



Radian Announcement Servicer Alert #2020-2 | April 6, 2020

Radian Servicing Guidance Related to COVID-19

As our industry continues to grapple with impacts of COVID-19, we want you to know we are here to help. As a result of the recent developments and Radian's shift to a virtual work at home model, we are striving to minimize any impact to our customers. However, the following processes have been temporarily impacted:

- The Commonwealth of Pennsylvania has limited our access to our corporate offices and as a result, there may be slight delays in the issuance of refund checks compared to our customary expedited service levels. We apologize for any inconvenience.
- We request that you temporarily discontinue sending physical mail to Radian's corporate offices and instead utilize email to us to the greatest extent possible. We will issue another Servicer Alert when you may resume normal mailing to us.
 - **General servicing requests** can be made to our Customer Care team at customercare@radian.com or 877.RADIAN1 (723.4261)
 - **Lockbox or FedEx payments** can be sent to: Radian Guaranty Inc, PO Box 823225, 525 Fellowship Road, Suite 330, Mt. Laurel, NJ 08054-3415.

Non-Performing Servicing Support

Radian is aligned with the following GSE policy updates:

Fannie Mae

- [Lender Letter LL-2020-02](#) Impact of COVID-19 on Servicing
- [Lender Letter LL-2020-05](#) Payment Deferral

Freddie Mac

- [Bulletin 2020-4](#) Temporary Servicing Guidance Related to COVID-19
- [Bulletin 2020-6](#) Servicing
- [Bulletin 2020-7](#) Servicing Requirements and Relief Related to COVID-19

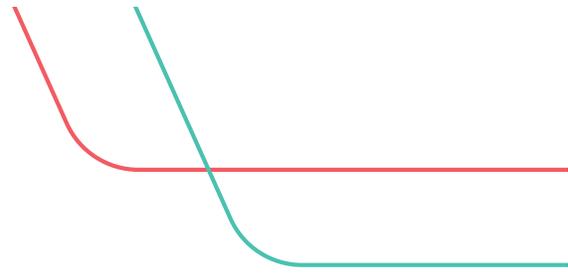
Questions?

Radian Customer Care: 877.RADIAN1 (723.4261) | Contact your [Radian Account Manager](#). [Visit our website](#) to view our [Servicing Guides](#) and an archive of Radian [Servicer Alerts](#).

Thank you for your continued partnership as we strive to promote and preserve the American dream of homeownership.

1500 Market Street Philadelphia, Pennsylvania 19102-2148

800.523.1988 | 215.231.1000



Permission is not required to complete a COVID-19 related forbearance on a GSE or non-GSE loan when following the above referenced GSE guidance however servicers must report forbearance as part of required monthly servicer reporting.

As a reminder, Radian extends delegated authority to facilitate the execution of workout options that meet investor/insured guidelines and provide borrower assistance to resolve a default situation.

- Servicers may complete a non-performing loan modification when following GSE guidelines. The servicer is responsible to determine the loan modification work out type that demonstrates benefit to the borrower. Additional information on non-performing loan modifications may be found in Section 14.3 of [Radian's Origination & Servicing Guide](#).

Default & Workout Reporting

Servicers must provide monthly default reporting, including COVID-19 related hardships, in accordance with Section 11.4 of [Radian's Origination & Servicing Guide](#) (RAF483 and RAF700). Servicers are required to submit a notice of default when a borrower has missed two consecutive loan payments, within thirty (30) days of the second missed payment.

In the coming weeks, Radian will provide additional detail for reporting and offer free training as a refresher to servicers on default reporting responsibilities, forbearance, loan modifications and claim filings.

Please know we are here and working hard to continue providing the service you have come to expect from us. Radian has created a new section to our website at www.radian.com/covid-19 for the latest information on COVID-19's impact on Radian's programs and policies.

Should you have any questions, please contact Radian Customer Care at customercare@radian.com or **877.RADIAN1 (723.4261)**.

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