

Multifamily Selling and Servicing Guide

Effective as of November 4, 2025

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TABLE OF CONTENTS

Part V Section 413.01B Policy Renewal	3
GLOSSARY	5

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413.01B Policy Renewal

For each policy renewal, the Servicer must comply with the following timeline.

Timeline	The Servicer must
No later than 60 days before the policy expiration date	Contact the Borrower to request acceptable evidence of insurance per Part II, Chapter 5: Property and Liability Insurance, Section 501.01H: Evidence of Insurance. An original or duplicate original of each renewal policy must be obtained within 90 days after the policy renewal.
No later than 15 days after the earlier of: • receipt of permanent evidence or temporary evidence of insurance; or • the insurance renewal date	 Determine if the insurance coverage complies with Part II, Chapter 5: Property and Liability Insurance. If non-compliant, immediately notify the Borrower to resolve all non-compliant items.
No later than 60 days after notifying the Borrower of any noncompliant renewal policy	Resolve all non-compliant items with the Borrower and/or insurance agent (e.g., obtain a compliant renewal policy or endorsement, request a waiver, obtain force place coverage, etc.).

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Timeline	The Servicer must
60 days after notifying the Borrower of noncompliant items, if the Servicer has not obtained either a:	 Submit a Non-Monetary Default Borrower Request in the MAMP. Immediately send the Borrower a Reservation of Rights Letter (Form 4804).
compliant renewal (permanent evidence or temporary evidence) policy; or an insurance waiver	

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Glossary

B

Borrower

Person who is the obligor per the Note.

Synonyms

- Borrowers
- · Borrower's

M

MAMP

Multifamily Asset Management Portal used to submit

- Property inspections,
- operating statements,
- requested modifications,
- · asset management reports, and
- data corrections for loan or property attributes.

Synonyms

- Multifamily Asset Management Portal
- MAMP's

P

Property

Multifamily residential real estate securing the Mortgage Loan, including the

- fee simple or Leasehold interest,
- · Improvements, and
- personal property (per the Uniform Commercial Code).

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Synonyms

- Properties
- Property's

S



Servicer

Primary Person servicing the Mortgage Loan, including

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- the originator,
- seller, or
- a third party.

Synonyms • Servicers

- Servicer's