

Best Practices for myOptigo Investor Reporting

Listed below are the latest best practices for myOptigo Investor Reporting. We've also included resolved and continued issues along with important guidance. For questions, please contact the [Multifamily Service Desk](#) at 1-866-685-8436.

Loans and Bonds

1. Confirm reporting on every cash and bond loan each month

What: Each cash and bond loan must be reported each month regardless of whether a payment was received.

Action for Servicers: Kindly remember to report on every active cash and bond loan in your portfolios each month, regardless of whether a payment was received.

If a payment was not received:

- **Loan:** Select "Report Payment as Not Received" from the Report drop-down on the Portfolio View or Loan Details page
- **Bond:** Upload bulk file without a Transaction Date. Required fields are: FM Loan Number, Beginning UPB, EOC DDLPI Date (Paid Through Date), and Ending UPB

2. Updating Servicer Loan Number

What: In myOptigo, servicers can update the Servicer Loan Number.

Action for Servicers: To update the Servicer Loan Number for a loan or bond, navigate to the Portfolio View page or Loan/Bond Details page, hover over the Servicer Loan Number and edit the number.

It is best to wait five minutes in between updates to the Servicer Loan Number.

- If you are updating the Servicer Loan Number for the same loan twice, wait five minutes in between updates.
- If you are updating the Servicer Loan Number for two separate loans within the same portfolio, wait five minutes in between updates.

3. Loans in Forbearance

What: Paid Through Date (DDLPI) for loans in forbearance should reflect the payments made

Action for Servicers:

- If the loan is currently within the forbearance period, the Paid Through Date should indicate that the loan is current
 - **Loans:** To report on your loan, dispute the expected interest. Enter \$0 Principal and \$0 Interest with no Date Collected and provide comments (including what the Paid Through Date should be) and a PDF. When the dispute is accepted by Loan Accounting, the Paid Through Date will be updated to the appropriate date.
 - **Bonds:** To report on your bond, upload your monthly reporting bulk file with the appropriate DDLPI date. If no dollar amount is reported (ex., Principal, Interest or Fees), a transaction date is not required in the bulk file.

- If the forbearance period has ended and no payments have been made, the Paid Through Date should indicate that the loan is delinquent with a Paid Through Date reflective of the month the forbearance agreement began

Bonds Specific

4. Bond Bulk Upload: Comments Not Appearing for Oct-Dec

What: When reporting bond loans using the bulk upload template, comments entered in the file will not appear on the Bond Details page if the Cycle Date is reported as “10/1/2020”, “11/1/2020”, or “12/1/2020”. This does not have any impact for months January through September.

Action for Servicers: If you would like your comments to display on the Bond Details page after reporting, enter a Cycle Date of “10/2020”, “11/2020”, or “12/2020” in your bulk file.

5. Bond Details Page: Principal Reserve Balance, Early Interest Balance and Principal Sinking Balance

What: When viewing the Bond Details page prior to reporting a bond, the above balances may not display on the Bond Details page for some bond loans. When the bond loan is reported, the applicable balance will display on the page.

Action for Servicers: Continue to report on bond loans as needed, including the appropriate values to increase / decrease balances. If you would like to confirm the existing balance prior to reporting, please reach out to your Loan Accounting representative.

6. Bonds Time Zone Issue (Occurs Only on the Last Calendar Day of the Month at 8 PM Eastern Time)

What: On the last calendar day of the month at 8 p.m. ET, the Bond Portfolio View Page and Bond Details Page will display the loan as if it is 12 a.m. ET on the 1st of the month. The user will view the loan as Open rather than Reported as part of the prior month. Please note: This time frame is outside of the myOptigo reporting window, when monthly reporting is not available.

Action for Servicers: As a result of this issue, no specific actions are required by servicers. In terms of reporting a payoff, the servicer should be able to report a payoff at any time. However, as a best practice, servicers should report payoffs at the end of the month prior to 8 p.m. ET.

Loan Specific

7. Loan Reporting: Newly Funded Loans

What: Servicers are recommended to not report on loans funded in the current month.

Action for Servicers: If reporting is required, it may be completed. If needed, newly funded loans that are funded in the current month should be paid off via bulk. Please see additional details in the [myOptigo Investor Reporting User Guide](#).

8. Loan Reporting: Negative Values

What: Negative values for principal, interest, etc., cannot be reported through bulk or through myOptigo to increase UPB.

Action for Servicers: If UPB needs to be increased, a Cap Item amount can be reported through bulk upload to increase the UPB, if applicable.

9. Reporting for KT Loan Don't Need to be Completed in myOptigo

What: You will no longer need to do payoff reporting for KT Loans through myOptigo

Action for Servicers:

- If you have a KT Loan that is part of a CME sale, the Loan Accounting team will do the reporting on your behalf.

- If you need a KT Loan marked as paid-off that is non-CME related, please work with your Loan Accounting representative. You will need to share payoff timing with your representative.
- When your reporting is completed, the loan record will not be updated in myOptigo. It will state “Open” as the status and the UPB will not be updated. Your representative can provide you with payment confirmation for your records.

10. Loan Payoffs on 1st of the Month

What: Loan payoffs cannot be reported on the 1st calendar day of the month

Action for Servicers: Confirm that all applicable payoffs are reported by the end of the month. If a loan payoff is scheduled for the 1st of the month, you must wait to report the payoff until the 2nd calendar day of the month.

11. Loan Payoffs through Bulk outside of the Reporting Window

What: Loan payoffs cannot be reported through bulk outside of the reporting window. In other words, loan payoffs through bulk must be reported between the 2nd calendar day of the month and the second to last business day at 8 p.m.

Action for Servicers: If a loan payoff must be reported outside the above reporting window, report the payoff in myOptigo for single loan reporting.

12. Loan Payoffs through Bulk Reporting with a Transaction Date in Previous Month

What: A loan payoff with a transaction date in the previous month cannot be reported through bulk. For example, if the transaction date is 10/30/2020 and today is 11/5/2020, the loan payoff cannot be reported through bulk.

Action for Servicers: If a loan payoff with a transaction date in the previous month needs to be reported, this payoff should be reported in myOptigo for single loan reporting.

13. Re-reporting Late Fee and Prepayment Premium through bulk for loans

What: If a Late Fee / Prepayment Premium was reported through bulk and should no longer be reported (value should be \$0.00), re-reporting through myOptigo or removing the value from the bulk file will not overwrite the value.

Action for Servicers: If Late Fee / Prepayment Premium needs to be overwritten as \$0.00, the loan must be re-reported through bulk with a value of \$0.00.

Resolved and Ongoing Issues

- **CONTINUED ISSUE: Portfolio Loan Card Counts May Contain Discrepancies** – This issue has recently been identified in myOptigo.

What: After completing reporting, the counts on the Portfolio Loan Card may be inaccurate. This issue has specifically been identified related to disputes; for example, when a dispute is accepted, the count will remain in “Under Review” rather than update to “Reported.”

Action: Please review the LLR Status within your portfolio to confirm the status of your loans.
- **CONTINUED ISSUE: Unable to Report Paydown After Cut-Off** – This issue has not been resolved in myOptigo. Please continue to follow the below instructions.

What: Inability to report paydown/curtailment (non-payoff) after accounting cut-off (15th of the month).

 - **Note:** If you have reported your current monthly payment and then have to report a paydown after the 15th of the month, you must re-report the current monthly payment by combining the monthly payment elements (P&I) with the curtailment payment elements. It’s important to note that combined reporting can only be completed through the bulk upload file.

Action: If you have already reported, you will need to resubmit current month reporting.

Additionally, you need to:

- Augment your reporting by adding the required additional payment amounts
- Submit report via bulk file upload
- Ensure the transaction date is either the date of the regular monthly payment or Accounting Cut-off (15th of the month)
- Contact your Loan Servicing representative to alert them of this transaction