



# Client Services Guide

AUGUST 2024

#### Corporate Headquarters

Essent Guaranty, Inc.  
Two Radnor Corporate Center  
100 Matsonford Road  
Radnor, PA 19087

#### Operations Center

Essent Guaranty, Inc.  
101 South Stratford Road  
Winston-Salem, NC 27104  
877.569.6547

Mortgage Insurance provided by Essent Guaranty, Inc.

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EGI-6208.005 (08/24)



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## 1.0 Introduction To Essent's Client Services Guide

Essent is committed to providing an exceptional quality of service. To achieve this goal, Essent provides state-of-the-art mortgage insurance (MI) processing capabilities coupled with a superior Client Services staff. Our Client Services Specialists are dedicated to prompt, complete, individualized responses to inquiries regarding any phase of MI servicing. Essent specializes in accommodating Lenders' MI needs through streamlined processes.

We hope these instructions and explanations are helpful to you in realizing the full benefit of your Essent MI coverage.

The Client Services Department is available to assist you Monday through Friday from 8:00 a.m. until 8:00 p.m. ET. Our team is highly experienced in MI servicing and our number one goal is to consistently provide you with excellent service.

We can be reached toll-free at 877.569.6547 and our email address is [clientservices@essent.us](mailto:clientservices@essent.us).

Our mailing address is:

**Regular mail:**  
P.O. Box 881  
Winston-Salem, NC 27102

**Overnight:**  
101 South Stratford Road Suite 400  
Winston-Salem, NC 27104

## 2.0 Master Policy Processing

The Master Policy is our legal contract with the loan originator and those who purchase the Loans we insure. It sets forth the responsibilities, expectations and duties of the Insured, the Servicer and Essent.

### Master Policy Approval Process

The Master Policy approval process is initiated by an Essent account manager. The following documents may be requested as part of the Master Policy approval process:

- Lender Information Form
- Lender Activation Contact Form

Essent's Risk Department reviews Lenders for approval. Once approved, you will be assigned a 10-digit Master Policy number, and you will receive the following documents:

- Master Policy
- Clarity of Coverage Endorsement
- Welcome Letter/Terms & Conditions Letter

If a Lender has branch offices that will be submitting applications, each office will be assigned its own unique branch Master Policy number.

Our Rate Finder with EssentEDGE® and Underwriting Guidelines are available through our [website](#), under Rates and Guidelines. This ensures you will always receive the most up-to-date information. You may also request contact information for your Essent account manager by contacting [clientservices@essent.us](mailto:clientservices@essent.us) or go to our [corporate website](#).

In the event of a name change, merger or acquisition after a Master Policy is issued, it is the Lender's responsibility to notify Essent and provide documentation supporting the requested change. Depending on the change, a revised Master Policy may or may not be issued. Essent should also be notified of address changes for the main office or branches.

If you are a Servicer only, prior approval is required by Essent. Once you are approved, you will be assigned an Essent Servicer Number, and an account will be set up. Servicer-only accounts do not receive a Master Policy.

### 3.0 Activation

Essent has several premium plans available for a Lender to choose from when submitting an Application or a request for coverage through your loan origination system (LOS) or Essent’s [MI Online website](#). It is the Lender’s responsibility to ensure that the Borrower has sufficient knowledge and information about our product types in relation to refundability and cancellation as set forth in Sections 10.0 and 11.0 of this Guide. A brief description of the activation requirements for each product is listed in the table below.

PRODUCT	ACTIVATION REQUIREMENTS
Single Premium	Premium remittance, Loan Closing date and new Servicer information if applicable.
Split Premium	Upfront initial premium remittance, Loan Closing date and new Servicer information if applicable.
Annual	Initial premium remittance, Loan Closing date and new Servicer information if applicable.
Monthly	Upfront initial premium remittance, Loan Closing date and new Servicer information if applicable.
Deferred Monthly	Loan Closing date and new Servicer information if applicable. No Premium Required.
EssentFLEX™	Upfront initial premium remittance, Loan Closing date and new Servicer information if applicable.

The information set forth for each product type above must be submitted to Essent within 30 days of the Loan Closing date. For all product types that require premium to activate, the remittance can be sent via ACH or wire or mailed to either address provided in Section 1.0 of this Guide. Please contact [clientservices@essent.us](mailto:clientservices@essent.us) for ACH and wire instructions.

If the product is Deferred Monthly, coverage can be activated through our [Essent Servicing Online website](#). (Please see [Essent’s Servicing Online User Guide](#) for more information.) If you are not registered to conduct business through our online portal, please contact [clientservices@essent.us](mailto:clientservices@essent.us). You may also complete and email the Activation Notice page of the Commitment and Certificate of Insurance as shown on the following page to [clientservices@essent.us](mailto:clientservices@essent.us) or fax to us at 336.747.1219.

If activation does not occur within 45 days of the Loan Closing date, we require a Loan payment history showing the Borrower has made all mortgage payments on time. The Loan payment history can be emailed to [clientservices@essent.us](mailto:clientservices@essent.us) or faxed to 336.747.1219. Once the loan payment history is reviewed, and approved or denied, you will be contacted by a Client Services member. If approved, the coverage will be activated by Client Services.

For construction-to-permanent loan coverages, please refer to Section 4.2.5 of our [Underwriting Guideline Manual](#). It is the Servicer’s responsibility to notify us whether construction-to-permanent loan coverage will become effective



as of the date of the Loan Closing or the date the construction is completed.

Below is a sample of our Activation Notice that is part of our Commitment and Certificate of Insurance.

	<table border="0" style="width: 100%;"> <tr> <td style="font-size: 8px;">Commitment and Certificate Number:</td> <td style="font-weight: bold;">0000000</td> </tr> <tr> <td style="font-size: 8px;">Lender Loan Number:</td> <td style="font-weight: bold;">346134VV24V6</td> </tr> <tr> <td style="font-size: 8px;">Master Policy Number:</td> <td style="font-weight: bold;">00-0000-0000</td> </tr> </table>	Commitment and Certificate Number:	0000000	Lender Loan Number:	346134VV24V6	Master Policy Number:	00-0000-0000
Commitment and Certificate Number:	0000000						
Lender Loan Number:	346134VV24V6						
Master Policy Number:	00-0000-0000						

  

**ACTIVATION NOTICE**

To facilitate timely activation, please instruct your closing agent to follow the instructions below immediately after closing.  
 SFBVZXCGB ZDVZ

Loan Closing Date: \_\_\_\_\_  
 Servicer Loan Number: \_\_\_\_\_  
 Premium Due for Certification: NA - Deferred Premium – No Payment due at closing. Servicer will be billed.

**TO ACTIVATE**

---

**COMMITMENTS WITH DEFERRED MONTHLY PREMIUM:**

Commitments with Borrower Paid Deferred Monthly do not require a payment to activate. Go to **Servicing Online** at [essent.us](http://essent.us):

- Click on Sign In/Sign Up
- Enter your Login ID and Password, or
- Click on **Need an Account? Sign up now** to request MI Servicing Online credentials

Other Options: Return Completed Activation Notice by

- Email to [clientservices@essent.us](mailto:clientservices@essent.us)
- Fax to (336) 747-1219, or
- Mail to Essent Client Services, 101 South Stratford Road, Suite 400, Winston Salem, NC 27104

**COMMITMENTS WITH ALL OTHER PREMIUM PLANS:** Payment of the *Premium Due for Certification* is required to activate. Send Check with completed Activation Notice to Essent Client Services, 101 South Stratford Road, Suite 400, Winston Salem, NC 27104.

Other Options: Remit through ACH credit or wire. Please contact [clientservices@essent.us](mailto:clientservices@essent.us) for our account information. ACH credit or wire remittance requires notification and backup sent to [clientservices@essent.us](mailto:clientservices@essent.us).

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**SERVICING**

All Servicing transfers and cancellations can be done on Servicing Online at [essent.us](http://essent.us).

- Click on Sign In/Sign Up
- Enter your Login ID and Password
- Click on **Need an account? Sign up now** to request MI Servicing Online credentials

Other options: Email, fax or mail this notice to identify the Servicer for this Loan.

Servicer Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City/State/Zip \_\_\_\_\_  
 Servicer Loan Number \_\_\_\_\_

If mortgage insurance is no longer required, please write "Cancel" and fax to Essent at (336) 747-1219.

01/19/2023 11:55

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 EGI-5007.001(10/19)

You must complete the top section of the Activation Notice and return to Essent Client Services. If the Loan is being sold to another Servicer, you will need to complete the Servicing section or send us a notification via email at [clientservices@essent.us](mailto:clientservices@essent.us) or fax it to us at 336.747.1219.

## 4.0 Billing Process

Essent provides multiple billing options for you to choose from when you become an approved Servicer:

- Invoices are supplied via email (PDF or Excel) or EDI.
- Billing dates available are 1st, 7th, 14th, 21st and 28th.
- Invoices will reflect all premiums due on Certificates.

Essent also offers the option of Current Month Billing or Delayed Billing. A description with examples of both options is outlined below.

### Current Month Billing:

#### Regular Monthly:

- Two months' worth of premium should be collected at Closing. The two months' premium is required because even though the MI premium will be due in June and July, the Borrower's first mortgage payment will not be due until August. In August, we will bill you for the August premium due.

#### Deferred Monthly:

- There is no premium collected at Closing. For example, when a Loan closes on June 21, the first premium collected will be for the July premium due, and you will be billed in July. We understand that in this case the Borrower's first mortgage payment will not be due until August 1 and, because of this, we allow until August 31 for you to pay the July invoice. This allows for sufficient time for you to collect the Borrower's first mortgage payment and pay the MI premium from the Borrower's funds.

#### EssentFLEX:

- The upfront portion of the premium is collected at Closing and sent to Essent to activate coverage. The billing process for the Deferred Monthly premium portion is the same as stated above in the Deferred Monthly bulleted item.

#### Standard Annual:

- If the Loan Closing date is June 21, the first annual premium should be collected at Closing since the payment of the annual premium will be required to activate coverage. Here, we will bill you in May of the following year for the annual premium renewing in June.

#### Split Premium:

- The upfront portion of the premium is collected at Closing and sent to Essent to activate coverage. The billing process for the Deferred Monthly premium portion is the same as stated above in the Deferred Monthly bulleted item.

### Delayed Billing:

#### Regular Monthly:

- Two months' worth of premium should be collected at Closing. For example, when a Loan closes on June 21, the June and July premium will be collected at Closing. The two months' premium is required because even though the MI premium will be due in June and July, the Borrower's first mortgage payment will not be due until August. In September, we will bill you for the August premium.



**Deferred Monthly:**

- There is no premium collected at Closing. For example, when a Loan closes on June 21, the first premium collected is for July, and you will be billed in August.

**EssentFLEX:**

- The upfront portion of the premium is collected at Closing and remitted to activate coverage. The billing process for the Deferred Monthly premium portion is the same as stated in the Deferred Monthly bulleted item above in the Delayed Billing section.

**Standard Annual:**

- The first annual premium is collected at Closing and is required for Activation. Assume that the Loan Closing date is June 21. You will be billed in May of the following year for the next year's annual premium. The annual premium payment will be due by the end of June.

**Split Premium:**

- The upfront portion of the premium is collected at Closing and remitted to activate coverage. The billing process for the Deferred Monthly premium portion is the same as stated in the Deferred Monthly bulleted item above in the Delayed Billing section.

In order to best meet your needs, please contact us to discuss which billing option is best for you. If you are an EDI client, please have your Service Bureau and Client Number or Institution Number available so we can work together to initiate the process.

Below is an example of our standard invoice.

		Essent Guaranty, Inc. 101 S Stratford Road, Suite 400, Winston-Salem, NC 27104 (Toll Free) 877-569-6547 (Fax) 336-747-1219 (E-mail) clientservices@essent.us		<b>PREMIUM DUE NOTICE</b> 11/07/2023																																																																																																									
Essent Approved Servicer 101 S Stratford Road Suite 400 Winston-Salem, NC 27104 Attn : Lending Department		<table border="1"> <tr> <th>Service/Insured Master Policy Number</th> <th>Prem Due Date</th> </tr> <tr> <td>33-3333-3333</td> <td>12/31/2023</td> </tr> </table>		Service/Insured Master Policy Number	Prem Due Date	33-3333-3333	12/31/2023																																																																																																						
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Borrower 1	0010001235	11/01/2023	9999999	\$46,460.00	1.2000 *	.0000	\$ .00	\$46.46																																																																																																					
Borrower 2	0010008922	11/01/2023	8888888	\$48,690.00	1.6500 *	.0000	\$ .00	\$66.95																																																																																																					
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Borrower 5	0010059899	11/01/2023	5555555	\$123,500.00	3.700 *	.0000	\$ .00	\$38.08																																																																																																					
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Total Premium Due								\$397.45																																																																																																					
Rates marked by an Asterisk (*) are Annualized Monthly Rates.						Payments must be received by the Premium Due Date to prevent termination of insurance coverage.																																																																																																							
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<table border="1"> <tr> <td colspan="11"><b>Instructions</b></td> </tr> <tr> <td><b>Exception &amp; Note Column</b></td> <td colspan="8">           Enter <b>T</b> : If sold/transferred and not paid on this billing, please provide name of new servicer.            Enter <b>C</b> : If cancelled and not paid on this billing, please provide Date of Cancellation.            If the Premium Due is 0 then please provide the Current UPB. Calculate Premium on Current UPB.         </td> <td colspan="2">Date : _____</td> </tr> <tr> <td><b>Verify</b></td> <td colspan="8">Please verify each servicer's loan number and correct if necessary.</td> <td colspan="2">Signature _____</td> </tr> <tr> <td><b>Level Premium</b></td> <td colspan="8">Pay amount shown in Premium Due Column.</td> <td colspan="2">Telephone Number _____</td> </tr> <tr> <td><b>Annual Declining Premium</b></td> <td colspan="8">Record anniversary balance in appropriate column; multiply anniversary balance by premium rate and record amount in Premium Due Column.</td> <td colspan="2"></td> </tr> <tr> <td><b>Monthly Declining Premium</b></td> <td colspan="8">Record anniversary/current balance whichever is applicable in appropriate column; multiply anniversary/current balance by premium rate, divide this total by 12 and record amount in Premium Due Column.</td> <td colspan="2"></td> </tr> <tr> <td><b>Remit</b></td> <td colspan="8">Remit total due with signed copy.</td> <td colspan="2"></td> </tr> <tr> <td><b>Retain</b></td> <td colspan="8">Retain one copy for your files.</td> <td colspan="2"></td> </tr> <tr> <td><b>New York Notice</b></td> <td colspan="10">It's the insured's responsibility to comply with New York law, §503(d)(6): A mortgage shall not be required to pay, directly or indirectly, the cost of continuing insurance on a loan secured by a first lien on NY real estate when the unpaid principal is 75% or less of appraised value when the loan was made.</td> </tr> </table>											<b>Instructions</b>											<b>Exception &amp; Note Column</b>	Enter <b>T</b> : If sold/transferred and not paid on this billing, please provide name of new servicer. Enter <b>C</b> : If cancelled and not paid on this billing, please provide Date of Cancellation. If the Premium Due is 0 then please provide the Current UPB. Calculate Premium on Current UPB.								Date : _____		<b>Verify</b>	Please verify each servicer's loan number and correct if necessary.								Signature _____		<b>Level Premium</b>	Pay amount shown in Premium Due Column.								Telephone Number _____		<b>Annual Declining Premium</b>	Record anniversary balance in appropriate column; multiply anniversary balance by premium rate and record amount in Premium Due Column.										<b>Monthly Declining Premium</b>	Record anniversary/current balance whichever is applicable in appropriate column; multiply anniversary/current balance by premium rate, divide this total by 12 and record amount in Premium Due Column.										<b>Remit</b>	Remit total due with signed copy.										<b>Retain</b>	Retain one copy for your files.										<b>New York Notice</b>	It's the insured's responsibility to comply with New York law, §503(d)(6): A mortgage shall not be required to pay, directly or indirectly, the cost of continuing insurance on a loan secured by a first lien on NY real estate when the unpaid principal is 75% or less of appraised value when the loan was made.									
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## 5.0 Collection Process

All premiums are due by the premium due date that is indicated on the invoice. If you are set up for email billing, you must return the PDF or Excel file to [essentmiremittance@essent.us](mailto:essentmiremittance@essent.us) with any reconciliation clearly marked. For check remittances, please mail to either address shown in Section 1.0 of this Guide.

We also accept remittance through ACH credit or wire. Please contact [clientservices@essent.us](mailto:clientservices@essent.us) for our account information. Once you are set up and remit through ACH or wire, you will need to send notification and the backup to [essentmiremittance@essent.us](mailto:essentmiremittance@essent.us).

### Renewal Premiums:

We bill monthly for the renewal premium payment for a Loan, calculated pursuant to the premium plan identified on the Certificate and as more fully detailed in Section 10.1 of our [Underwriting Guidelines](#). To continue coverage, you must pay the renewal premium by the date specified in the bill. To maintain coverage, you must pay premium for the period up to the date of a Default. If the Borrower cures the Default, unless you have continued to pay renewal premiums during the period after Default, within 60 days after we are notified of the cure, you must pay any premium owed or coverage under the Certificate for the related loan will terminate. Premiums paid for the period after a Default that results in a Claim will be refunded to you if an Insurance Benefit is paid.

Essent has delegated authority to Fannie Mae and Freddie Mac, so Servicers may follow agency guidance in completing Loan modifications for Loans owned by the GSEs.

Our prior approval for non-GSE Loans is not needed, subject to the following:

- The interest rate remains the same or is reduced;
- The remaining term is not reduced (term can be extended to 480 months); and
- Capitalization of delinquent interest, taxes and insurance is permitted, provided the modified principal balance does not exceed 110% of the original insured loan amount.

Loan modifications outside these parameters require our approval. Requests may be submitted to us for review as outlined in Section 7.3 of our [Default and Claims Servicing Guide](#).

For Loans where the increased UPB exceeds the original insured Loan amount, additional premium will be charged on the incremental amount added to the UPB by virtue of the modification. Client Services is available at [clientservices@essent.us](mailto:clientservices@essent.us) or 1.877.569.6547 to assist with questions regarding premium calculations.

Essent's [Notice of Completed Loan Modification](#) form is available on our [corporate website](#).

## 6.0 Servicer Transfers

The transfer of servicing in no way changes the terms or conditions under which the Commitment and Certificate of Insurance was issued. The new Servicer/Insured is merely replacing the original Servicer/Insured and the representations of the original Servicer/Insured become the representations of the new Servicer/Insured.

You can request the transfer of servicing by email, fax, EDI transaction or by logging on to Servicing Online. If you are sending a Commitment by email or fax with the Closing Date to activate coverage, you may complete the Servicing section on the Activation Notice received with the Commitment (shown on page 3). Once a Commitment and Certificate of Insurance is transferred to a new Servicer, you can no longer obtain any information on the Commitment/Certificate.

All Servicers must be approved by Essent. If the Servicer is not approved, the Commitment/Certificate will remain with the original Servicer until the approval process has been completed.



## 7.0 Incorrect Premium Disclosure To The Borrower

If you have a Commitment and Certificate of Insurance and you disclosed the incorrect MI premium to the Borrower, please contact us at [clientservices@essent.us](mailto:clientservices@essent.us).

## 8.0 Reinstatements

### **Commitment and Certificate of Insurance Termination (Post-Activation):**

If a Commitment and Certificate of Insurance terminates for non-payment of premium, a satisfactory Loan payment history for the last 24 months or the life of the Loan if the Loan is less than two years old, must be provided and approved by Essent before coverage can be reinstated. If approved, you will be notified by Client Services and will be expected to remit all premiums due to bring the Certificate current. Client Services can provide you with the premium due information for your consideration prior to reinstating coverage. If a reinstatement request is denied, we will send you a letter of explanation.

For additional information regarding terminated or lapsed Certificates of Insurance, please refer to Section 46 of our [Master Policy](#) or the terms and conditions of your in-force Master Policy concerning lapsed coverage.

### **Commitment and Certificate of Insurance Expiration:**

If a Commitment has expired and the Loan closed prior to the Commitment expiration date, we will work with you to activate coverage. If you try to activate coverage after the Commitment has expired and more than 45 days have elapsed from the Loan Closing date, Essent will require a payment history showing the Borrower has made their first mortgage payment on time before considering the Commitment for reinstatement. If the Loan Closing date is after the expiration date, you will need to contact [clientservices@essent.us](mailto:clientservices@essent.us). Additional documents may be requested in order to activate the Commitment.

## 9.0 Assumptions/Partial Releases

Any Loan assumptions, with or without a release of liability, and any partial releases affecting the subject property must be reviewed and approved by Essent prior to completion. A request in writing, detailing the particular scenario and the applicable required documentation as outlined below, should be submitted to us via email, fax or mail using the information provided in Section 1.0 of this Guide. Once we receive your request, we will underwrite the request with the then current underwriting guidelines in effect at the time of submission. The following documentation is required before a decision can be made:

### **Assumptions and Release of Liability:**

- Fully-executed Loan Application (1003)
- Borrower Certification and Authorization Form(s)
- Credit:
  - New/remaining Borrower's current credit report
- Income:
  - Salaried Borrower(s) – Verification of Employment (VOE) or past two years' W-2s or past two years' IRS tax transcripts and most recent 30 days of paystub(s), indicating year-to-date earnings
  - Self-employed Borrower(s) – Most recent two years' signed personal and business tax returns



- Assets:
  - Verification of deposit or most recent two months' depository/financial statements
- Other (if applicable):
  - Fully-executed Sales Contract/Purchase Agreement
  - Complete copy of Divorce Decree or Separation Agreement or other evidence of subject property disposition

### Partial Release of Collateral:

- Letter/statement addressing the reason for the release, the dollar amount of any consideration being paid and the details regarding the release
- Current mortgage payment history
- New subject property appraisal report, indicating the value of the parcel being released and the value of the remaining property
- Survey of the subject property, indicating the parcel to be released
- Other (if applicable):
  - Fully-executed Sales Contract/Purchase Agreement

Essent reserves the right to request additional documentation. Once we receive any requested documents and a decision has been made, you will receive an email and if approved, you will receive a Commitment/Confirmation Endorsement reflecting the changes.

## 10.0 Cancellation Of MI Coverage By Servicers

Please refer to Essent's 2020 Master Policy Section 95 which describes the requirements for cancellation of coverage.

This Section 10.0 relates to Servicer-initiated cancellations; it does not include cancellations of MI coverage by Essent enforcing the terms and conditions of the Master Policy.

Essent's Client Services Department, available at [clientservices@essent.us](mailto:clientservices@essent.us), responds to requests by Servicers to cancel MI coverage. Cancellation of an active Certificate of Insurance must be requested by the Servicer; we do not accept requests from Borrowers. Servicers must validate all legal and Investor requirements before requesting cancellation, as Essent does not monitor MI cancellation requirements and we are not obligated to cancel coverage unless you notify us.

The Homeowners Protection Act (HPA) covers Borrower-Paid Mortgage Insurance (BPMI) on single-family primary residential Loans that closed on or after July 29, 1999. The HPA establishes the conditions for Borrower-requested cancellation and automatic termination of coverage. It is the Servicer's responsibility to notify Essent when coverage is to be canceled under the HPA, either automatically or due to a Borrower-requested cancellation. The HPA does not apply to termination or cancellation of MI upon full payoff of the loan (e.g., in the event of a refinance).

Investors establish the criteria for canceling MI for loans not covered by the HPA. This includes second homes, investment properties and circumstances in which the property's current value is to be used rather than the original value. Fannie Mae and Freddie Mac requirements are provided in their guides and are subject to change. Refer to the agencies' guides for current MI cancellation information. Check other Investors' MI cancellation requirements as applicable.



The Servicer may cancel coverage through Servicing Online, email, written request or through EDI. If the cancellation is initiated by email or written request, the following information is required:

- Essent Certificate Number
- HPA – Yes (see above for HPA conditions) or No (to be used for “standard” cancellations, such as in the event of a full payoff)
- Borrower’s Name
- Property Address
- Effective Date of Cancellation
- Mailing Instructions if Refund is Applicable

Refer to Essent’s [Servicing Online User Guide](#) for more information and contact [clientservices@essent.us](mailto:clientservices@essent.us) if you have any questions.

## 11.0 MI Product Types And Refunds Of Premium

Please refer to the table below to see the various premium products that Essent offers and information relating to cancellation and refundability for each product type:

BORROWER-PAID MORTGAGE INSURANCE (BPMI)	
Deferred Monthly Non-Refundable	<ul style="list-style-type: none"> <li>• Cancellation under the Homeowners Protection Act of 1998 (HPA) will result in a refund of any unearned premium.</li> <li>• There is no refund for non-HPA cancellation.</li> </ul>
Deferred Monthly Refundable	<ul style="list-style-type: none"> <li>• Cancellation under the HPA will result in a refund of any unearned premium.</li> <li>• Non-HPA cancellation will result in a pro-rata refund, if any, is due.</li> </ul>
Monthly Non-Refundable	<ul style="list-style-type: none"> <li>• Cancellation under the HPA will result in a refund of any unearned premium.</li> <li>• There is no refund for a non-HPA cancellation.</li> </ul>
Monthly Refundable	<ul style="list-style-type: none"> <li>• Cancellation under the HPA will result in a refund of any unearned premium.</li> <li>• Non-HPA cancellation will result in a pro-rata refund, if any, is due.</li> </ul>
EssentFLEX	<ul style="list-style-type: none"> <li>• Cancellation under the HPA will result in a refund of any unearned premium.</li> <li>• There is no refund for a non-HPA cancellation.</li> </ul>
Single Non-Refundable	<ul style="list-style-type: none"> <li>• Cancellation under the HPA will result in a refund of any unearned premium.</li> <li>• There is no refund for a non-HPA cancellation.</li> </ul>
Single Refundable	<ul style="list-style-type: none"> <li>• Cancellation under the HPA will result in a refund of any unearned premium.</li> <li>• Non-HPA cancellation will result in a refund based on Essent’s Single Premium Refund Schedule.</li> </ul>
LENDER-PAID MORTGAGE INSURANCE (LPMI DOES NOT QUALIFY FOR HPA CANCELLATION)	
Single Non-Refundable	<ul style="list-style-type: none"> <li>• Never refundable.</li> <li>• Coverage cannot be canceled and remains in effect until the loan is paid off or refinanced.</li> </ul>
Monthly Non-Refundable	<ul style="list-style-type: none"> <li>• Never refundable.</li> <li>• Coverage cannot be canceled and remains in effect until the loan is paid off or refinanced.</li> </ul>
SPLIT PREMIUM MORTGAGE INSURANCE	
Split Non-Refundable	<ul style="list-style-type: none"> <li>• Cancellation under the HPA will result in a refund of any unearned premium for BPMI only.</li> <li>• Premiums can be Borrower- or Lender-paid.</li> </ul>
Split Refundable	<ul style="list-style-type: none"> <li>• Cancellation under the HPA will result in a refund of any unearned premium for BPMI only.</li> <li>• Non-HPA cancellation will result in a refund of the upfront premium based on Essent’s Single Premium Refund Schedule and a pro-rata refund of the monthly premium, if any, is due.</li> </ul>



Please refer to Essent's [2020 Master Policy](#) Section 96 which describes the requirements for refunds of premiums. Please also refer to Section 10.0 of this Guide to review the Servicer's responsibilities regarding cancellation.

If a cancellation or rescission results in a refund of premium, Essent will mail a check or otherwise provide payment as instructed by the Servicer. If Essent is directed by the Servicer to mail the check to the Borrower, Essent will notify the Servicer that such action has occurred. If a check is mailed to the Borrower and is returned for an incorrect address, Essent will reissue the check and make it payable to the Servicer. The reissued check will be mailed to the Servicer, and it is the Servicer's responsibility to provide the Borrower with the refund.

Essent will not provide a refund for any period more than 45 days prior to our receipt of the MI cancellation notice.

Essent provides a calculator to estimate final premium payments associated with loan payoffs and will eliminate the need for a premium refund. See our [Servicing Online User Guide](#). Contact [clientservices@essent.us](mailto:clientservices@essent.us) if you have any questions.

## 12.0 Changes To Certificate

Once a Loan has closed and a Commitment and Certificate of Insurance has been activated, any requested change to the Certificate must be communicated by email to [clientservices@essent.us](mailto:clientservices@essent.us). You may be asked to provide specific documents depending on the change you are requesting. For example, if you are requesting a change in the Loan amount, we will ask for a copy of the original note.

## 13.0 Mortgage Payment Records

The Insured's Servicer is required to maintain the mortgage payment history records and make them available upon request by Essent until the Certificate of Insurance is canceled or terminated.