

# Radian Servicing FAQs

For complete details regarding Radian guidelines, please visit: [www.radian.com](http://www.radian.com)

## 1 Q: On what date are Radian's announced changes effective?

- A:**
- Changes Radian's Document Request process are effective for all claims/supplemental claims filed on or after December 17, 2012.
  - Radian's Early Ask program will be available upon request to all Servicers beginning January 01, 2013.
  - The claim team re-organization, which resulted in the launch of Radian's Document Fulfillment and Dispute Resolution Team(s), has been completed and is currently in place.

## 2 Q: What are the major changes to Radian's Document Request process

- A:**
- Radian has streamlined its Document Request process to expedite claim processing and make the Document Request process more transparent to our servicers. As a result, Radian will now:
  - Issue a comprehensive request that specifically identifies all of the documents that are required to perfect each individual claim.
  - Review and validate all documents submitted by the Servicer prior to beginning any claims processing in order to eliminate follow-up document request and prevent rework.
  - Offer Servicers the opportunity to submit documents in advance of filing a claim. As part of this Early Ask program, Radian will accept and review documents in advance of claim submission. Contact your Radian Risk Manager or Client Advocate for more information.

## 3 Q: What about Radian's Document Request process is not changing?

- A:** Although Radian has streamlined its Document Request procedures, the following provisions are not impacted by the changes:
- Prior to issuing a denial, Radian will continue to deliver an Intent to Deny Letter to the Servicer. (See FAQ question #6 for timeline specifics)
  - Radian's Master Policy continues to afford Servicers a 12-month period\* from acquisition of title to provide documentation to dispute and attempt to overturn a denial. The timelines, however, under which a claim can be denied as a result of an unfulfilled document request, have been slightly modified.
- \*NOTE: For Primary policies, servicers have 12 months from the acquisition of title to perfect a claim before a Final Denial is issued. Timelines for Pool policies vary based on individual pool contracts.

## 4 Q: What type of Document Request will Radian now issue?

- A:** As a result of Radian's streamlined Document Request process, Radian will now issue only three types of Document Requests:
- General Document Request (see FAQ #6 for description)
  - Comprehensive Document Request (see FAQ #7 for description)
  - Final Comprehensive Document Request (see FAQ #8 for description)



**5 Q: How long after a claim is filed, will I receive Radian's Document Request notification?**

**A:** Radian will, typically, issue an initial General Document Request five days from the claim filing date. To fulfill the General Document Request, Radian will require the Servicer to provide, at a minimum, one of the following documents, outlining the underwriting guidelines used to originate the loan:

- Loan underwriting approval
- 1008 transmittal with loan conditions
- AUS Findings/Feedback Report
- Checklist of required loan documents

- In the event the aforementioned documents are provided at the time the claim is filed, the claim will be moved to a Comprehensive Document Request which will typically be issued within 15 days from the claim filing date.
- In all claim filings, Radian's Document Fulfillment Specialists will review the claim details and validate any accompanying documentation in order to identify all outstanding required documents. Since the documentation necessary to perfect a claim can be claim specific, some cases may require additional time to build the Comprehensive Document Request. In all cases, Radian strives to generate the applicable document request as quickly as possible once the claim has been received.

**6 Q: What are the timelines associated with a General Document Request?**

**A:** After a claim is filed, Radian will allow five days for the Servicer to provide, at a minimum, one of the following documents, outlining the underwriting guidelines used to originate the loan:

- Loan underwriting approval
- 1008 transmittal with loan conditions
- AUS Findings/Feedback Report
- Checklist of required loan documents

If after five days Radian has not received enough documentation to assess the loan program used to originate the loan, Radian will issue a General Document Request that will ask for all documentation. To fulfill the General Document Request, the servicer must at least provide documentation to assess the loan program used to originate the loan. Once that request is issued the following timeline will be followed if the request goes unfulfilled:

- Day 0 – The date the General Document Request is issued
- Day 20 – General Document Request 1st Follow-up is issued
- Day 40 – General Document Request 2nd Follow-up (Intent to Deny Letter) is issued
- Day 60 – General Document Request Denial Letter

**7 Q: What are the timelines associated with a Comprehensive Document Request?**

**A:** Once enough documentation has been received to assess the loan program used to originate the loan, either at claim filing or after a General Document Request, Radian will issue a Comprehensive Document Request. The Comprehensive Document Request will contain the full list of documents that are required to process a claim and is specific to each individual claim. To fulfill the Comprehensive Document Request, the servicer must provide all documentation requested. Once that request is issued the following timeline will be followed if the request goes unfulfilled:

- Day 0 – The date the Comprehensive Document Request is issued
- Day 25 – Comprehensive Document Request 1st Follow-up is issued
- Day 50 – Comprehensive Document Request 2nd Follow-up (Intent to Deny Letter) is issued
- Day 75 – Comprehensive Document Request Denial Letter



**8 Q: What are the timelines associated with a Final Comprehensive Document Request?**

**A:** Once a Comprehensive Document Request has been fulfilled by the servicer providing all documentation requested, Radian will review and validate all documentation submitted. If any of the documents submitted are deemed to be invalid (see FAQ question #12), Radian will issue a Final Comprehensive Document Request. The Final Comprehensive Document Request will contain the full list of unfulfilled documents as well as commentary explaining why previously submitted documents were deemed invalid. To fulfill the Final Comprehensive Document Request, the servicer must provide all documentation requested. Once that request is issued the following timeline will be followed if the request goes unfulfilled:

- Day 0 – The date the Final Comprehensive Document Request (Intent to Deny Letter) is issued
- Day 30\* – Final Comprehensive Document Request Denial Letter

\* NOTE: A Final Comprehensive Document Request Denial Letter will never be issued any earlier than 90 days from Claim Received.

**9 Q: Who can I contact if I have a question about the documents requested?**

**A:** All inquiries regarding documents requested should be sent to [claimsdocumentrequest@radian.biz](mailto:claimsdocumentrequest@radian.biz) or by contacting Customer Care.

**10 Q: If Radian requests a document that is unavailable, can an alternative document be provided?**

**A:** Radian will accept an alternative document provided the Document Fulfillment Specialist validates that it serves the same purpose in supporting claim details and eligibility as the document initially requested.

**11 Q: Can Radian's document delivery timeline be satisfied by submitting the majority of the documents requested along with a notification that the remaining outstanding documents are forthcoming?**

**A:** No, the complete set of requested documents must be delivered within the specified timeline in order to satisfy Radian's document delivery requirements.

**12 Q: Radian's explanation of the document request process refers to invalid documents and an event change, what does that mean?**

**A:** Invalid document: Radian identifies a document as invalid when it does not serve its intended purpose. This can occur for a number of reasons such as: it is not the document requested, the document is incomplete or ineligible, or because the documents supports details other than those submitted within the claim filing or which identify the claim as ineligible. Event change: An event change occurs when the disposition or liquidation of the property does not finalize as indicated within the claim filing.

**13 Q: What is the advantage of using Radian's Early Ask program?**

**A:** Radian's Early Ask program allows a Servicer to begin the document fulfillment process in advance of the claim filing. As part of the program, Radian's Document Fulfillment team will request and review all submitted origination documents working with the servicer to resolve outstanding origination documentation requirements prior to the claim filing. Advance receipt and validation of these documents will reduce the time required to perfect the claim and expedite the overall claim review process. Servicers are not at risk of claim denial during the Early Ask Document Request process.



**14 Q: How do I sign-up for the Early Ask Program?**

**A:** Radian's Early Ask Program will be available to all Servicers on January 01, 2013. Please contact your Radian Risk Manager or Client Advocate for more information or to sign-up for the program.

**15 Q: Are there restrictions on when I can submit documents to Radian under the Early Ask program?**

**A:** Currently the Early Ask program is designed to have the first Pre-Claim document request generated when Radian is notified by the servicer through monthly default reporting that a foreclosure has been scheduled. However, Servicers can submit the origination documents at any point after that first Pre-Claim document request is issued. In order to benefit fully from the Early Ask program, documents should be submitted as soon as possible after the first Pre-Claim document request.

**16 Q: Once submitted, how soon will I receive confirmation that Radian has received the requested documents?**

**A:** While Radian currently does not issue a confirmation when documents are received on a pending claim or as part of the Early Ask program, we do provide servicers, via MI Online, the ability to review document statuses (requested, received, validated, etc.).

**17 Q: Is Radian's document delivery deadline timeline measured in calendar days or Radian business days?**

**A:** Radian's timeline is based on calendar days.

**18 Q: How can I monitor my document delivery deadline timeline?**

**A:** Radian provides the Servicer, via MI Online, with the ability to view the status of a document. A Servicer can identify if a particular document has been requested, received, validated, etc.

**19 Q: Can I request Radian begin the claim review process before the claim has been perfected?**

**A:** In order to improve our level of service and limit the number of document requests, the claim must be perfected before Radian will begin the claim review process. This effort results in a more strategic and streamlined claim review process.

**20 Q: How soon will Radian respond to a rebuttal?**

**A:** Radian employs an experienced team dedicated to the review of denial disputes, rescission rebuttals and curtailment disputes. Radian will ensure adequate time is given for an independent review and therefore response time will vary depending on the complexity of each case.

