquencies documents (PDF) for online reporting instructions

If you are interested in reporting delinquencies to Genworth by data file either internally or through an outside supplier, or to obtain a username and password for the MI Servicing Site, contact the ActionCenter at 800.444.5664.

### 11B) MILAR REPORTING

MILAR is an additional report designed to capture data requirements in this Guide that are not included in the MDSR and Monthly Default Report.

Reporting requirements included in MILAR:

- Servicing Report
- Notice of Proceedings Report
- Loan Charge-Off Report
- Notice of Loan Payoff Report
- Workout reporting requirements

MILAR includes the entire insured portfolio (both performing and non-performing loans, even if the loan also appears on the Default report). MILAR is due by the 25th day of each month for the prior month. **Reports should be submitted via secure submission or SFTP.**

Required workout reporting as described in the default management section of this Guide is achieved by using either the Full MILAR Template, or the Minimal MILAR Data Set as described in the chart below. Servicers will fall into one of the following three categories for MILAR reporting. The chart below is a guide to determine which MILAR (Full or Minimal) format is appropriate for your organization.

	MILAR Reporting Category	Required Report Format
1	Delegated Workout Using Monthly Reporting	Full MILAR Template
2	Delegated Workout Using On-Line Reporting Tool	Minimal MILAR Data Set
3	Not Using Workout Delegation	Minimal MILAR Data Set

Copies of the full MILAR template and Minimal MILAR Data Set can be found in the Publications section of the MI Servicing website: [MIservicing.genworth.com](http://MIservicing.genworth.com).

Failure to report Workout status within 30 calendar days of a status change may result in a reduction of the Claim Amount, and if such non-compliance continues for a period of 12 months, cancellation of coverage or denial of a Claim.

If you service a small portfolio of Genworth insured loans and generating the Full MILAR Template is not practical based on low monthly workout volume, Genworth offers our Online Workout Reporting Tool on our MI Site: [mi.genworth.com](http://mi.genworth.com).

### 11C) 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 a Genworth primary and bulk/pool Certificate should only be reported under the primary Certificate. Both Certificates will be updated concurrently.