



July 10, 2019

## Featured News

### **Servicing Guide updates simplify and clarify requirements**

Today's *Servicing Guide* update simplifies our escrow waiver policy, clarifies requirements for compliance with Office of Foreign Assets Control (OFAC) regulations, and more.

[View Announcement SVC-2019-05](#)

[Read the Executive Overview](#)

## Servicing News

## Expense Reimbursement Dashboard enhancements this week

We heard you! There will be several exciting updates to the Expense Reimbursement Dashboard on July 12, including an Exception Analysis, which may identify opportunities for increased auto-approval and payment rates, as well as updates to the IRT and Excess Fees and Costs tabs.

[Review reference and training documents on the Expense Reimbursement page](#)

## New servicers: Self-paced eLearning covers key servicing needs

Our self-paced eLearning series is designed to help new servicers better understand our processes and procedures, like the Servicer Total Achievement and Rewards™ (STAR™) Program. Take the Servicer Metrics Powered by STAR module to see how you compare to your servicing peers.

[Launch the eLearning now](#)

# Upcoming Events

July 15-17  
**Western Secondary Market  
Conference**  
San Francisco

July 22-24  
**Appraisal Institute Annual  
Conference**  
Denver

[View All Events](#)