



Radian Announcement Servicer Alert #2023-1 | May 26, 2023

Radian Guaranty Announces Servicing Guide Updates

The following are highlights of upcoming updates to Radian's Origination & Servicing Guide (Master Policies #RAF483 and #RAF700), Legacy Origination & Servicing Guide (Master Policy #RAF1040), and Legacy Default and Claims Servicing Guide (Master Policy #RAF1040), which will be effective, and [available on our website](#), on June 26, 2023.

- Customer Help hours will be updated to reflect Monday through Friday 8 a.m. – 8 p.m., ET
- Cancellation reasons will be updated to align with recent system enhancements
- Guidance will be updated regarding post-activation changes resulting in premium due
- Guidance will be added regarding the lender roles permitted to request Commitment and Certificate changes without submitting a written acknowledgment
- Allowable claim expenses will be updated to reflect a change in the maximum dollar amount permitted for cash for keys

A complete list of updates, including the impacted sections, will be available on the revision highlights page located within each Guide.

Questions?

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

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

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