

Legacy Default & Claims Servicing Guide

For Radian Master Policy #RAF1040

Effective August 3, 2026

The Radian logo consists of the word "radian" in a dark blue, lowercase, sans-serif font. A small teal-colored vertical bar is positioned between the 'i' and 'a'.

Revision highlights

Revisions for August 3, 2026

Section	Title	Update Description
4.2, A.	Initial notification	The Notice of Default (NOD) form has been removed from this section as defaults are now reported using the Automated Default Report (ADR) or Manual Default Report (MDR).
4.3	Loan workout/modification reporting	The link to the Workout Reporting Template has been removed as this form has been retired.
5.1, D.	Payment deferral plans	Links to the Payment Deferral and Workout Reporting Templates have been replaced with the Notification of Mortgage Insurance Modification form, which has been renamed as the Retention Workout Notification Form as it has been updated to include payment deferral plan reporting.
5.2, A-D.	Liquidation workouts	This section has been retitled from "Liquidation Workouts (short sale & deed-in-lieu)" and restructured into separate short sale and deed-in-lieu requirements for delegated and non-delegated reviews, with reduced overlays to GSE guidelines for non-GSE loans.
8.1	Document requests associated with perfecting a Claim	The document requirements list has been moved to a newly created Appendix A to align the document lists across Master Policies and servicing guides.
9.1	Types of investigations	This section has been updated to remove "Delegated Short Sale Program Review (if applicable)" as the information has been consolidated in section 5.2, A.-D.
9.1, B.	Servicing Performance Review	This section has been updated to consolidate information and define the impacts of any identified servicing deficiency.
9.1, C.	Short Sale review (SSR)	This section has been removed as the information has been consolidated in section 5.2, A.-D.
10.3, D.	Servicing Performance Review (SPR) curtailment	This section has been removed as the information has been consolidated into section 9.1, B.
Appendix A	Appendix A: Document requirements	Document requirements previously located in section 8.1 have been moved to a new Appendix A and Servicing Records have been updated to include physical damage records and repurchase or indemnification demand records.

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1. Introduction

This Legacy Default & Claims Servicing Guide (Guide) is intended to provide Servicers with helpful information for meeting Radian's expectations for servicing a delinquent or Defaulted Loan with active Radian mortgage insurance (MI) coverage under Master Policy #RAF1040.

In addition to the information contained within this Guide, please consult Radian's Master Policy #RAF1040 and any endorsements or Radian's pool or other policies, as applicable, to identify specific terms and conditions under which Radian MI is issued. Capitalized terms used herein shall have the meanings as set forth in Master Policy #RAF1040.

Radian's [Master Policy #RAF1040](#) applies to MI applications submitted prior to October 1, 2014, as well as our Legacy Origination and Servicing Guide.

Radian's [Master Policy #RAF483](#) and our Origination & Servicing Guide apply to MI Applications submitted between October 1, 2014 and February 29, 2020.

Radian's [Master Policy #RAF700](#) and our Origination & Servicing Guide apply to MI Applications submitted on or after March 1, 2020.

This Guide, as well as our Origination & Servicing Guide and our Legacy Origination & Servicing Guide are reviewed and updated on a regular basis. In the event a policy or process change is implemented the details will be posted on our [Updates & Alerts](#) page located on our website.

Sign up to receive alerts on the [Connect with Us](#) page of our website.

2. Servicing Standards

Radian MI is issued under the terms and conditions of Radian's Master Policy #RAF1040, which specifically requires that those responsible for servicing Loans adhere to the highest standard of servicing performance. The following guidance is intended to ensure Radian's servicing performance expectations are met.

2.1 Highest standard of servicing performance

Radian defines the term "highest standard of servicing performance" as:

- Utilize industry best practices. Implement and maintain proven processes and procedures used to minimize Losses and maximize opportunities for a Borrower to retain their home.
- Adhere to applicable requirements of the Federal Housing Finance Authority's Servicing Alignment Initiative, as they become effective.
- Adhere to all rules and regulations specific to Loan servicing imposed by the Consumer Financial Protection Bureau.

Implied and expressed within, is the Servicer obligation to:

- Comply with the terms and requirements of the applicable Purchase and Sale, Master Servicer, Servicer or Sub-Servicer contracts under which Loan servicing is performed; and
- Comply with all settlements and agreements between the Servicer and any federal or state Attorney General.

Radian's servicing performance expectations align with those established by Government Sponsored Enterprise (GSE) published requirements and/or government mandates including adequate controls for the documentation, maintenance and quality of its mortgage payment records.

In the event Fannie Mae/Freddie Mac requirements differ, applicable GSE guidelines apply. Loans not purchased or securitized by either Fannie Mae or Freddie Mac, may follow the requirements of either GSE, so long as they are consistently followed. GSE published servicing policy is readily available and is incorporated herein by reference without duplicating information.

3. Default servicing

The efficient and successful servicing of a delinquent Loan may minimize the potential Loss resulting from a Borrower Default. Claim eligibility is contingent upon existence of the following controls/procedures and execution of the following tasks in compliance with the Master Policy, GSE guidelines and certain timeline requirements.

3.1 Default servicing

A Servicer must employ a well-documented control system for those areas that represent the greatest risk exposure and potential for Losses. A Servicer must establish a system, compliant both with their own internal requirements and applicable GSE requirements, for successfully servicing Loans:

A. Confidentiality of Radian practices and procedures

It is not appropriate to disclose to any uninsured third-party the conditions under which Radian is willing to waive any rights established under the Master Policy and/or to accept a Claim via the approval of a requested workout. The Borrower, real estate agent, Borrower's attorney and other uninsured third parties are not to be provided with communications between Radian and its Insured or the Servicer representing the Insured. Radian's feedback and communications are confidential and meant for the Servicer and/or the Insured only.

B. Communication with the Borrower

Direct and relevant communication with the Borrower is identified within the industry as a best practice for servicing delinquent mortgages. The Servicer's ability to manage contact and influence Borrower payment behavior after right party contact is critical.

C. Delinquency prevention and management

Radian supports all reasonable delinquency prevention and management efforts which help to avoid or cure a delinquency as quickly as possible. These practices should align with those identified by Radian as providing highest standard of servicing. See the [Highest standard of servicing performance](#) section for more information.

D. Collection procedures

The Servicer is expected to follow all applicable collection procedures allowed by law and required to meet the highest standard of servicing to bring delinquent mortgage Loans current as quickly as possible. Collection procedures are specific to each stage of delinquency and Radian supports Servicer collection practices that maximizes re-performance of all Defaulted Loans and at a minimum align with what is detailed within the GSE servicing guide.

E. Bankruptcy proceedings

In the event a Borrower files for protection under bankruptcy, the Servicer must take all actions necessary to protect the security interest over the course of the bankruptcy proceedings.

In accordance with the GSE requirements, the Servicer must report the initiation of bankruptcy proceedings to Radian, even if the Loan is not delinquent. Refer to the [Reporting](#) section for information on how to complete the notification process.

1) Bankruptcy management process

A Servicer must have GSE compliant procedures in place to manage bankruptcies, including a system to control and monitor bankruptcy proceedings. A Servicer must document all required actions were taken to manage a specific bankruptcy in a timely and appropriate manner.

F. Foreclosure proceedings

In the event Loan retention or other liquidation workout options are not appropriate, Radian expects that foreclosure proceedings be initiated in accordance with the requirements of the Master Policy.

Failure to commence Appropriate Proceedings in a timely manner may result in a reduction or denial of any Claim or cancellation of coverage.

1) Foreclosure overview

The Servicer shall pursue foreclosure proceedings in accordance with appropriate state laws and GSE guidelines through completion. If the Borrower contests the foreclosure or files suit, Radian must be notified via the Monthly Default Report.

2) Foreclosure expectations

- Radian expects a timely referral and commencement of Appropriate Proceedings after a Borrower Defaults, as well as a sustained and reasonable effort to complete the foreclosure according to state requirements.
- The Servicer must notify Radian of any extenuating circumstances beyond the Insured/Servicer's control which prevents a foreclosure action from being completed within the required time frame as described in the [Fannie Mae Compensatory Fees Allowable Delays guide exhibit](#).

Failure to complete a foreclosure action within these time frames may result in a curtailment of Claim.

3) Foreclosure mitigation

Foreclosure alternatives should still be considered throughout the entire process. If appropriate, Radian will authorize postponement or cancellation of foreclosure sales to mitigate Losses. Radian is flexible in the time frames for completion of the foreclosure proceedings, provided the Servicer pursues sustained Loss mitigation efforts and documents how these efforts resulted in the foreclosure delay. If reasonable Loss mitigation efforts and proper documentation are not provided, Radian will enforce the provisions of the Master Policy which may result in a curtailment or denial of a Claim.

4) Foreclosure documentation

Radian may request copies of all foreclosure documents, including the pre-foreclosure title search, foreclosure deed (which need not reflect recordation as long as the deed is complete in every aspect, including signed by a representative of the lien holder, attorney or officer of the company, and notarized), foreclosure complaints, and other notices and decrees. Radian may also request information on whether the foreclosure was judicial or non-judicial and the names of all parties involved in the foreclosure.

Foreclosure sale results are to be sent to Radian at claimsdokumentrequest@radian.com. The Servicer is encouraged to provide evidence of the foreclosure as soon after the sale as possible. Foreclosure sale results must include the Radian Certificate number, bid amount, foreclosure sale date, and the successful bidder.

5) Preservation of the right to pursue the Deficiency

Upon payment of a Claim, Radian may subrogate to the Insured lender's right to pursue the Borrower for reimbursement of its Loss. Provided applicable state law allows recovery and the cost and time needed to do so is reasonable, the Servicer must instruct its foreclosure attorney to preserve the right to pursue a Deficiency.

6) Foreclosure bidding instructions

For GSE Loans, Servicers must follow the respective agency's foreclosure bidding instructions. For all other Loans, unless specific foreclosure bidding instructions from Radian have been provided, Servicers must follow applicable state laws to determine if the foreclosure bid price should be based on the Total Debt or Fair Market Value (FMV).

If **Total Debt**, bid the Total Debt, which is the sum of the unpaid principal balance + accumulated interest + Advances (including attorney's fees and costs).

If **FMV** (determined by a Broker Price Opinion (or an appraisal if required by state law) dated within 120 days of the foreclosure sale date), calculate the uninsured loan amount (ULA) and refer to the table below to determine the minimum bid price. The maximum bid price cannot exceed the Total Debt.

- The ULA is determined by taking the Total Debt – (Total Debt x MI Percentage (%) of Coverage).

If FMV:	And investor guidelines indicate bid:	Then bid:
> ULA	> FMV	Per investor guidelines
	≤ FMV	FMV
≤ ULA	> ULA	Per investor guidelines
	ULA	ULA
	≤ FMV	FMV

For properties located in Kansas and South Dakota, the bid must be 100% of the Total Debt to avoid any post foreclosure sale statutory redemption period.

Failure to follow proper bidding instructions as outlined above or to follow your obligation to mitigate loss under the applicable Master Policy may result in an adjustment to the Claim amount or denial of the Claim.

4. Reporting

4.1 Event reporting

The following events must be reported to Radian as they may impact the collateral securing the insured Loan.

- Borrower death
- Hazard insurance claim in excess of \$10,000 filed on subject Property; and subsequent completion of repairs and resolution of the hazard insurance claim, if applicable
- Substantial destruction of collateral
- Property vacancy
- Property condemnation
- Title issue adversely affecting the Insured's first lien position
- Charge-off by the Insured or similar event that prevents the Servicer from following Appropriate Proceedings
- Loan workouts/modifications
- Completed short sales/deeds in lieu of foreclosure
- Bankruptcy

In the event an occurrence coincides with Loan Default, this information is expected to be included in the normal Default reporting. For those occurrences which do not coincide with Loan Default, the Servicer is to report the event to Radian via email to [Customer Care](#) on discovery, no longer than 30 (thirty) days after it is known.

4.2 Loan delinquency

Radian requires that the Servicer report specific delinquent Loan information in order to predict future Claim filings.

A. Initial notification

Default status	Initial notification
Early-payment Defaults The Borrower fails to make any of the initial 12 monthly Loan payments.	Report no later than day 45 from the first missed payment due date.
Seasoned-payment Defaults The Borrower fails to make three consecutive payments after the first year of timely Loan payments.	Report no later than day 105 from the first missed payment due date.
Current Loan in jeopardy Information made available to the Servicer indicates the Loan is in jeopardy of imminent Default.	Report after a careful review of the facts and circumstances surrounding the case.

B. Reporting requirements

For all Defaulted Loans reported to Radian, the Servicer is required to provide a monthly Default report with the following information on a recurring monthly basis:

- the due date;

- specific reason for Default;
- all contact efforts;
- the specific results of any Borrower contact; and
- any action taken specific to a retention or liquidation workout.

Monthly Default reports must continue until it has been reported that:

- the Borrower is no longer in Default;
- the Loan has been paid in full;
- the servicing has been transferred (servicing transfers should not be reported as paid in full or cures);
- the Borrower has completed the modification trial period and the Loan has been brought current as a result of a completed modification;
- applicable bankruptcy/foreclosure proceedings have concluded; or
- the Claim has been paid.

In the month following final resolution, such Loans are to be included in the monthly Default report for a final status update.

The Automated Default Report (ADR), an industry standard template for monthly Default report submissions, can be submitted via EDI or SFTP.

Servicers will need to contact [Customer Care](#) for ADR set up, production and submission guidance as technical connectivity will need to be established before submitting monthly Default data via the ADR.

Until the ADR setup is complete, Servicers must submit monthly Default data via the Manual Default Report (MDR) method as described below. First-time users must contact [Customer Care](#) to establish a Secure Sender login.

- 1) Open the [Manual Default Report](#) template.
- 2) Add or update information for each new or existing Default since your last report.
- 3) Email the completed MDR via Secure Sender to Radian at nodreport@radian.com.

4.3 Loan workout/modification reporting

In October 2011, Radian adopted a new industry standardized template for Servicers to report Loan workouts. Workout types include forbearance, trial modification forbearance, payment deferral plan, Loan modification (post trial period), pre-foreclosure sale, and deed in lieu of foreclosure. The preferred reporting method for submitting Loan activity to Radian is a complete MILAR full data set template, submitted via SFTP transmission. Otherwise, Servicers may complete a minimum data set template, but supplemental documentation may be required. Servicers can contact [Customer Care](#) to obtain additional guidance on the completion and submission requirements of the new template.

- [MILAR full data set](#)
- [MILAR minimum data set](#)

5. Loss mitigation

A timely evaluation of foreclosure prevention alternatives must occur once the Servicer determines a Default occurs or is imminent. Government mandates such as the AG Settlement must be followed when applicable; otherwise, the Servicer must follow the established GSE workout hierarchy, which details the preferred order of consideration for the use of special relief measures and foreclosure prevention options. This includes obtaining relevant Borrower personal and financial information to determine if a retention or liquidation workout is appropriate. The Servicer must exhaust all retention workout options before pursuing a liquidation workout. The following structure represents Radian's preferred hierarchy for Loss mitigation, which aligns with the GSE hierarchy with the exception of a pre-Claim advance and charge-off.

Radian delegates to GSE guidelines for Loss mitigation programs for GSE-owned Loans.

Retention workouts	1.	Reinstatements
	2.	Repayment plans
	3.	Forbearance plans
	4.	Loan modifications
	5.	Pre-Claim advance
Liquidation workouts	1.	Short sale (pre-foreclosure sale)
	2.	Deed in lieu of foreclosure
	3.	Charge-off
	4.	Foreclosure sale

A. Pre-foreclosure Loss mitigation methods and strategies

It is the responsibility of the Servicer to:

- Perform a thorough review of the circumstances surrounding the Default and the results of prior servicing activities prior to commencing foreclosure proceeding.
- Offer or encourage delinquent Borrowers to seek free or low-cost consumer credit counseling services.
- Establish a business process to ensure that all cases are reviewed before referral to foreclosure and that all reasonable steps have been diligently pursued to avoid the need for referral.
- Comply with all federal, state and local laws (including statutes, regulations, ordinances, administrative rules and orders and judicial rulings and opinions that have the effect of law) that apply to any of its origination, selling, servicing or other business practices (including the use of technology) that may have a material effect on the results of servicing activities including any applicable law that addresses fair housing and equal credit laws.
- Comply with conflict of interest/confidentiality responsibilities.

To assist in these efforts, Radian extends to the Servicer specific delegated authority to facilitate the Servicer's execution of workout options which meet investor/Insured's guidelines while providing Borrower assistance to resolve a Default situation.

5.1 Retention activities

The following activities, intended to reinstate and bring the Loan in Default current, are fully delegated to the Servicer unless otherwise noted.

A. Forbearance plans

In order to support a Borrower who is temporarily unable to remit all or a portion of the past due amounts during an eligible hardship period, the Servicer may offer a forbearance plan which allows for reduced or suspended mortgage payments for a designated period of time per GSE guidance.

B. Reinstatements

If the Borrower is able to resume making their regular monthly payments following a delinquency (or forbearance plan), and can repay the past due amounts all at once, the Loan can be reinstated.

C. Repayment plans

For Default situations where the Borrower is not able to fully reinstate the Loan to a current status, the Servicer may determine that the Borrower has the ability to pay portions of the past due amounts over time in addition to the contractual payment. A repayment plan may be an informal (verbal) agreement or a formal, written plan.

D. Payment deferral plans

The Servicer may offer a payment deferral plan, in which the Loan is returned to a current status and the past due amount (including principal and interest, escrow Advances, and fees) is moved into a non-interest bearing balance that becomes due and payable in its entirety at maturity of the Loan or payoff, whichever occurs first. All other terms of the Loan remain unchanged.

Radian extends its payment deferral plan delegation to non-GSE Loans only when they meet GSE program eligibility and follow GSE guidelines. A completed payment deferral plan must be reported to Radian via MILAR or the **Retention Workout Notification form** for [Individual](#) or [Multiple](#) Submissions within 30 days. Upon receipt, we will evaluate the Loan for potential adjustments to the MI Premium and MI coverage as summarized in the following table:

UPB + deferred balance	MI Premium	MI coverage
> original Loan amount	For MI coverage based on the UPB + deferred balance, as of the payment deferral plan effective date, additional MI Premium is required for the balance that exceeds the original Loan amount.	If additional MI Premium is paid, then the MI coverage is based on the UPB + deferred balance. If additional MI Premium is not paid, then MI coverage is based on the original Loan amount.
≤ original Loan amount	There is no change to the MI Premium calculation. See Renewal premium billing and payment of the Legacy Origination & Servicing Guide for more information.	MI coverage is based on the original Loan amount.

E. GSE and non-GSE Loan modifications

Radian supports modification activities whenever the Servicer has obtained hardship and financial information sufficient to determine that the Borrower wants to retain ownership of the Property and cannot afford the existing mortgage terms.

Radian extends to the Servicer full delegated authority to complete a modification based on the conditions outlined in the delegated retention workout table that follows. Loan modifications that do not conform to a delegated program option require Radian's approval and must be submitted to [Customer Care](#) for consideration.

Please note HAMP expired September 30, 2017. Radian now supports the Fannie Mae and Freddie Mac Flex Modification programs.

All completed Loan modifications must be reported to Radian within 30 days as per the Loan modifications section of the [Legacy Origination & Servicing Guide](#). Upon receipt, we will evaluate the Loan for potential adjustments to the MI Premium and MI coverage as summarized in the following table:

Modified UPB	MI Premium	MI coverage
> original Loan amount	For MI coverage based on the modified UPB, additional MI Premium is required for the balance, as of the Loan modification effective date, that exceeds the original Loan amount.	If additional MI Premium is paid, then the MI coverage is based on the modified UPB. If additional MI Premium is not paid, then MI coverage is based on the original Loan amount.
≤ original Loan amount	There is no change to the MI Premium calculation. See Renewal premium billing and payment of the Legacy Origination & Servicing Guide for more information.	MI coverage is based on the original Loan amount.

1) Principal forgiveness

When part of the outstanding balance of the Loan is forgiven by the Servicer, Insured or Beneficiary, please keep in mind that:

- Radian does not cover principal forgiveness when it is court-ordered as part of settlement of litigation, bankruptcy or other government administrative action involving the Insured and/or Servicer.
- Please inform us of all workout plans involving principal forgiveness within 30 days of the date the Borrower will execute the modification agreement.

F. Pre-Claim advance

To request an Advance on a Claim payment, contact [Customer Care](#).

5.2 Liquidation Workouts

Radian generally does not pursue deficiencies after a short sale or deed-in-lieu of foreclosure. All rights and defenses under the applicable Master Policy not expressly waived, including the right to rescind coverage or deny or curtail Claims, are reserved. Failure to comply with Radian's delegation or approval terms may result in Claim curtailment or denial.

A. Delegated short sale

GSE-owned Loans: Radian has delegated approval authority to the GSEs for Loans that meet their short sale guidelines.

Non-GSE owned Loans: Radian delegates approval authority to Servicers for Loans that meet GSE short sale guidelines with the following requirements:

- The net proceeds must be at least 85% of the Property's value;
- The Loan must be at least 60 days delinquent, or all borrowers must have a credit score of 600 or below;
- The Property must be publicly listed for sale for a minimum of seven business days; and
- An interior BPO or appraisal, dated within 90 days of the Servicer's written short sale approval, must support the current value and condition of the Property.

B. Non-delegated short sale

Short sale requests that do not meet Radian's delegation requirements must be submitted to Radian for approval. Requests, with the Borrower's name and Radian Certificate number, must be emailed to [Customer Care](#) with the following documentation:

- Servicing notes
- Loan payoff statement
- BPO or appraisal dated within 90 days
- Hardship documentation

- Listing agreement
- Purchase/sales agreement
- Estimated Closing Disclosure

Upon receipt of a short sale request, Radian will review and provide a response within 10 Business Days. Additional information and/or documentation beyond the criteria listed above may be required. If you do not receive a response within this timeframe, you may consider the request to be approved.

C. Delegated deed-in-lieu

GSE-owned Loans: Radian has delegated approval authority to the GSEs for Loans that meet their deed-in-lieu guidelines.

Non-GSE owned Loans: Radian delegates approval authority to Servicers for Loans that meet GSE deed-in-lieu guidelines with the following requirements:

- The Loan must be at least 60 days delinquent, or all borrowers must have a credit score of 600 or below;
- The Property must be publicly listed for sale for a minimum of seven business days;
- An interior BPO or appraisal, dated within 90 days of the Servicer's written deed-in-lieu approval, must support the current value and condition of the Property; and
- Funds must not be released to a junior lien holder.

D. Non-delegated deed-in-lieu

Deed-in-lieu requests that do not meet Radian's delegation requirements must be submitted to Radian for approval. Requests, with the Borrower's name and Radian Certificate number, must be emailed to [Customer Care](#) with the following documentation:

- Servicing notes
- Loan payoff statement
- BPO or appraisal dated within 90 days
- Hardship documentation
- Listing agreement

Upon receipt of a deed-in-lieu request, Radian will review and provide a response within 10 Business Days. Additional information and/or documentation beyond the criteria listed above may be required. If you do not receive a response within this timeframe, you may consider the request to be approved.

E. Charge-offs

A charge-off is not a claimable event. The Insured must obtain clear title to the Property and meet all applicable Policy requirements to have a valid Claim. Please contact [Customer Care](#) to discuss a charge-off situation.

F. Foreclosure sale

Radian expects that [foreclosure proceedings](#) be initiated in accordance with the requirements of the Master Policy in the event Loan retention or other liquidation workout options are not appropriate.

6. Claim eligibility

The eligibility of a Claim is determined by, among other things:

1. The terms and conditions of Radian's Master Policy and/or the special risk pool policy governing the specific Certificate of Insurance.
2. Compliance with underwriting guidelines and eligibility criteria.
3. Servicing performance and compliance with this Guide.

6.1 Limitations and exclusions from coverage

A. Limitations of coverage

Prior to any of the following actions being taken, it is necessary to contact Radian to obtain prior consent in order to ensure continued coverage of the Loan. Failure to obtain Radian's prior consent may result in termination of coverage pursuant to the terms of Radian's Master Policy.

- Any material change or modification of the terms of the Loan including, but not limited to, the UPB interest rate, term or amortization schedule (except modifications specifically provided for in the Loan documents, and permitted without further approval or consent of the Insured).
- Any release of a Borrower from liability for the Loan, including any Loan principal forgiveness (certain specific modification principal forgiveness may be completed using delegated authority). For more information, see [GSE and non-GSE Loan modifications](#).
- Any assumption of liability for the Loan with release of the original Borrower from liability.
- Any release of the collateral or any partial release of the collateral.
- Any change in the character or use of the Property (for example, the conversion of a single-family home into a commercial Property).
- Any transfer or sale of the servicing of the Loan to a company not approved* by Radian.

*Approval requires the Servicer to have an active Master Policy with Radian.

B. Exclusions from coverage

Radian's coverage is limited to the normal risk of a Default caused by a change in the Borrower's economic circumstances. MI coverage under the Master Policy does not extend to certain risks. The occurrence of any of the following may result in denial of coverage or curtailment of Claim payment. For reference, please visit Radian's [Legacy Master Policy](#).

- Any Loss resulting from the lender exercising its right to accelerate the Loan based on a balloon payment clause in the Loan document. However, if the Borrower refuses to accept an extension or renewal of the mortgage terms at market rates from the lender, this condition will not apply.
- Any Loss on a Loan which was delinquent prior to Radian issuing MI coverage on that Loan.
- Any Loss as the result of incomplete construction of the insured Property.
- Any Loss resulting from fraud or misrepresentation of a material fact upon which Radian based its decision, in whole or in part, to insure the Loan.
- Any Loss or material increase in risk of Loss resulting from negligence in the origination of the Loan or servicing of the Loan prior to or after Default.
- Any cost or expense to repair any Physical Damage to the Property, including but not limited to Physical Damage arising from:
 - Contamination by toxic waste or hazardous waste or materials.
 - Earthquake, flood, or other act of God.

- Civil war or riot.
- Any defects in construction not identified in the Application for Insurance.

C. Inability to evaluate a Claim

Radian must be in receipt of all requested documentation which it considers, in its sole discretion, to be reasonably necessary to evaluate liability with respect to the Claim.

Failure to [Perfect a Claim](#) within the time period specified by the pertinent policy shall relieve Radian of any obligation or liability with respect to the underlying Certificate of Insurance (Certificate or Certificates).

6.2 Loan compliance to underwriting guidelines and eligibility

A. Delegated and non-delegated underwriting

Radian relies on the lender's representation and warranty that the Loan closed in compliance with the terms and conditions under which the Loan was underwritten and approved.

B. Delegated MI

Radian relies on the lender's representation and warranty that the Loan file and application for MI have been presented accurately and underwritten in accordance with the agreed upon MI guidelines and standards.

6.3 Other Claim restrictions

During our review of a Claim, Radian will investigate other factors including:

- Insufficient servicing
- Liquidation policies

Failure to comply may result in the denial or curtailment of Claims.

7. Initiation of a Claim

Timely, accurate Claim filing will expedite the Claim settlement process.

On primary MI Claims, coverage will terminate if a Claim is not filed within one (1) year from Insured's acquiring the Borrower's Title to the Property.

Pool policy coverage will terminate if a Claim is not filed within the time specified in the policy. The Servicer should reference Claim filing guidelines for specifics.

7.1 Claim filing

The Servicer must satisfy the required conditions as per the applicable Master Policy prior to filing a Claim. Timely, accurate Claim filing protects the Servicer's ability to file and expedites the Claim settlement process. Failure to file in a timely manner may result in a benefit reduction or Claim denial.

A. When to file

For Loans with primary MI under the Master Policy, the initial Claim should be filed within 60 days of completion of the foreclosure sale, the Borrower signing of the deed for a voluntary conveyance, or settlement of a short sale. For states with redemption rights, the initial Claim may be filed any time after the foreclosure sale date, but no later than 60 days after the redemption expiration date. For more information, see Master Policy #RAF1040, Condition Eleven A.

For Loans with pool insurance, an REO marketing plan, or any subsequent modification to an REO marketing plan, must be submitted to reoapprovals@radian.com and approved by Radian prior to submission of a Claim. Please refer to the special risk pool policy covering the Certificate for the specific Perfected Claim deadline.

B. Claims filing format

1) Radian's MI Online

Claims can be filed electronically through MI Online, Radian's secure self-service web-based portal. If you have not established an account with Radian's MI Online, visit our [website](#) for registration instructions.

Filing a Claim through MI Online allows Servicers to:

- Receive confirmation of a Claim filing.
- Review Claim status and a sub-status of a Claim submission.
- View and download an EOB and/or Supplemental EOB.
- Review and print revised Claim and original Claim.
- Submit and review status of documents submitted.
- Save partially submitted Claims for completion at a later time.

2) Additional options

- Industry standard 260/EDI transaction.
- Email notification of a Claim filing via secure email to nodreport@radian.com.

8. Perfect a Claim

To expedite the Claim settlement process, include all documents used during the approval, closing, and servicing of a Loan with the Claim submission. Within five days of the submission, Radian will send a request, if applicable, for additional documents needed to submit a Perfected Claim. A follow-up request will be sent for missing documents every 30 days until either the documents are received, or the Perfected Claim deadline has been reached. Notification of an intent to deny the Claim will be provided with the final request.

Claim calculations may be impacted if requested documents are not provided. In some circumstances Radian may also require [access and Merchantable Title to the Property](#) to achieve a Perfected Claim.

The primary coverage Perfected Claim deadline is:

- 120 days from Claim filing date for Claims submitted $\leq$ 60 days of the Claim event; or
- 180 days from the Claim event date for Claims submitted $>$ 60 days after the Claim event.

Radian will issue a Claim denial if a Perfected Claim is not made within this deadline. However, documentation may be submitted up to 365 days from the Claim event date to re-open the Claim review and make a Perfected Claim.

For pool coverage Claims, all required documentation must be submitted within the deadline in the applicable pool policy.

8.1 Document requests associated with perfecting a Claim

A critical document is one that Radian deems necessary to perfect the Claim. An individual Claim will be denied if any critical document is not provided. A required document is one that is recommended by Radian to assist in processing the Claim. Claim calculations may be impacted if required documents are not provided. See [Appendix A: Document requirements](#) for more information.

9. Claims investigation

9.1 Types of investigations

As part of the review of Claim eligibility, Radian may perform an audit. There are two types of investigations performed upon Claim filing:

1. Origination Review
2. Servicing Performance Review

As outlined in Condition Thirteen of the Master Policy, Radian may take up to one hundred twenty (120) days after Settlement Due Date to conduct a Claims investigation.

A. Origination

Radian's review and investigation of the Loan origination includes the following elements:

- Reconfirmation of the Borrower's information including phone number and address provided on the 1003.
- Verification of the Borrower's income, assets, employment, occupancy and history of housing payments.
- For stated income or reduced document Loans; determination of the stated income's reasonableness with respect to the Borrower's employment and job title.
- Review of the collateral including a review of the original appraisal, a retroactive AVM, BPO, field review and/or drive-by appraisal.
- Review of any associated credit reports to determine the Borrower's debts and obligations at the time of Loan origination/closing.
- Questioning of any discrepancies and/or "red flags" noted within the file documentation which should have been addressed by the lender during the original underwriting process.
- Review of underwriting decision to determine that Loan adheres to published guidelines from the time the Loan was originated.
- Review of closing documentation to determine the Loan was closed as represented.

Radian may conduct an interview of the Borrower, contact the Borrower's employer to confirm employment or income, review bankruptcy filings or other court documents available to the public, and review any additional public information such as on websites, which may provide information that is material to Radian's investigation.

During the investigative review Radian will not:

- Incent or otherwise encourage investigators to determine that a Loan was ineligible for coverage.
- Incent or otherwise encourage investigators to pressure the Borrower to discuss the Loan if they are unwilling to do so.
- Utilize an expired IRS Form 4506-T to confirm income.

B. Servicing Performance Review

Radian's Master Policy requires Servicers to adhere to and apply the highest standard of servicing when servicing Radian-insured Loans. Radian audits Claims to confirm that Servicers have followed appropriate loss-mitigation practices. If a servicing deficiency is identified, Radian may adjust the insurance benefit when Radian can reasonably determine the extent to which the servicing has caused harm to Radian. If the amount of harm cannot be reasonably determined, Radian reserves the right to deny coverage under the Master Policy.

9.2 Results of investigation

As a result of the investigation, one of the following actions are taken:

- The Claim proceeds to be processed for payment (may include a curtailment).
- A rescission is issued.

If the investigation reveals inaccuracies in the Application for Insurance, underwriter negligence, or other deficiencies in the underwriting process, Radian may conclude that rescission of coverage is warranted. An Intent to Rescind letter (ITR) is sent to the lender providing a description of the facts supporting the decision.

The ITR will specify a period of time for an appeal prior to the rescission being finalized.

If Radian does not hear back in time a final Rescission letter will be issued along with a refund of premiums via check. Refer to [Rescission appeals](#) for more information.

- Denial of Coverage due to policy violation. Refer to [Policy violation denials](#) for more information.

A. Factors in rescissions

Radian does not shift the burden to the lender to prove absence of fraud. Missing documentation, on its own, generally will not warrant rescission if the information is not deemed material, and does not prevent Radian from assessing the overall risk that was insured.

B. Legacy factors guidelines for Loans originated before 2009

Below are the evaluation guidelines for legacy Loans originated prior to 2009. This list is not comprehensive and is for illustrative purposes. Many of these factors will not, on their own, warrant rescission action. However, if multiple factors warranting rescission are also present, Radian will take this “layering” of additional factors into account. If a lender rebuts Radian’s decision with information within the variance threshold but outside the underwriting or eligibility guidelines for the Loan, the rescission decision will not be overturned if:

- There is an inflated discrepancy in the appraised value by $\geq 20\%$ of the amount stated in the Application for Insurance.
- The recalculated debt-to-income ratio is $\geq 5\%$ above allowable guidelines or AUS findings.
- Undisclosed debt is $\geq 5\%$ above allowable guidelines.
- The amount of assets verified is short $\geq \$500$ for funds to close and/or $\geq \$1,000$ for reserve funds.
- Material misrepresentation of verification of deposit(s) is discovered. Visibly altered asset documentation such as a bank statement will be considered negligence by the underwriter.
- Radian determines that an owner-occupied Loan was never occupied by the Borrower.

10. Claim settlement

Radian has several options in calculating its liability; they include:

A. Percentage option

Radian may settle its Claim, subject to the calculation of Claim liability outlined below, at the coverage percentage displayed on the Certificate.

B. Property acquisition / anticipated Loss option

Radian may choose to acquire the subject Property, rather than pay the percentage of coverage option. In this case, Radian will require access and evidence of Merchantable Title to the Property to properly assess its condition and value and may request that the Servicer tender Merchantable Title. If after Radian's request, the Servicer is unable to provide any of these items within 210 days of filing the Claim, then in lieu of acquiring the Property, Radian may offer to settle the Claim based upon the amount of Radian's anticipated Loss if the sale of the Property had closed on the date the Claim was submitted assuming the Property were sold to a third party for Fair Market Value without Physical Damage and in the same condition it was in on the Commitment date, reasonable wear and tear excepted.

C. Pre-settlement / Approved Sale – primary MI

Prior to settlement of the primary MI Claim, any offer for sale of the insured Property must be submitted to Radian's REO Administration department. If the remaining Loss after liquidation of the REO asset is less than the calculated Claim payment under Radian's percentage option, Radian will pay the remaining Loss. Offer submissions can be emailed to reoprimaryapprovals@radian.com.

If an Approved Sale does not close within 210 days of filing the Claim, Radian may offer to settle the Claim based upon the amount of Radian's anticipated Loss if the sale of the Property had closed on the date Radian approved the same assuming the Property were sold to a third party for Fair Market Value without Physical Damage and in the same condition it was in on the Commitment date, reasonable wear and tear excepted.

10.1 Suspension of Claim settlement

Radian will pay a primary coverage Claim within sixty (60) days of Claim perfection. If additional requirements exist, the Claim Settlement Period will be suspended until the requirement is cured. Reasons for suspension include:

A. Additional documentation

Should Radian require additional information or documentation upon Claim filing, or the disposition of the subject Property is affected by an Approved Sale, Radian will suspend the Claim Settlement Period until such information is received subject to any conditions set forth in Radian's Master Policy.

B. Access and Merchantable Title to the Property

If requested, Radian representatives must be allowed access to the Property to assess its condition and value. Radian may also request evidence that the Servicer has acquired and are able to convey Merchantable Title under the Acquisition option. If Radian seeks access or Merchantable Title to the Property, the sixty (60) day period will be suspended until access is made available and Radian receives the requested documentation. If Radian chooses the Acquisition option, the sixty (60) day period will be further extended so that there is at least ten (10) days remaining after the Servicer tenders Merchantable Title by delivering:

- A recordable warranty deed, which contains the normal, customary warranties and covenants in the usual and customary form (a quitclaim deed is not acceptable);

- State and county transfer forms, as appropriate, and execute, if necessary;
- Proof that Property taxes are paid-in-full as of the Claim settlement date;
- (As needed) A written statement from the condo homeowners association showing that all dues, assessments, penalties and interest are paid current;
- Evidence that all filed liens have been released or satisfied; and
- Title search results including a bring-down title search through the date of the anticipated recording of the deed.

C. Anticipated Loss option settlement

If Radian has requested access or evidence/tender of Merchantable Title to the Property to evaluate the acquisition option and the Servicer is unable to provide access or the necessary documentation within 210 days of filing the Claim, Radian may offer to settle the Claim using the anticipated Loss option. If the Claim remains unperfected through the Servicer's failure to provide access or evidence/tender of Merchantable Title to the Property within one year after the acquisition of Borrower's Title to the Property (or redemption expiration date if applicable under [When to file](#) of this Guide), Radian may either settle the Claim using the anticipated Loss option or issue a Claim denial notice pursuant to Master Policy #RAF1040 Condition 11(A)(3).

D. Investigations

If the Claim is chosen for a quality assurance compliance audit relating to Loan origination and/or Default servicing, the timeline for payment of the Claim shall be extended up to an additional one hundred and twenty (120) days from the date of perfection. However, Radian makes every effort to render a Claim decision within ninety (90) days of Claim perfection.

E. Late payment

If Radian does not pay the Claim within sixty (60) days of Claim perfection, subject to the above conditions, simple interest will be paid at the mortgage note rate accruing from the Settlement Due Date. Simple interest is limited to those Claims covered under the Master Policy and those select pool policies that refer to the payment of simple interest.

10.2 Timing of Claim settlement under structured pool policies

The Insured should refer to the applicable policy for terms on Claim settlement under structured pool policies. Questions on status and terms may be directed to [Customer Care](#).

10.3 Calculation of Claim liability

Radian's Claim liability will be calculated as set forth in more detail in the applicable Policy by, among other things, determining the sum of the: (a) unpaid principal balance, any unpaid accumulated interest due under the Loan (excluding any late charges and penalties) subject to the Master Policy's interest cap, and any acceptable Advances paid by the Insured in eligible time periods, less (b) disallowed expenses or unacceptable Advances, the net proceeds of any Approved Sale if Radian uses the Pre-settlement/Approved Sale option, and certain other amounts relating to the Loan or Property that Radian determines should be applied to reduce the Loss or excluded from the Claim. See Master Policy #RAF1040 Condition 1(A) and Condition 11(B).

Fannie Mae MI Factor Program. Effective October 1, 2018, Radian is participating in Fannie Mae's MI Factor Program. Under this program, the Servicer will continue to submit Claims in accordance with the applicable Master Policy and Servicing Guide. If Radian approves a Fannie Mae insured Claim for settlement, the MI Factor will be applied to determine the expense portion of the Claim, which includes any Advances payable under the Master Policy. The MI Factor Program is limited to Claims filed on or after October 1, 2018 and to Certificates issued under the Master Policy for which Fannie Mae is the Beneficiary. Claim calculations under the MI Factor Program may differ from the process outlined below

for individual Claims but are intended to reach the same result in the aggregate for all Claims processed using the MI Factors.

Step 1. Determination of calculated Loss

- Add the following values, as applicable for a given Claim, to determine the calculated Loss:
 - Unpaid principal;
 - Unpaid interest; and
 - Acceptable Advances/expenses as [Allowable Claim expenses tables](#) below.

Step 2. Determination of adjusted Claim for Loss

- Subtract the following values, as applicable for a given Claim, to determine the adjusted Claim for Loss:
 - Premium due on principal forgiveness
 - State taxes on premium
 - Net proceeds of an Approved Sale
 - Other credits (e.g., escrow balances)
- The following values, as applicable for a given Claim, are not permitted:
 - Unacceptable Advances, including but not limited to Attorney fees that exceed the allowable Advance amount as defined in Master Policy #RAF1040, Condition 1 (Advances); Property damage expenses; Borrower incentive fees; late charges; technology fees, including connectivity, invoicing, and processing fees; MI premiums; trip charges; penalties and interest owed on past due taxes, condominium fees, or municipal charges;
 - Non-approved changes to the terms on an Approved Sale resulting in an unreasonable reduction in net proceeds

Radian may curtail or adjust Claim line-item amounts including, but not limited to delays for speed to foreclosure, filing of the Notice of Default, marketing delays and performance on Default servicing.

Step 3. Determination of Claim amount

- Radian will determine the Claim amount by multiplying the appropriate percentage of coverage value, which can be found on the Certificate or in MI Online, against the adjusted Claim for Loss. The Claim liability value equals the Claim amount, which is referred to as the payment of Loss in Master Policy #RAF1040.

A. Allowable Claim expenses

Note: For pool policies, please refer to the applicable policy for specific terms on Claim settlements.

Interest			
Accrued and paid within the start and end dates below, but not to exceed two (2) years from the Default date:			
Claimable event	Payment type	Start date	End date
Short sale	Percentage Option	Last paid installment	Short sale settlement date as shown on final Closing Disclosure (formerly known as HUD-1)
	Approved Sale		
Deed-in-lieu (DIL)	Percentage Option		Earlier of the date the Claim was filed or 60 days from the DIL execution date
	Approved Sale		REO settlement date as shown on final Closing Disclosure
Foreclosure sale	Percentage Option		Earlier of the date the Claim was filed or 60 days from the foreclosure sale date
	Approved Sale		REO settlement date as shown on final Closing Disclosure
	Third party sale		Date of third party check/wire or foreclosure sale date if a check/wire is not present
	Redemption/ Ratification/ Confirmation (RRC)		Earlier of date Claim was filed or 60 days from RRC expiration date

Attorney fees			
Incurred as part of the Appropriate Proceedings, that are reasonable and necessary, and not in excess of three percent (3%) of the delinquent principal and interest, within the start and end dates below:			
Claimable event	Payment type	Start date	End date
Short sale	Percentage Option	The earlier of the final reported due date or the Default date	All fees paid after Default
	Approved Sale		
Deed-in-lieu (DIL)	Percentage Option		
	Approved Sale		
Foreclosure sale	Percentage Option		
	Approved Sale		
	Third party sale		
	Redemption/ Ratification/ Confirmation (RRC)		

Real estate taxes imposed upon the Property			
Accrued and paid within the start and end dates below:			
Claimable event	Payment type	Start date	End date
Short sale	Percentage Option	All taxes accrued and paid*	Short sale settlement date as shown on final Closing Disclosure
	Approved Sale		
Deed-in-lieu (DIL)	Percentage Option		Pro-rated 60 days from DIL execution date
	Approved Sale		REO settlement date as shown on final Closing Disclosure
Foreclosure sale	Percentage Option		Prorated 60 days from foreclosure sale date
	Approved Sale		REO settlement date as shown on final Closing Disclosure
	Third party sale		Date of third party check/wire or foreclosure sale date if a check/wire is not present
	Redemption/ Ratification/ Confirmation (RRC)		If Claim filing date is within 60 days of foreclosure sale date, regardless of the RRC expiration, the end date is prorated to 60 days from foreclosure sale date. If Claim filing date is greater than 60 days of foreclosure sale date, the end date is prorated to the earlier of 60 days from RRC expiration or Claim filing date.

* Radian may request additional information on taxes paid prior to Default.

Hazard insurance, homeowners association, and/or condominium fees			
Reasonable and customary hazard insurance paid after Default, with insurance coverage periods; and/or homeowners association fees ; or condominium fees paid after Default to the extent necessary to preserve the lien priority of the mortgage, with fee coverage periods within the start and end dates below:			
Claimable event	Payment type	Start date	End date
Short sale	Percentage Option	Earlier of final reported due date or Default date	Short sale settlement date as shown on final Closing Disclosure
	Approved Sale		
Deed-in-lieu (DIL)	Percentage Option		Pro-rated 60 days from DIL execution date
	Approved Sale		REO settlement date as shown on final Closing Disclosure
Foreclosure sale	Percentage Option		Prorated 60 days from foreclosure sale date
	Approved Sale		REO settlement date as shown on final Closing Disclosure
	Third party sale		Date of third party check/wire or foreclosure sale date if a check/wire is not present
	Redemption/ Ratification/ Confirmation (RRC)		If Claim filing date is within 60 days of foreclosure sale date, regardless of the RRC expiration, the end date is prorated to 60 days from foreclosure sale date. If Claim filing date is greater than 60 days of foreclosure sale date, the end date is prorated to the earlier of 60 days from RRC expiration or Claim filing date.

Property preservation			
Necessary and customary expenses paid after Default, within the start and end dates below:			
Claimable event	Payment type	Start date	End date
Short sale	Percentage Option	Earlier of final reported due date or Default date	60 days from short sale settlement date as shown on final Closing Disclosure
	Approved Sale		
Deed-in-lieu (DIL)	Percentage Option		60 days from DIL execution date
	Approved Sale		60 days from REO settlement date as shown on final Closing Disclosure
Foreclosure sale	Percentage Option		60 days from foreclosure sale date
	Approved Sale		60 days from REO settlement date as shown on final Closing Disclosure
	Third party sale		60 days from date of third party check/wire or foreclosure sale date if a check/wire is not present
	Redemption/ Ratification/ Confirmation (RRC)		If Claim filing date is within 60 days of foreclosure sale date, regardless of the RRC expiration, the end date is prorated to 60 days from foreclosure sale date. If Claim filing date is greater than 60 days of foreclosure sale date, the end date is prorated to the earlier of 60 days from RRC expiration or Claim filing date.

Statutory costs (customary court costs)			
Customary, reasonable, and necessary attorney/court costs, including eviction expenses paid after Default, within the start and end dates below (cash for keys is limited to \$7,500):			
Claimable event	Payment type	Start date	End date
Short sale	Percentage Option	Earlier of final reported due date or Default date	All costs paid after Default
	Approved Sale		
Deed-in-lieu (DIL)	Percentage Option		
	Approved Sale		
Foreclosure sale	Percentage Option		
	Approved Sale		
	Third party sale		
	Redemption/ Ratification/ Confirmation (RRC)		

Other Disbursements			
Customary, reasonable, and necessary disbursements paid after Default, within the start and end dates below:			
Claimable event	Payment type	Start date	End date
Short sale	Percentage Option	Earlier of final reported due date or Default date	60 days from short sale settlement date as shown on final Closing Disclosure
	Approved Sale		
Deed-in-lieu (DIL)	Percentage Option		60 days from DIL execution date
	Approved Sale		60 days from REO settlement date as shown on final Closing Disclosure
Foreclosure sale	Percentage Option		60 days from foreclosure sale date
	Approved Sale		60 days from REO settlement date as shown on final Closing Disclosure
	Third party sale		60 days from date of third party check/wire or foreclosure sale date if a check/wire is not present
	Redemption/ Ratification/ Confirmation (RRC)		If Claim filing date is within 60 days of foreclosure sale date, regardless of the RRC expiration, the end date is prorated to 60 days from foreclosure sale date. If Claim filing date is greater than 60 days of foreclosure sale date, the end date is prorated to the earlier of 60 days from RRC expiration or Claim filing date.

B. Payment of Claim

Radian will issue payments for Claims via check or electronic wire of funds. Payments are made on a predetermined monthly schedule and typically occur weekly.

Upon payment, an EOB or Supplemental EOB is made available on MI Online.

The EOB or Supplemental EOB provides a categorized itemization of a Claim payment. If the Claim was filed via EDI 260 or via Radian's MI Online application, the applicable EOB will be in a side-by-side (Submitted vs. Authorized) format detailing the amounts requested in the Insured's Claim, compared to the amount for each Loss authorized by Radian. Any Claim curtailments will be itemized on the applicable EOB.

If the policy includes a deferred premium, or if any premium is owed to Radian, including premium on principal forgiveness or premium sent to Servicers on overturned rescissions, the final Claim payment will be net of the outstanding deferred premium amount.

C. Return of paid Claim funds

If for any reason a Property is reverted back to the homeowner after a Claim has been paid (invalid foreclosure, post-foreclosure Loss mitigation), the Servicer/Insured is obligated to return the Claim funds to Radian in order for the coverage reinstatement process to begin.

11. Supplemental Claims and appeals

Radian provides Servicers with support for supplemental Claims and appeals from any Claim decision regarding document or policy denials, rescissions, and Claim payments with adjustments or servicing curtailments. Supplemental Claims will generally be assigned to the initial Claims personnel with familiarity regarding the initial Claim when reasonably practicable. Radian intakes appeals from disputed Claim decisions and assigns them for additional review by Claims personnel to assure our Servicers that Claims are settled in an accurate and prompt manner.

11.1 Supplemental Claims

Supplemental Claims for Advances incurred during periods after the initial Claim was submitted are not required under Master Policy #RAF1040. As a courtesy and convenience to its Insureds and to streamline Radian's Claims operations with certain of its procedures relating to supplemental Claims under Master Policies #RAF483 and #RAF700, Radian will consider supplemental Claims for allowable Advances actually paid by the Servicer or Beneficiary provided the supplemental Claim is received within 90 days of the initial Claim payment and subject to the requirement of the applicable Policy if such Advances were:

1. Incurred prior to the date the initial Claim was submitted but not included in the initial Claim filing.
2. Incurred after the date the initial Claim was submitted and during any period for which accrued and unpaid interest would be included pursuant to the applicable Claim settlement option and as further summarized in the table below, not to exceed 24 months.
3. Certain claimable Advances that Radian determines upon appeal to be have been disallowed in error on the initial Claim payment.

Please refer to the end dates of the periods for which accrued and unpaid interest is generally included in the Acceptable Advances/expenses in the [Allowable Claim expenses tables](#). For purposes of processing supplemental Claims, we exclude any periods during which the Claim Settlement Period is tolled and/or any accrued and unpaid interest and Advances are disallowed under our Master Policy remedies including, without limitation:

- In the case of the Property acquisition/anticipated Loss option, any period during which access, evidence/tender of Merchantable Title or other cooperation was requested but not provided.
- Failure to give notice of Default required by Master Policy Condition 6(A)(1). If you fail to give us notice of Default, any Loss relating to such defaulted Loan will not include accrued and unpaid interest and Advances incurred between the deadline for giving us a notice of Default and the date you provide notice.
- Failure to commence Appropriate Proceedings under Master Policy Condition 6(A)(3). If you fail to timely commence Appropriate Proceedings, accrued and unpaid interest and Advances incurred during the period beginning on the date that Appropriate Proceedings should have been commenced through the date Appropriate Proceedings are actually commenced are not included in calculating the Loss.
- Late Claim submission under Master Policy Condition 11(A)(3). If you do not file a Claim by the Perfected Claim deadline, we will not include any accrued and unpaid interest and Advances incurred during the period after the Perfected Claim deadline has passed.

Supplemental Claims should include additional supporting documentation and an explanation of the request for the supplemental Claim.

To file a supplemental Claim:

- MI Online — Submit the MI Claim for Loss with any supporting documentation to <https://www.mionline.biz>.
- EDI — Submit supporting documents via email to disputeresolution@radian.com.

- Email — Submit the MI Claim for Loss with any supporting documentation to disputeresolution@radian.com.

Settlement of supplemental Claims

Radian will issue payments for approved supplemental Claims via check or electronic wire of funds. Payments are made on a predetermined monthly schedule and typically occur weekly. A Supplemental EOB will be available for all decisions via MI Online once settlement is complete.

11.2 Servicing Performance Review curtailment appeals

Radian will accept appeals for Servicing Performance Review curtailments, if received within 90 days of the initial Claim payment, for the following reasons:

1. Missing notes, documents, or additional information not previously provided to Radian which document activity not evident during the initial review.
2. Servicer appealing based on possible errors or omissions in the original review.

To file a Servicing Performance Review appeal:

- Send your appeal along with supporting documentation to disputeresolution@radian.com.
- Follow supplemental Claim filing instructions via EDI.

Settlement of Servicing Performance curtailment appeals

Radian will issue payments for approved Servicing Performance appeals via check or electronic wire of funds as part of our supplemental Claim payment process. Payments are made on a predetermined monthly schedule and typically occur weekly. A Supplemental EOB will be available via MI Online after settlement on all submissions. In addition, a decision letter with a detailed explanation of our decision will also be available via the Correspondence tab of MI Online at time of settlement.

11.3 Rescission appeals

Radian ensures that all rescission and intent-to-rescind appeal decisions are made in compliance with:

- Radian's Master Policy for primary coverage; or
- The special risk pool policy for pool coverage that is applicable to the Certificate.

The basis for the review would include but not limited to:

- Respective underwriting guidelines
- Industry standards

Radian will consider rescission appeals, if received within 90 days of the rescission notice issuance. For more information, please visit Radian's [Legacy Master Policy](#).

To file an appeal, submit all evidence, documents, exhibits and relevant guidelines to support reinstatement of coverage via email to disputeresolution@radian.com.

Settlement of a rescission appeal

Radian will issue a response letter to the Servicer via email (also available via MI Online on the Correspondence tab) explaining Radian's decision in detail. Approved appeals will be processed for reinstatement of coverage (if applicable). Radian will indicate in the response letter if a return of premium is required to reinstate coverage.

11.4 Denial appeals

Radian will consider appeals for Claim denials based on the reason for the denial. Most denials are summarized into three categories:

A. Policy violation denials

Policy violation denials occur when Radian determines the Servicer or Insured did not meet key requirements of the Master Policy or special risk pool policy related to the insurance of the Loan. The following are the common policy denials:*

- Late/no Notice of Default (NOD) filing
- Late Claim filing
- Property destroyed
- Unapproved deed-in-lieu of foreclosure
- Unapproved short sale
- Incorrect foreclosure bidding instructions
- Stop loss reached
- Sunset of policy

*This list is not all inclusive; Radian may deny a Claim for other policy violations.

Radian will consider appeals for these denials, if received within the greater of 90 days of the Claim denial notice issuance or the Perfected Claim deadline.

To appeal a policy violation denial, send a written appeal and any supporting documentation to disputeresolution@radian.com.

B. Missing document denials

Missing document denials occur when the Servicer or Insured does not provide Radian with the requested documents that are necessary to perfect the Claim.

For primary coverage, Radian will consider appeals for document denials, if received within the greater of 90 days of the Claim denial notice issuance or the Perfected Claim deadline. Refer to specific pool policies for information regarding Perfected Claim deadlines.

To appeal documentation denials, send the requested documents to Radian via:

- Email to claimsdocumentrequest@radian.com
- MI Online through the Document Center

For specific questions or an appeal containing information other than documents, send an email to disputeresolution@radian.com.

C. Lack of Property access / Merchantable Title denials

Lack of Property access / Merchantable Title denials occur when the Servicer or Insured does not provide Radian with the requested access to the Property or evidence/tender of Merchantable Title to the Property necessary to evaluate our acquisition option as necessary to perfect the Claim.

For primary coverage, Radian will consider appeals for lack of Property access / Merchantable Title denials, if received within the greater of 90 days of the denial notice issuance or the Perfected Claim deadline. Refer to specific pool policies for information regarding Perfected Claim deadlines.

To appeal acquisition option related denials, send the requested documents and information to Radian via:

- Email to claimsdocumentrequest@radian.com
- MI Online through the Document Center

For specific questions or an appeal containing information other than documents, send an email to disputeresolution@radian.com.

11.5 Settlement of denial appeals

Each appeal will receive the appropriate response letter based upon the outcome of the review.

- *New Document Request* — when additional documents are required to perfect the Claim and the Perfected Claim deadline has not been exceeded.
- *Reinstatement Letter* — when the Servicer has met the Perfected Claim requirements.
- *Policy Violation Denial Letter* — when Radian determines the policy governing the coverage was not met.

11.6 Radian Default and Claims contact information

Default reporting

nodreport@radian.com

Claims

General inquiries/status: claims.department@radian.com

Claims documents: claimsdocumentrequest@radian.com

Appeals/supplemental Claim

disputeresolution@radian.com

Loss mitigation

To discuss non-delegated Loan retention workouts and liquidation options, please contact your dedicated Loan Specialist.

REO acquisitions

Primary MI Loans: reoprimaryapprovals@radian.com

Pool Loans: reoapprovals@radian.com

Appendix A: Document requirements

See the documents listed in the table below for examples of documents that may be requested as part of a Claim review. As each Claim is unique, Radian will provide a customized list of those documents that are deemed critical and/or required.

Categories/Documents	
Loan Origination & Closing Files	
Application (1003)	Signed initial application (1003)
	Signed final application (1003)
Underwriting	All letters of explanation
	AUS findings (and required supporting documentation)
	Bankruptcy papers
	Credit letter of explanation
	Divorce decree and/or separation agreement
	Final 1008
	Lease agreements (for primary and second subject occupancy)
	Lease with option to purchase agreement
	Lender Loan approval or underwriting worksheet with conditions (and required supporting documentation)
	Listing agreement and/or Closing Disclosure from sale of home
	Processing and approval notes
	Project approval
Assets	401K statements
	Asset validation services may replace any of the above noted documents as permitted on a valid AUS findings report
	Bank statements
	Brokerage statements
	Gift funds source (gift donor's bank statement or copy of cancelled check)
	Gift letter
	Retirement statements
	Verification of deposit
Income	1099s
	Business license (self-employed Borrowers)
	Executed 4506-T or 4506-C or acceptable alternative (i.e., Form 8821)
	Full verification of employment (VOE)
	Income calculation

Categories/Documents	
Loan Origination & Closing Files (cont'd)	
Income	Income and Employment validation services may replace any of the above noted documents as permitted on a valid AUS findings report
	Other income docs (i.e. retirement, workmen's compensation, alimony, child support, lease agreements)
	Paystubs
	Self-employed income analysis worksheet
	Tax returns with all schedules (personal and/or business)
	Verbal verification of employment (VVOE)
	W2s
	W9s
Credit	Alternative credit references
	Original credit report including supplements
	Proof of residency (if not a U.S. citizen)
	Verification of Mortgage or rent payments with cancelled checks (if applicable)
Value	Appraisal Update and/or Certificate of Completion
	Complete appraisal (including pictures, maps, and addendums) or Valid AUS findings report with Property Inspection Waiver
	Property Data Report (PDR) or Property Data Collection (PDC) (if applicable)
Purchase	Fully executed sales contract and addendums
Refinance	Payoff statements
	Verification of previous Mortgage
Closing	Borrowers' certification and authorization (if applicable)
	Deed
	Final Closing Disclosure and all addendums
	Homeowners insurance policy
	Mortgage/Deed of Trust
	Note
	Title commitment/final title policy
Miscellaneous	Fraud detection reports
	Secondary financing/subordination documents

Categories/Documents	
Servicing File	
Servicing Records	All notes related to the servicing of the Loan, from the Borrower's last timely payment through Property liquidation. (Notes may concern customer service, collections, Loss mitigation, bankruptcy, etc.)
	Any documentation related to attempted or completed Workouts (i.e. modification, short sale, deed-in-lieu of foreclosure, or foreclosure).
Servicing Records	Loan Payment history, from inception through Claim submission, including all receivables and disbursements.
	Physical Damage records
	Repurchase or indemnification demand records
Servicing Documents	BPO or Appraisal(s) used during the Default life cycle
	Current hazard insurance (listing valid coverage periods for expenses claimed)
	Current Property tax information (listing valid coverage periods for expenses claimed)
	Condominium and Homeowners Association coverage dates
Expenses	Attorney expense breakdown
	Explanation of credits applied to Claim for loss
	Invoices (i.e. Property preservation)
	Itemized utility breakdowns
	Restoration documents (i.e. repair bids)
Loss Mitigation	Arm's Length Transaction Affidavit (FNMA form 191 / FHLMC form 97)
	Bidding instructions
	Borrower asset documentation for evaluating short sale or deed-in-lieu of foreclosure
	Borrower financial analysis for approval of short sale or deed-in-lieu of foreclosure
	Borrower hardship eligibility documentation for evaluating short sale or deed-in-lieu of foreclosure
	Borrower income documentation for evaluating short sale or deed-in-lieu of foreclosure
	Credit report used to evaluate before approval of short sale or deed-in-lieu of foreclosure
	EOB and Supplemental EOB, as applicable
	Final short sale purchase or deed-in-lieu agreement and resulting approval letter, as applicable
	Foreclosure timeline, if applicable
	Foreclosure, Trustee, Short Sale, Warranty, or Quitclaim Deed (or acceptable alternative)
	Marketing package
	Proof of funds (i.e. wire confirmation or sales proceeds check)
	Short sale, deed-in-lieu of foreclosure, REO, or post-foreclosure sale signed final Closing Disclosure, as applicable

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