



Quality Control Self-Assessment

Measuring the effectiveness of your quality control program

This document is designed to help you manage your risk and comply with Fannie Mae’s Selling Guide requirements, and includes highly suggested practices for quality control (QC). Both required elements (designated with an asterisk*) and recommended (not required if no asterisk) elements are included.

Use this worksheet to take the QC self-assessment and add notes to help you develop or update your organization’s QC plan.

Worksheet

Governance	
Governance/Authority	Notes
Our senior management — and CEO and Board of Directors as applicable — are accountable and actively involved in:	
<input type="checkbox"/> Establishing a methodology for identifying, categorizing, and measuring defects and trends against an established target defect rate.*	
<input type="checkbox"/> Monitoring the activities related to identifying the deficiencies in the loan manufacturing process and implementing plans to quickly remediate those deficiencies and underlying issues* as well as monitoring the monthly defect rate.	
<input type="checkbox"/> Creating a QC philosophy* (objective/purpose) by which we identify, remediate, and monitor the risks associated with originating good quality loans (e.g., risks such as fraud, repurchase, financial losses, penalties, regulatory, product, and channel, including third-party originations [TPOs]).	
<input type="checkbox"/> Ensuring that an independent audit of the QC process is conducted, and if appropriate, establishing an action plan for remediation or policy/procedure changes identified from such an audit.*	
<input type="checkbox"/> Ensuring that the QC reporting structure is independent of the production, underwriting, and closing functions.*	
We establish the minimum requirements for the skill set and expertise of the staff performing the QC file reviews documenting minimum job qualifications:*	
<input type="checkbox"/> All QC personnel are adequately trained and have sufficient experience relative to the reviews being conducted, including manual underwriting and/or loans processed through any automated underwriting systems utilized.*	
<input type="checkbox"/> Detailed policies and procedures for the QC file review process is provided to all employees who will be involved with the QC file reviews.*	
<input type="checkbox"/> Detailed standard operating procedures – including updates on industry changes – are available to all employees involved with, or affected by, the QC process.	
<input type="checkbox"/> Employees’ participation in training is tracked and monitored.	
<input type="checkbox"/> Training content is current to our investor guidelines and reflects current industry practices.	



Available on FannieMae.com/singlefamily:

- Training opportunities, including webinars and self-paced training
 - Loan Quality page
- Fannie Mae *Selling Guide*

Defect Rate	Notes
<p>Senior management has established and proactively manages to a target defect rate and ensures that:</p>	
<input type="checkbox"/> We have a target defect rate, at a minimum, for the highest severity level for our random, post-closing, QC samples, and documented rationale for establishing the target rate.*	
<input type="checkbox"/> We review (at least annually*) our target defect rate to ensure it continues to meet our credit risk needs and is aligned with our loss reserves.	
<input type="checkbox"/> We also understand the benefits and issues associated with: <ul style="list-style-type: none"> – Reporting a gross defect rate. – Reporting a net defect rate. 	
<input type="checkbox"/> We have a set of standards for loan quality, including a methodology for categorizing loan defects based on severity; our highest level of severity is assigned to defect categories that result in the loan not being eligible as delivered to Fannie Mae.*	

An effective way to establish loan quality targets is to model the financial exposure created at a certain defect level. The concept of “zero defects” generally will be considered challenging to achieve, and Fannie Mae does not evaluate lenders by a zero-defect-rate standard. We expect lenders to set defect rate targets as reasonably low as possible based on a formal cost–benefit analysis of meeting that target. We then expect lenders to demonstrate to us how they are managing loan quality to meet their established target.

Defect Rate Tutorial

Having a **target defect rate** is required for the top severity level (ineligible for delivery to Fannie Mae), and enables the lender to regularly evaluate and measure progress in meeting its loan quality standards. Lower severity levels must be defined by the lender as appropriate for its organization, and different target defect rates may be established for different severity levels (if applicable).*

Calculating a defect rate is how you measure against your target defect rate. Some lenders use only a GROSS or a NET calculation when determining their monthly defect rate, while others use both. The GROSS defect rate is the defect rate based on the initial findings prior to any rebuttal activity. The NET defect rate is the defect rate based on the final findings after the rebuttal activity. **Understanding the root cause of the issues that were resolved during the rebuttal process may provide insight into how the defects can be prevented.**

If a loan has both a highest-severity level defect and a lower-severity level defect, only count the loan **once** — in the highest-severity category — in a defect rate calculation.

The following are examples of calculating gross and net defect rates for a lender that has defined its defect categories as Significant and Moderate.

* Indicates *Selling Guide* requirement. This document is provided for informational purposes. In case of any conflict between this document and the *Selling Guide*, the *Selling Guide* will govern.



January Fundings: 1,000 loans | 10% QC Sample Selection: 100 loans

How to calculate a **gross** defect rate

This calculation should be done for your two most severe defect types (e.g., Significant and Moderate).

of loans with a defect

divided by

of loans in the QC sample size

example > # of loans with a significant defect: **5**
 $5/100 = 5\%$ gross significant defect rate

example > # of loans with a moderate defect: **10**
 $10/100 = 10\%$ gross moderate defect rate

How to calculate a **net** defect rate

of loans with a defect — **# of corrected loans**

divided by

of loans in the QC sample size

example > # of loans with a significant defect: **5**
minus the # of resolved significant defects prior to the final QC report: **3**

$5 - 3/100 = 2\%$ net significant defect rate

example > # of loans with a moderate defect: **10**
minus the # of resolved moderate defects prior to the final QC report: **4**

$10 - 4/100 = 6\%$ net moderate defect rate

Analysis and remediation – analyzing the defect

Once initial (gross) defects are cured, it is important to determine root causes, analyze issues, and reconcile the difference between your gross and net defects and action plan accordingly.

Analyze the cause between the gross and net defect rates. The goal is to identify and remediate the issues to narrow the gap between the gross and net defect rates.

How was the initial finding resolved prior to the distribution of the final QC report?

example > **Initial defect = insufficient income**

- Defect: All income documentation used to underwrite the file was not provided to QC for review.
- Resolution: During the rebuttal process, the additional income documentation missing from the QC file was provided.
- Action Plan: Implement processes/checks to ensure that all documentation used to underwrite the loan is in the file.



Prefunding QC	Notes
<p><i>Reviews performed prior to funding provide important and timely feedback to the origination staff, and may prevent closing loans with significant defects such as misrepresentation, analysis or calculation errors, inaccurate data, or inadequate documentation.</i></p>	
<p>Our prefunding QC/QA process* includes these required (designated with asterisk*) and recommended (not required if no asterisk) elements:</p>	
<p><input type="checkbox"/> A clearly defined prefunding quality control program that includes QC being conducted when there is sufficient documentation in the file to perform the required review of the data and documentation.*</p>	
<p><input type="checkbox"/> Being performed by individuals who have no involvement in the processing and underwriting decision on the loan reviewed.*</p>	
<p><input type="checkbox"/> Sampling of loans that targets areas identified as having potential for errors, misrepresentation, or fraud.*</p>	
<p>Some additional areas we may target include loans:</p> <ul style="list-style-type: none"> • With multiple layers of credit risk, such as high LTV ratios, low credit scores, and/or high DTI ratios • With characteristics related to defects identified in prior reviews • Originated or processed through various business sources or newly hired personnel, or third parties involved in the loan origination process • With complex income calculations 	
<p><input type="checkbox"/> Performing a monthly prefunding discretionary QC loan review focusing on higher-risk loans.</p>	
<p><input type="checkbox"/> A full file review to confirm that the following documents are present and complete, the data relied upon in making the underwriting decision is accurate, and the underwriting decision is adequately supported*:</p> <ul style="list-style-type: none"> <input type="checkbox"/> AUS data integrity* –includes liabilities reconciliation (Form 1003 and credit report) <input type="checkbox"/> Employment*, including VVOE <input type="checkbox"/> Social Security Number (SSN)* <input type="checkbox"/> Assets* <input type="checkbox"/> Appraisal* <input type="checkbox"/> Income calculation and supporting documentation* <input type="checkbox"/> Mortgage insurance (MI) coverage* 	



Prefunding QC	Notes
<p>The following are highly recommended processes and controls:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Fraud checks using industry tools and/or vendors. <input type="checkbox"/> Obtaining IRS tax transcripts prior to underwriting. <input type="checkbox"/> Validating that the condo project meets FM requirements and ensuring that condo project eligibility documentation is retained. <input type="checkbox"/> A process to identify the root cause of the identified defects. <input type="checkbox"/> System hard stops/control points throughout the production lifecycle to ensure that loans don't close with defects (list the systems used) <input type="checkbox"/> A process to re-test loans identified with defects prior to closing the loan. <input type="checkbox"/> Use of Fannie Mae's tools to ensure accurate delivery data (information available on FannieMae.com/singlefamily). <ul style="list-style-type: none"> • Uniform Collateral Data Portal®* • EarlyCheck™* • Loan Delivery edit history reports* <input type="checkbox"/> An open line of communication with the business units and the post-close QC staff. <input type="checkbox"/> A remediation process to correct the defects identified prior to close. 	
<p>See the Reporting section of this document for prefunding report requirements and recommendations.</p>	

Post-Closing QC	Notes
<p>Post-closing reviews help lenders evaluate and monitor the overall quality of their mortgage production and their re-verification procedures. "Is the loan you closed, the loan you thought you closed?"</p>	
<p>We ensure that our post-closing QC plan includes the following:</p>	
<p>Required Samples</p> <p><input type="checkbox"/> Random: a minimum 10% random sample or a valid statistical sample (if less than one loan, at least one loan must be selected).*</p> <p>– Samples are representative of our originations (book of business),* including</p> <ul style="list-style-type: none"> • Size • Production channels • Geographic areas of operation • Specialty products/programs 	



Post-Closing QC	Notes
<input type="checkbox"/> Discretionary: a separate monthly discretionary sample — which supplements, but does not replace, the lender’s random sample — focusing on loans with a higher potential for errors, misrepresentation, or fraud,* including but not limited to: <ul style="list-style-type: none"> – Unique underwriting/processing/appraisal techniques – Lender personnel – Patterns identified in other reviews – TPOs – Higher-risk property types (leaseholds, co-ops, manufactured homes) 	
Timing of QC Review	
<input type="checkbox"/> Sampling loans within 30 days of closing.*	
<input type="checkbox"/> Completing the review and rebuttal within 60 days of the sample selection.*	
<input type="checkbox"/> Finalizing reports to senior management within 30 days of completed reviews.*	
<input type="checkbox"/> Completing the overall QC cycle within 120 days from the month of closing.* (Fannie Mae recommends a 60- to 90-day QC cycle)	
<input type="checkbox"/> Notifying Fannie Mae if QC reviews are behind by more than one 30-day cycle.*	
Example: Timing of QC Review for loans funded in January <ul style="list-style-type: none"> • Sample Selections (30 days): QC loan samples for January fundings are selected during the month of February. • Reviews (60 days): QC reviews (inclusive of rebuttals from production/operations) are completed no later than the end of April. • Final Reporting (30 days): Final reports are distributed to senior management no later than the end of May. 	
Re-verify critical data (applies to random reviews and all applicable discretionary reviews)	
<input type="checkbox"/> Employment/income – directly with the source of the original documentation.* <ul style="list-style-type: none"> – Obtain the IRS Tax Transcripts (if not obtained prior to closing) for all income types used in the underwriting process.* 	
<input type="checkbox"/> Assets – attempt to reverify directly with the source of the original documentation and reconcile the information from the financial institution with information in the underwriting file, notwithstanding any fee the institution may charge.*	



Post-Closing QC	Notes
<input type="checkbox"/> Credit* <ul style="list-style-type: none"> – New tri-merge credit report — the liability information obtained on the new credit report must be reconciled against the credit report or references used at the time of underwriting the loan.* – Nontraditional credit – reverify each credit reference listed on the report.* 	
<input type="checkbox"/> Confirm that all DU® verification messages/approval conditions that appear in the DU Underwriting Findings report were satisfactorily resolved and adequately supported by appropriate documentation.*	
<input type="checkbox"/> Compare supporting documentation to the AUS (data integrity),* including: <ul style="list-style-type: none"> <input type="checkbox"/> Borrower/co-borrower name <input type="checkbox"/> Employment/employment type <input type="checkbox"/> Assets <input type="checkbox"/> Property type <input type="checkbox"/> Loan/term/purpose <input type="checkbox"/> SSN <input type="checkbox"/> Income <input type="checkbox"/> Address 	
Obtain, Compare, Verify, Correct, and Maintain	
<input type="checkbox"/> Occupancy check for all loans secured by principal residences.*	
<input type="checkbox"/> SSN is consistent in all file documentation and any requirements for validation of the SSN were satisfied prior to closing.*	
<input type="checkbox"/> Review potential red flag messages found on the AUS or alerts created by sources other than the AUS (e.g., credit reports, SSN verifications).*	
<input type="checkbox"/> Review manually underwritten loans for compliance with Fannie Mae’s guidelines and loan eligibility criteria.*	
<input type="checkbox"/> Review each closing document for completeness, accuracy, and compliance with all underwriting and eligibility requirements.*	
<input type="checkbox"/> Errors are promptly corrected once identified, and all affected documents and systems are updated and resubmitted to the AUS as applicable.*	



Post-Closing QC	Notes
<input type="checkbox"/> Notify Fannie Mae within 30 days of confirmation that one or more defects identified through the QC process results in the loan being ineligible as delivered to Fannie Mae.*	
<input type="checkbox"/> Notify Fannie Mae immediately of the discovery during the QC process of misrepresentation or possible breach of selling warranty including fraud.*	
<input type="checkbox"/> Maintain QC records for a minimum of 3 years.*	
<input type="checkbox"/> Retain all reverification documentation in either the underwriting file or the QC records, and our QC plan states where these documents are housed.*	

Appraisals	Notes
Evaluating the quality of an appraiser's work through the normal underwriting review of all appraisal reports, as well as conducting spot-check field review appraisals, is necessary to validate the accuracy of the provided value.	
We ensure that our appraisals meet generally accepted appraisal practices* and provide accurate value by doing the following:	
<input type="checkbox"/> Ensuring that all loans we originate comply with the provisions of the Appraiser Independence Requirements (AIR) and are validated through the post-close QC process.*	
<input type="checkbox"/> Conducting a field review by an appropriately licensed and certified appraiser who is not affiliated with the original appraisal or appraisal firm on 10% of the loans selected for a QC review that have an appraisal.*	
<input type="checkbox"/> Completing a desk review on the remaining 90% of the remaining loan sample selected for a QC review.* – We may elect to order an AVM report to validate/support the appraised value.	
<input type="checkbox"/> Having a defined process to monitor appraisers including, at a minimum, an annual review of each appraiser's state licensing or certification.*	
<input type="checkbox"/> Having a procedure for referring appraisers to the applicable state appraiser licensing and regulatory board.*	



Appraisals	Notes
<input type="checkbox"/> When utilizing an appraisal management company (AMC), we: <ul style="list-style-type: none"> – Ensure that the AMC is complying with the AIR provisions. – Confirm that the AMC uses appraisers that have a current license, are in good standing, and have the proper insurance. – Track appraisal defects by appraisal company and appraiser. – Utilize industry tools to score the appraisals received from AMCs. – Review the AMC’s policies and procedures annually. – Require the AMC to have a process to review each appraisal for accuracy prior to providing it to us. 	
<input type="checkbox"/> Providing an appraisal review protocol based on the results of the appraisal tools or appraised value.	
<input type="checkbox"/> Ensuring staff is trained to use and understand the appraisal tools/AVM reports that we utilize.	
<input type="checkbox"/> Utilizing Fannie Mae’s appraisal quality feedback, including loan-specific reports and messages from UCDP and aggregated (trend) reports available via Fannie Mae Connect, to identify and remediate appraisal quality issues.	

Reporting	Notes
<p>Robust reporting is a useful internal management tool for evaluating and monitoring the quality of a lender’s loan manufacturing process (production). These reports provide meaningful data used to support analysis, decision-making, and remedial actions.</p>	
<p>Reports are shared with senior management, business units, and pre- and post-closing QC staff within 30 days after completion of the review* to be used in determining the root cause of identified defects. Our monthly reports:</p>	
<input type="checkbox"/> Include defects and outcome/resolution reported to senior management.	
<input type="checkbox"/> Cover each type of review (random, discretionary, targeted, as applicable) and provide results using consistent methodology and terminology across review types.*	
<input type="checkbox"/> Summarize the results of each individual review type into a comprehensive report of all QC findings.*	

* Indicates Selling Guide requirement. This document is provided for informational purposes. In case of any conflict between this document and the Selling Guide, the Selling Guide will govern.



Reporting	Notes
<p>Prefunding Reports</p> <p><input type="checkbox"/> Describe the sample selection and defects found.*</p> <p><input type="checkbox"/> Include defect trending information.*</p> <p><input type="checkbox"/> Document the resolution of defects.*</p> <p><input type="checkbox"/> Summarize results to report all prefunding QC findings.*</p>	
<p>Post-Closing Reports</p> <p>Post-closing reports identify defects found and:</p> <p><input type="checkbox"/> Include our final defect rate* (gross and/or net as applicable) for the current review period and, if applicable, show the defect rate calculated for each severity level.</p> <p><input type="checkbox"/> Distinguish between defects related to compliance with federal, state, or local laws and regulations and underwriting and eligibility defects.*</p> <p><input type="checkbox"/> Identify defects by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Branch <input type="checkbox"/> Processor <input type="checkbox"/> TPO <input type="checkbox"/> Originator <input type="checkbox"/> Funder <input type="checkbox"/> Underwriter <input type="checkbox"/> Closer <p><input type="checkbox"/> Include defect rate trending issues and top defects over time.</p> <p><input type="checkbox"/> Include root cause trending by categories and sub-categories (Income>Miscalculation) (Income>Unverified).</p> <p><input type="checkbox"/> Show loan-level details.</p> <p><input type="checkbox"/> If applicable, fully incorporate the results of the vendor's reviews into our QC reporting and remediation process.*</p>	



Reporting	Notes
<p>Corrective Actions</p> <p>Our reports include an action plan/corrective action/remediation of all identified defects*, including:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Defect <input type="checkbox"/> Source of finding <input type="checkbox"/> Root cause <input type="checkbox"/> Remediation <input type="checkbox"/> Implementation date <input type="checkbox"/> Controls <input type="checkbox"/> Outcome/resolution <input type="checkbox"/> Re-test <p><input type="checkbox"/> If a loan is determined to be ineligible as delivered, we advise Fannie Mae of the findings via the Lender Self Report Mailbox (See <i>Selling Guide</i> section E-1-03 – List of Contacts).*</p>	

QC Vendor (Outsourced QC Service Provider)	Notes
<p>We understand that outsourcing is an option for our QC process, but Fannie Mae holds us fully accountable for the work performed by our outsourced QC service provider.* if using a QC vendor, we:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Understand that a contract for services is not a substitute for establishing and maintaining our own proprietary QC plan and procedures.* <input type="checkbox"/> Ensure that the QC vendor conducts its reviews in accordance with our QC plan.* <input type="checkbox"/> Review the QC vendor’s policies and procedures detailing its review methodology, including selections, identification of defects, and trends; and reporting those results to us* (Fannie Mae recommends this is done annually). <input type="checkbox"/> Conduct ongoing dialogue with the QC vendor on a regular basis (no less than quarterly). 	



QC Vendor (Outsourced QC Service Provider)	Notes
<input type="checkbox"/> Have a process for reviewing the post-closing QC vendor's work to ensure that our requirements and guidelines are applied consistently and that the review results accurately reflect the quality of our loan originations.* <ul style="list-style-type: none"> - Perform a monthly review of a minimum of 10% of the loans reviewed by the vendor to validate the accuracy and completeness of the vendor's work.* - The 10% sample includes both loans for which the vendor identified defects and for which no defects were identified.* - This review is performed in-house (we understand it may not be contracted out).* 	
<input type="checkbox"/> Ensure that the vendor's QC review staff possesses the qualifications and experience required to provide quality reviews and meaningful analysis, and that the vendor's policies and procedures align with our QC policies and procedures and Fannie Mae requirements.*	
<input type="checkbox"/> Confirm that the vendor has procedures to associate the appropriate severity levels to the identified defects.*	
<input type="checkbox"/> Have a process to implement corrective actions within our organization for defects identified by our vendor the same as we would if defects were identified by our staff.*	
<input type="checkbox"/> Have a process to verify that our QC vendor: <ul style="list-style-type: none"> - Follows Fannie Mae QC requirements and meets the required QC review timeframes. - Uses an agreed-upon severity rating system and definitions. - Captures a defect rate, not just the number of exceptions. - Follows our requirements for managing the severity rate, including not changing the initial finding. - Has a separate fraud investigation team or notifies us when fraud is identified through the QC review. 	



Third-Party Originations	Notes
<p>We have a process to manage our third-party originator (TPO) (broker / correspondent) business to ensure good quality originations, which includes:</p>	
<p><input type="checkbox"/> Reviewing a representative sample of the mortgage loans received from the TPO to ensure that those originations meet our standards for loan quality.*</p>	
<p><input type="checkbox"/> Reviewing loans from all originating TPOs at least once annually.*</p>	
<p><input type="checkbox"/> Conducting discretionary reviews* of the TPO's production, which include, but are not limited to property location, LTV ratios, mortgage product types, borrower's credit scores, and the TPO's past performance.</p>	
<p><input type="checkbox"/> Completing a full-file review on a sample of loan files and analysis of data and documents prior to acquisition.*</p>	
<p><input type="checkbox"/> Rigorously managing the TPO approval and oversight process. <i>Tip: Ensure there is a process to conduct the required annual review of all originating TPOs.</i></p>	
<p><input type="checkbox"/> Ensuring the TPO has a current license.</p>	
<p><input type="checkbox"/> Maintaining a TPO scorecard, including but not limited to loan quality (QC results), pull-through rate, number of EPD, and number of repurchases.</p>	
<p><input type="checkbox"/> Validating the experience of the TPO origination and QC staff (if applicable).</p>	
<p><input type="checkbox"/> Reviewing the TPO's QC policies and procedures annually and ensuring they meet Fannie Mae requirements.</p>	

Additional Guidance	Notes
<p><input type="checkbox"/> We continually monitor our TPOs' compliance by using tools such as Internet searches, FHA Compare Ratio, GSA and LDP lists, and HUD Neighborhood Watch.</p>	
<p>Lenders frequently request information on how to build effective quality control programs that manage risk, drive business decisions, and become part of their company's culture. Contact your Fannie Mae representative for further assistance.</p>	