



Fannie Mae Honors Mortgage Servicers For Overall Performance

Fannie Mae has announced its 2023 Servicer Total Achievement and Rewards (STAR) Program results, recognizing 32 mortgage servicers for competency, capacity, and overall performance. For more than a decade, Fannie Mae's STAR Program has awarded high-performing mortgage servicers for their loan volume and portfolio composition, and for demonstrating leading practices to improve the housing industry.

"Our servicing partners' success is essential to achieving Fannie Mae's goal of preserving homeownership and maintaining the safety and soundness of our business," said Cyndi Danko, Fannie Mae's SVP and Single-Family Chief Credit Officer. "We're proud to recognize our top-performing STAR Program servicers and their commitment to ensuring operational excellence, reducing credit loss, and continuously improving the overall homebuyer experience."

Since 2011, Fannie Mae's STAR Program has enabled broad and lasting improvements across the mortgage servicing industry by promoting servicing knowledge and excellence. The program continues to gain positive momentum and has seen sustained servicer improvement in both metric performance and operational assessment results year over year.

For the 2023 program year, mortgage servicers were evaluated for the STAR Performance Scorecard, designed to help servicers identify opportunities for improvement by comparing a servicer's performance relative to other servicers based on set thresholds or relative to a comparable portfolio.

Overall, the Scorecard metrics monitor progress and trends against key indicators selected to reflect Fannie Mae's current business objectives. Fannie Mae provides performance results to servicers on each metric via the STAR Performance Scorecard associated to the three Program categories:

- **General Servicing:** Servicers are measured on the basis of their performance managing early term roll rates and investor reporting and accounting.
- **Solution Delivery:** Servicers are measured on the basis of their ability to resolve delinquent loans and their effectiveness at managing their collections call center.
- **Timeline Management:** Servicers are measured on the basis of their ability to resolve or liquidate loans that are beyond the allowable foreclosure time frames. The STAR Scorecard measures servicer performance in the Credit Performance and SCF metrics relevant to the activities they perform on behalf of Fannie Mae.

All STAR servicers are included in the General Servicing and Solution Delivery categories based on the volume of loans they service for Fannie Mae. Servicers that service a substantial number of delinquent loans may also be included in the Timeline Management category. Servicer's monthly scorecards represent their performance in the relevant metrics.

Fannie Mae's 2023 STAR Program recipients include:

General Servicing

- Bank of America
- Carrington Mortgage Services
- Fifth Third Bank
- Freedom Mortgage Corporation
- Guild Mortgage Company LLC
- Iowa Bankers Mortgage Corporation
- JPMorgan Chase Bank
- LoanCare LLC
- Provident Funding Associates LP
- Regions Bank
- ServiceMac LLC
- Specialized Loan Servicing
- The Huntington National Bank

Solution Delivery

- Associated Bank-Corporation
- Broker Solutions Inc.
- Cenlar Federal Savings Bank
- Colonial Savings FA
- Mortgage Clearing House
- Mr. Cooper
- RoundPoint Mortgage Servicing LLC
- US Bank NA

General Servicing and Solution Delivery

- BOKF, National Association
- M&T Bank Corporation
- PennyMac
- PHH Corporation
- Planet Home Lending LLC
- PNC Bank
- Truist Bank

General Servicing and Timeline Management

- Flagstar Bancorp Inc.
- Wells Fargo Bank

Solution Delivery and Timeline Management

Rocket Mortgage LLC

General Servicing, Solution Delivery, and Timeline Management

- Newrez LLC