Servicing Online User Guide

AUGUST 2024

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877.673.8190

Mortgage insurance provided by Essent Guaranty, Inc.

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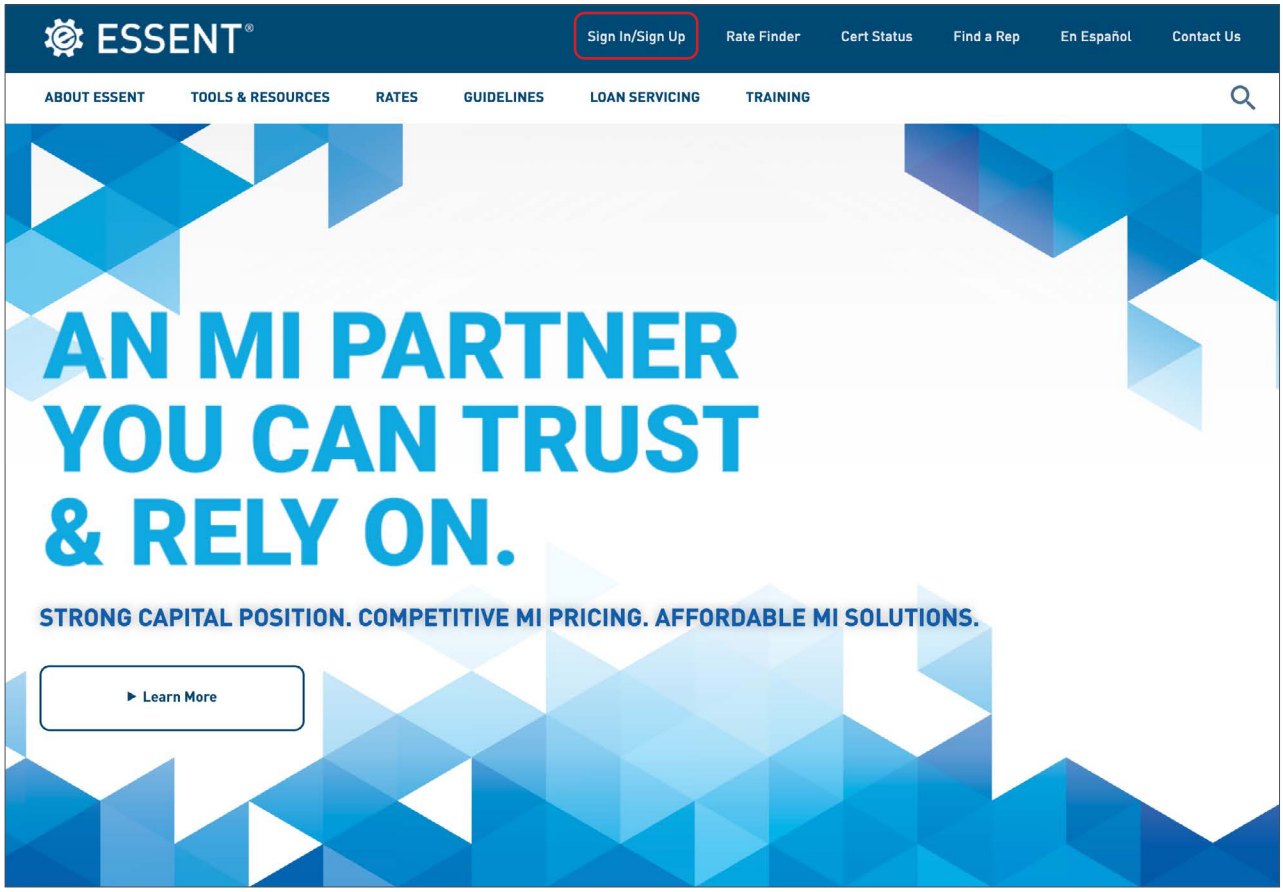
1.0 How To Obtain Access

To get started you will need a Login ID and Password, which can be obtained through our website. Click on **Sign In/Sign Up** and follow the instructions on the following pages.



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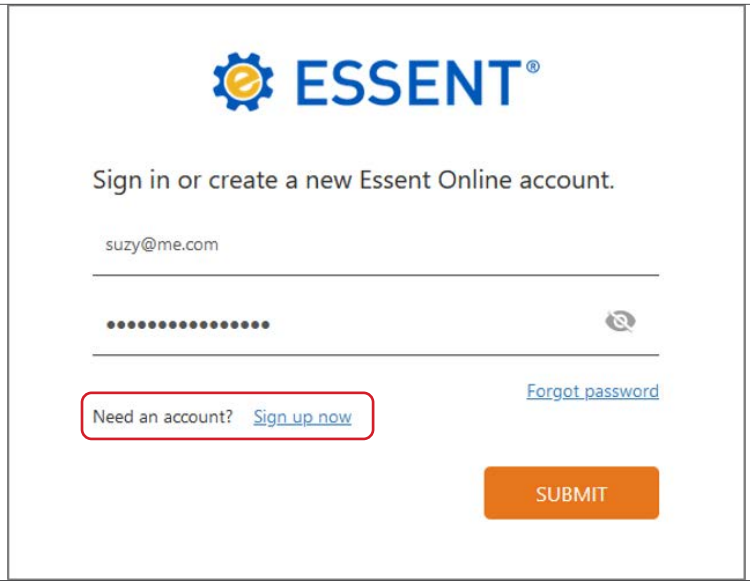
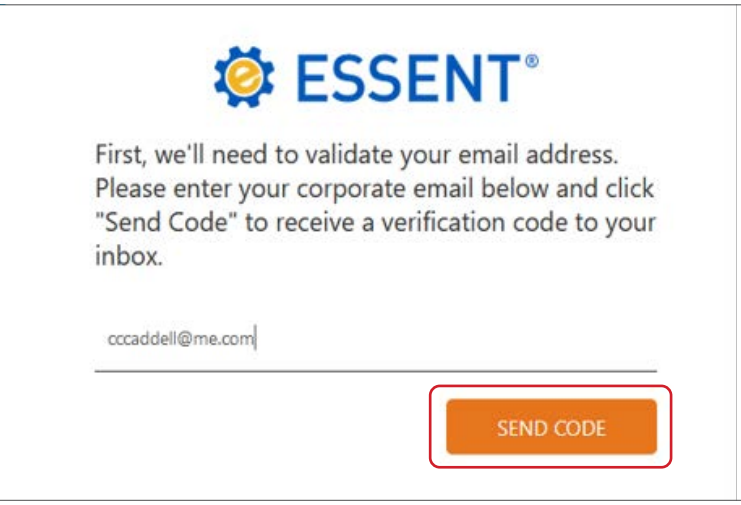
Click **Need an account? Sign up now** at the bottom of the screen.



Enter your corporate email address and click **Send Code**.



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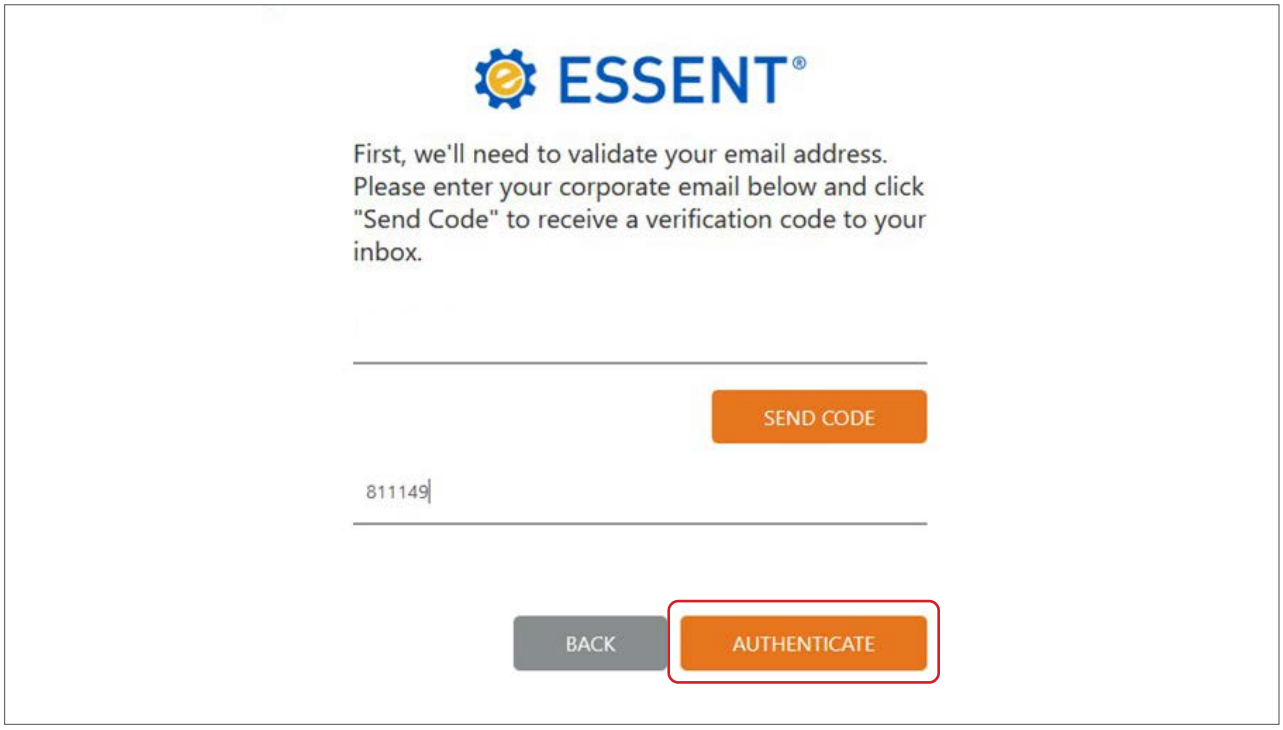
Enter the code you received in your corporate email and click **Authenticate.**



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Select which Essent Online Tools you want to use and click **Continue.**

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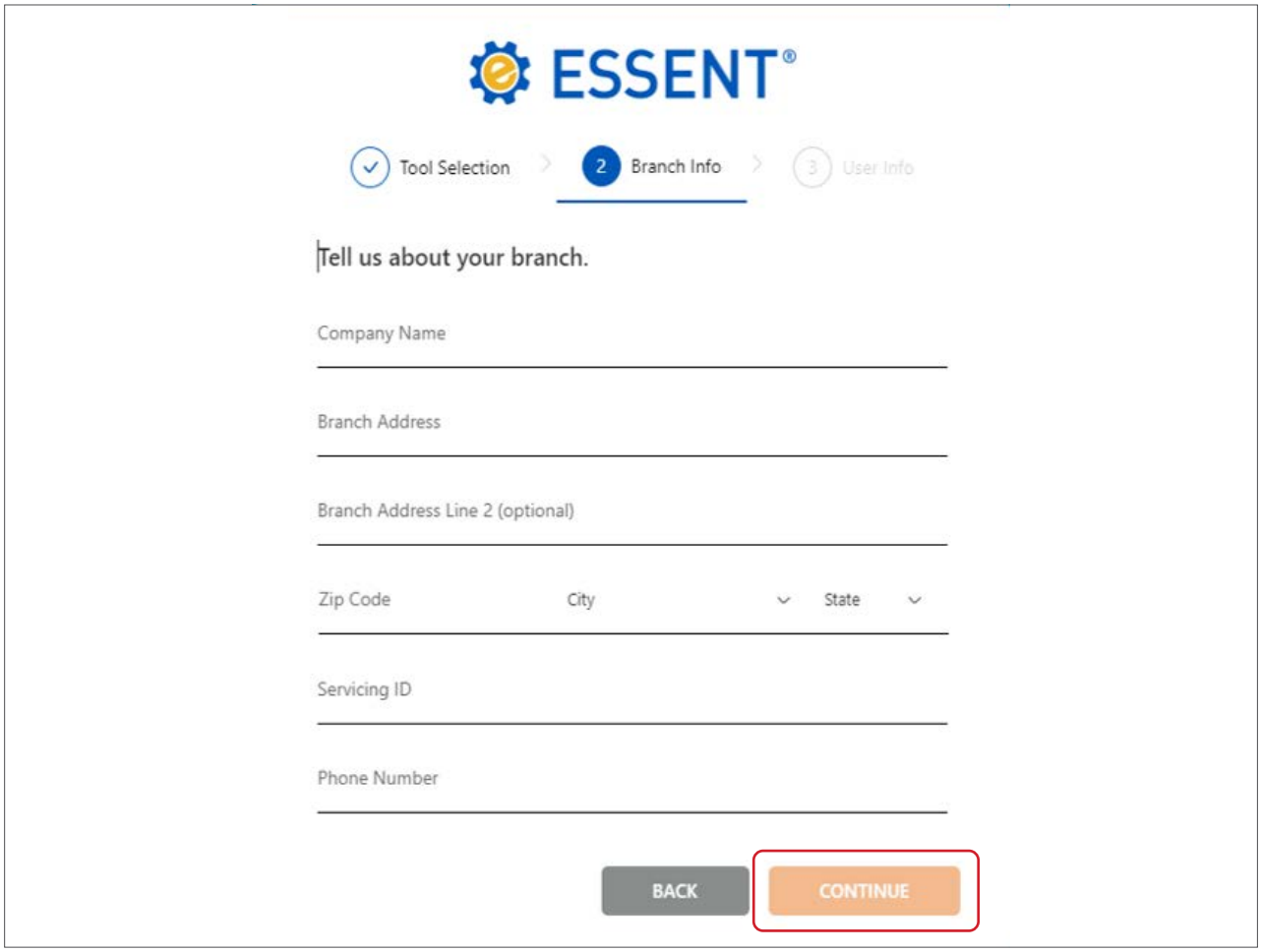
Enter your branch or servicing location information, including the 10-digit Master Policy number, in the fields below and click **Continue**.



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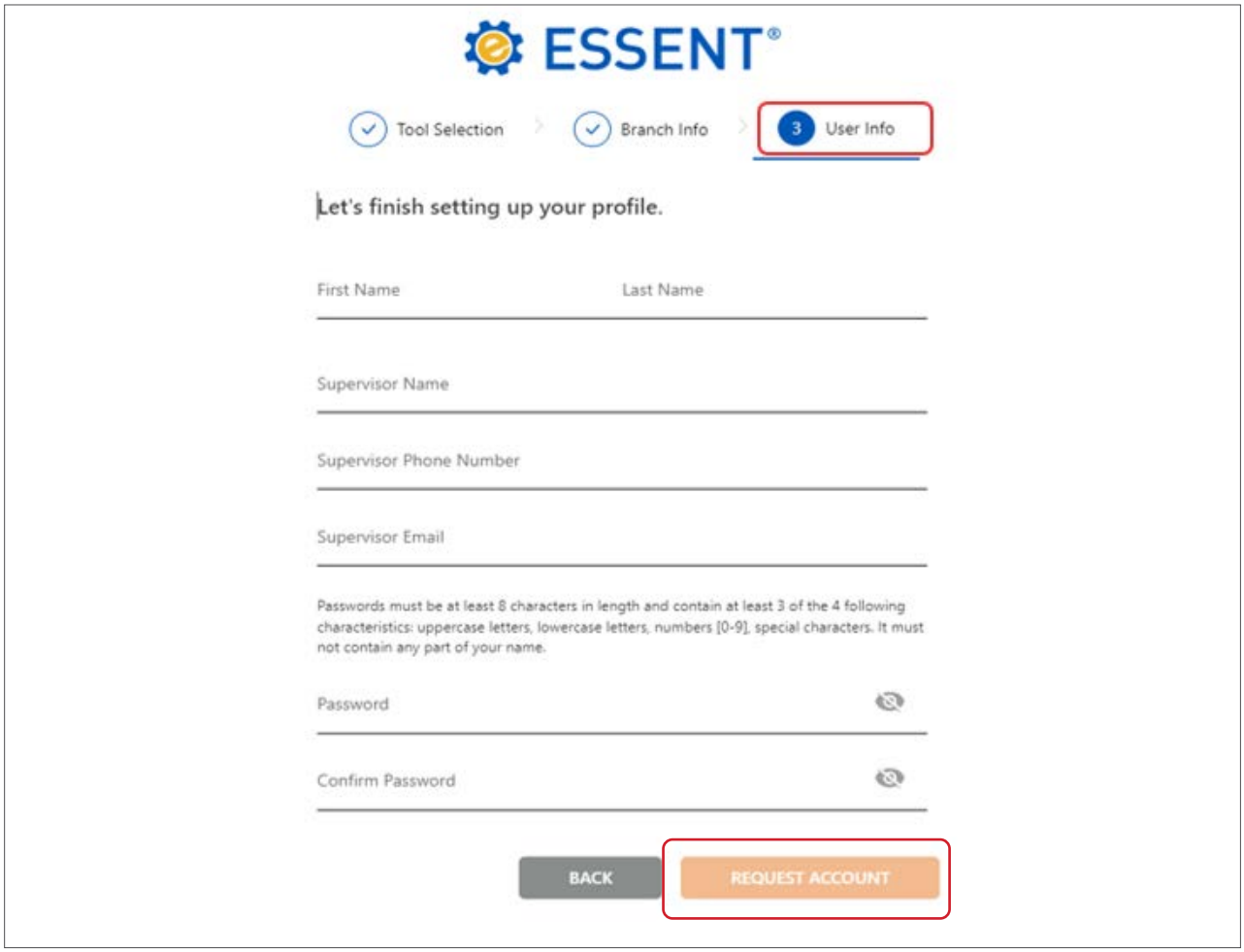
Finish setting up your profile and click **Request Account**.



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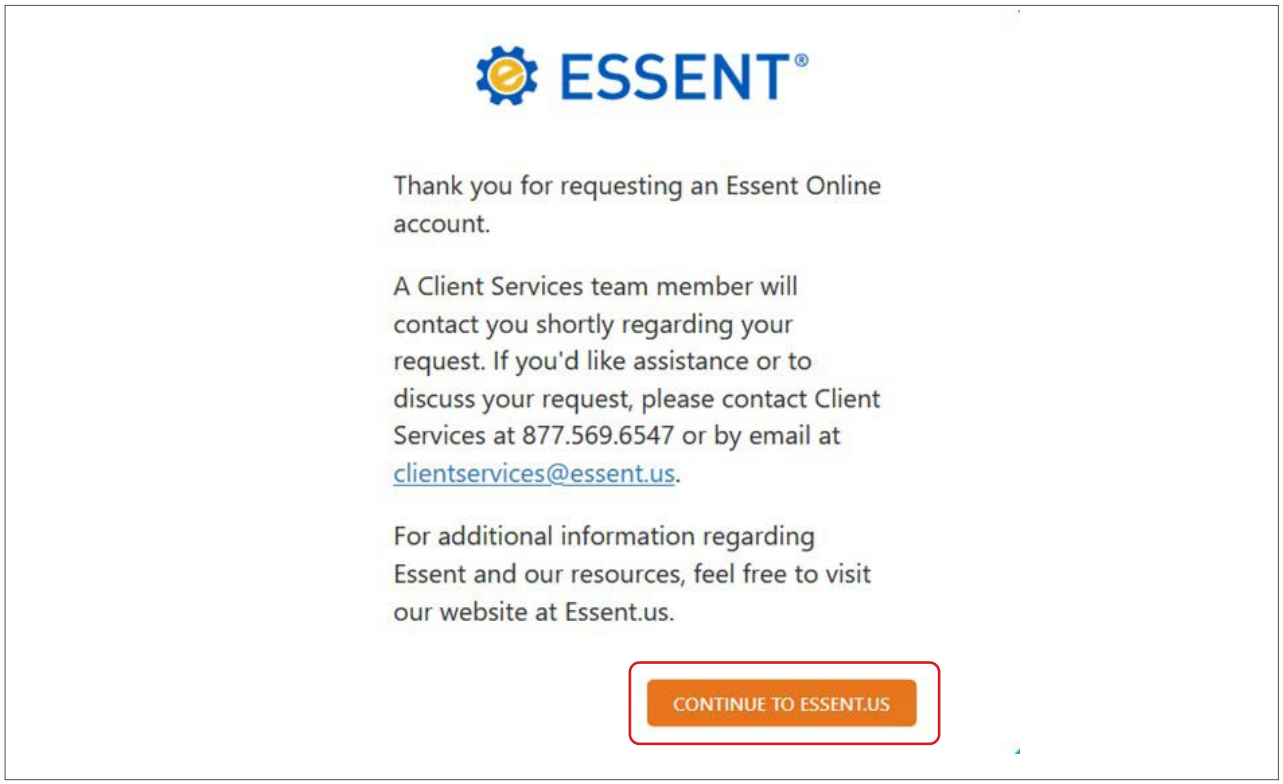
Client Services will review, and once approved, you will **receive an email** to log in.



Below is a sample of the email you will receive. You can click on the link embedded in the email you receive or you can click on the **Continue To Essent.us** button if you have not exited the page above.

From: clientservices@essent.us
Date: September 12, 2023 at 11:43:16 AM EDT
To: suzy@me.com
Subject: Your Essent Online Account is Ready!

Dear Suzy,

Your account is ready for you to log in using your email address as your Login ID. Please follow the link below to access your account:

https://essentonline.essent.us/essentonline

If you have any questions or concerns about your Essent Online account, please contact Client Services by responding to this email or calling 877.569.6547.

Thank you for choosing Essent for your servicing needs.

Client Services
clientservices@essent.us | 877.569.6547 | essent.us

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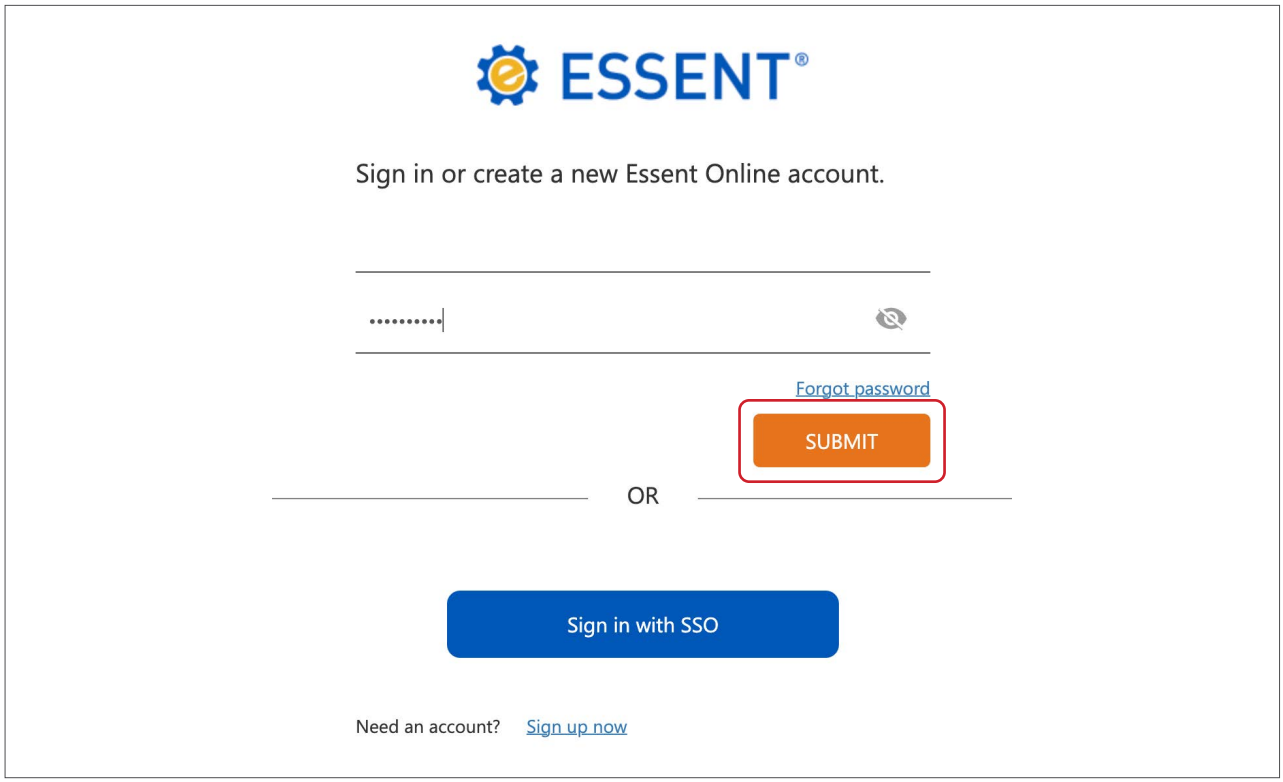
2.0 Logging In To Servicing

Once you access the **Login** screen, enter your credentials and click **Submit**.



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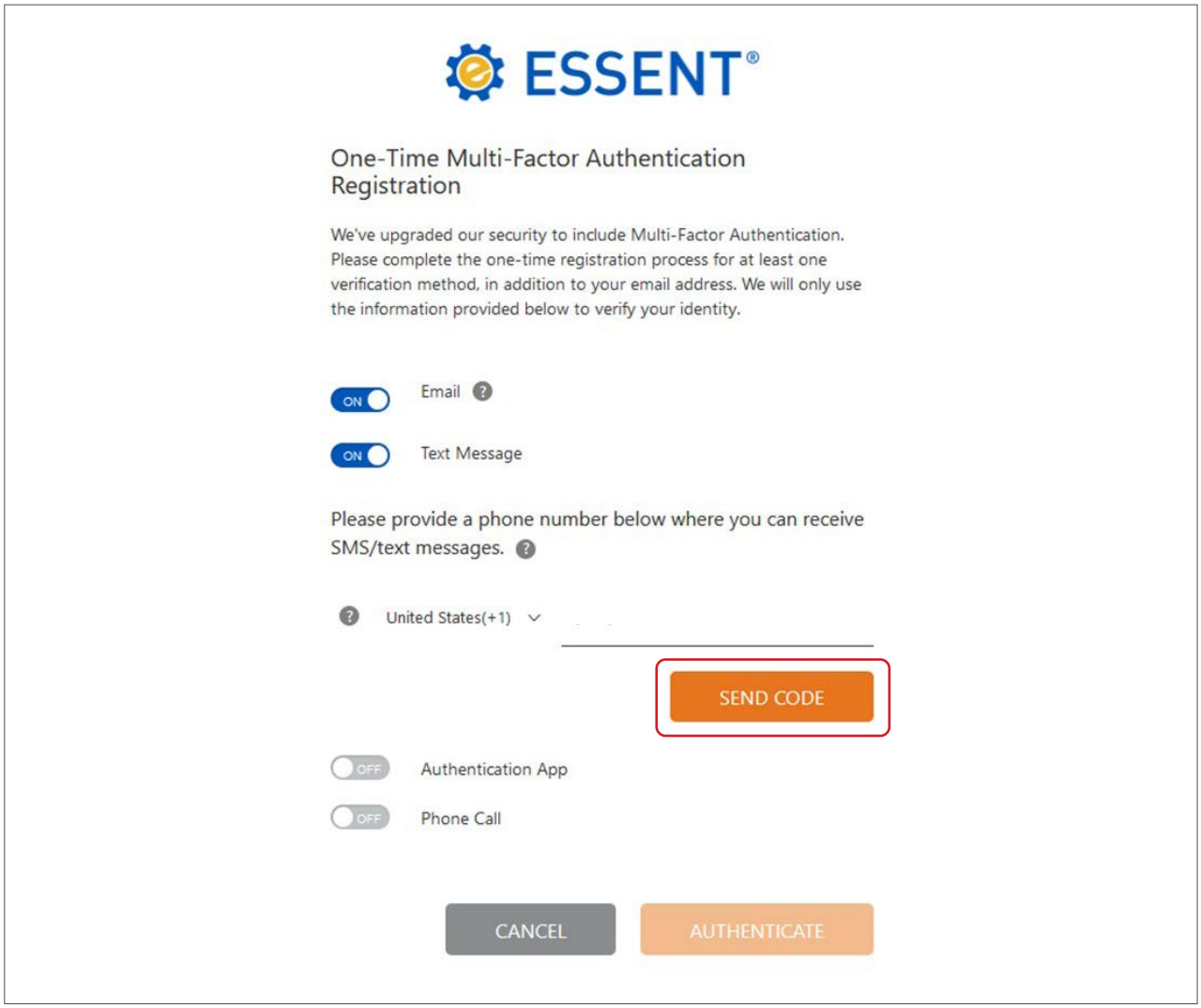
You will be prompted to register for Multi-Factor Authentication (MFA). Email verification is automatically selected but you are encouraged to select an additional verification method. Click **Send Code**.



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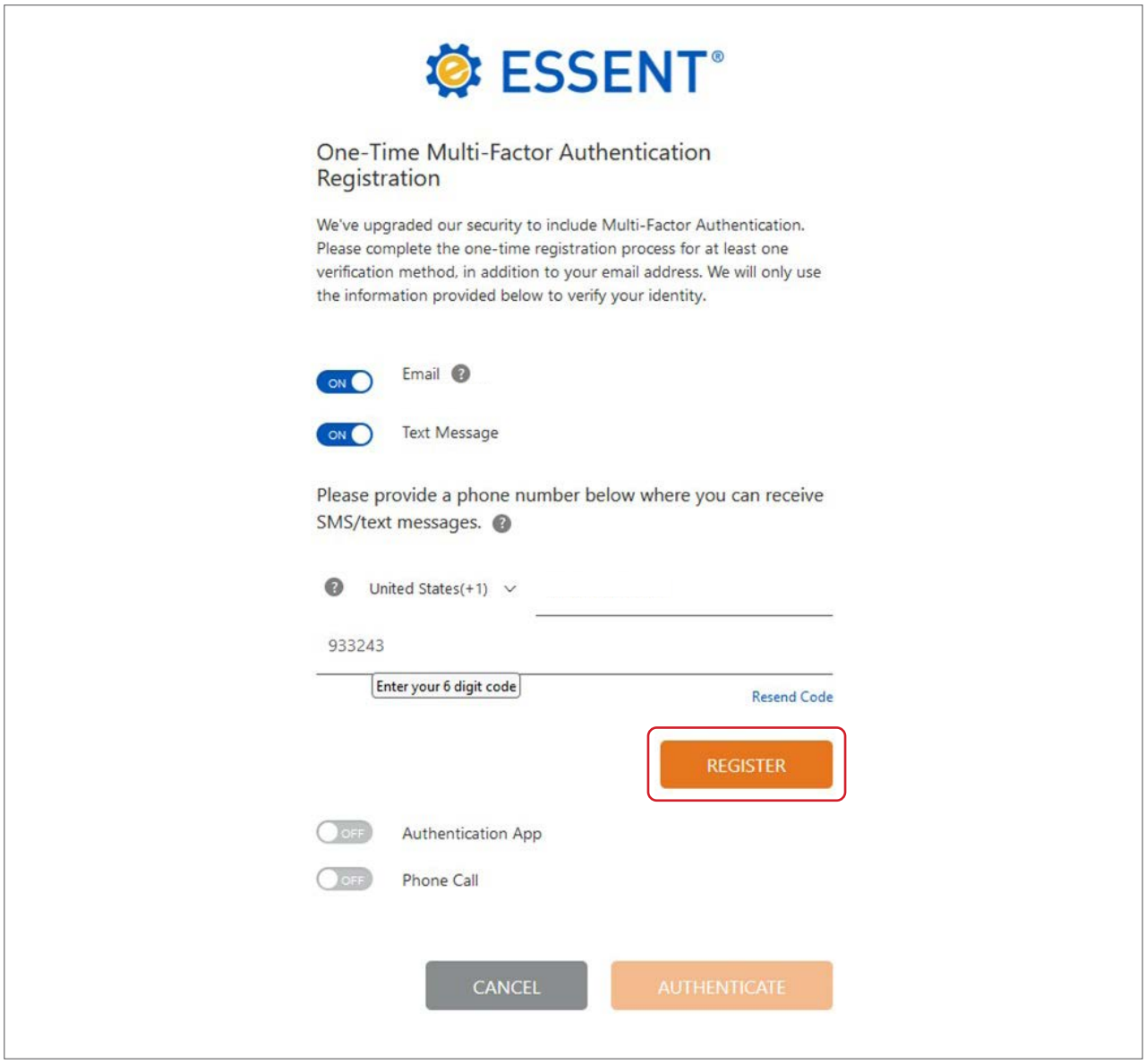
Once you receive the code, enter it in the appropriate field and click **Register**.



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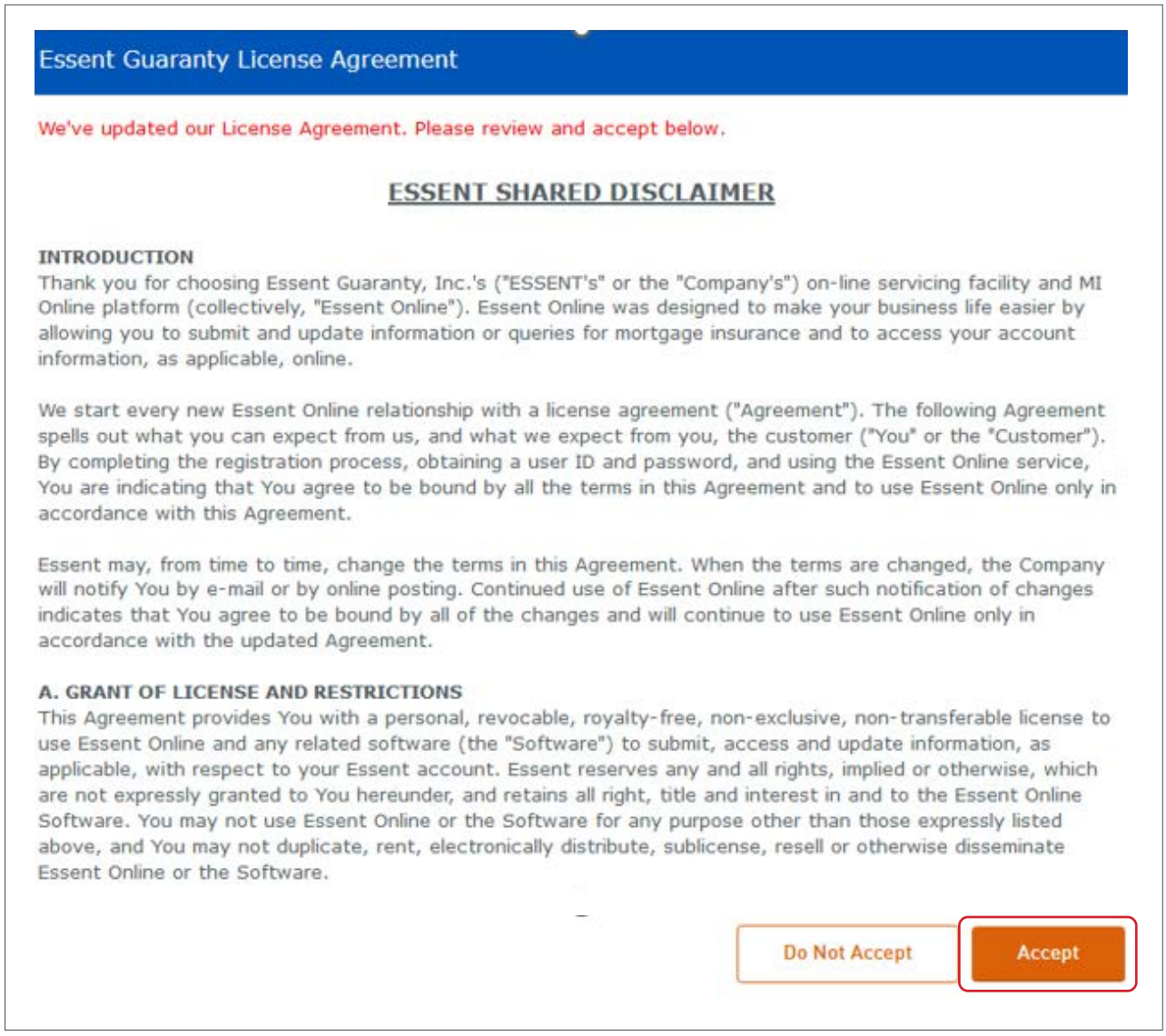
The first time you log in, you will need to accept our **License Agreement**. You will not be asked to accept the Agreement after the first login unless your account expires and it must be reactivated.



Please contact clientservices@essent.us if you have questions about our License Agreement.

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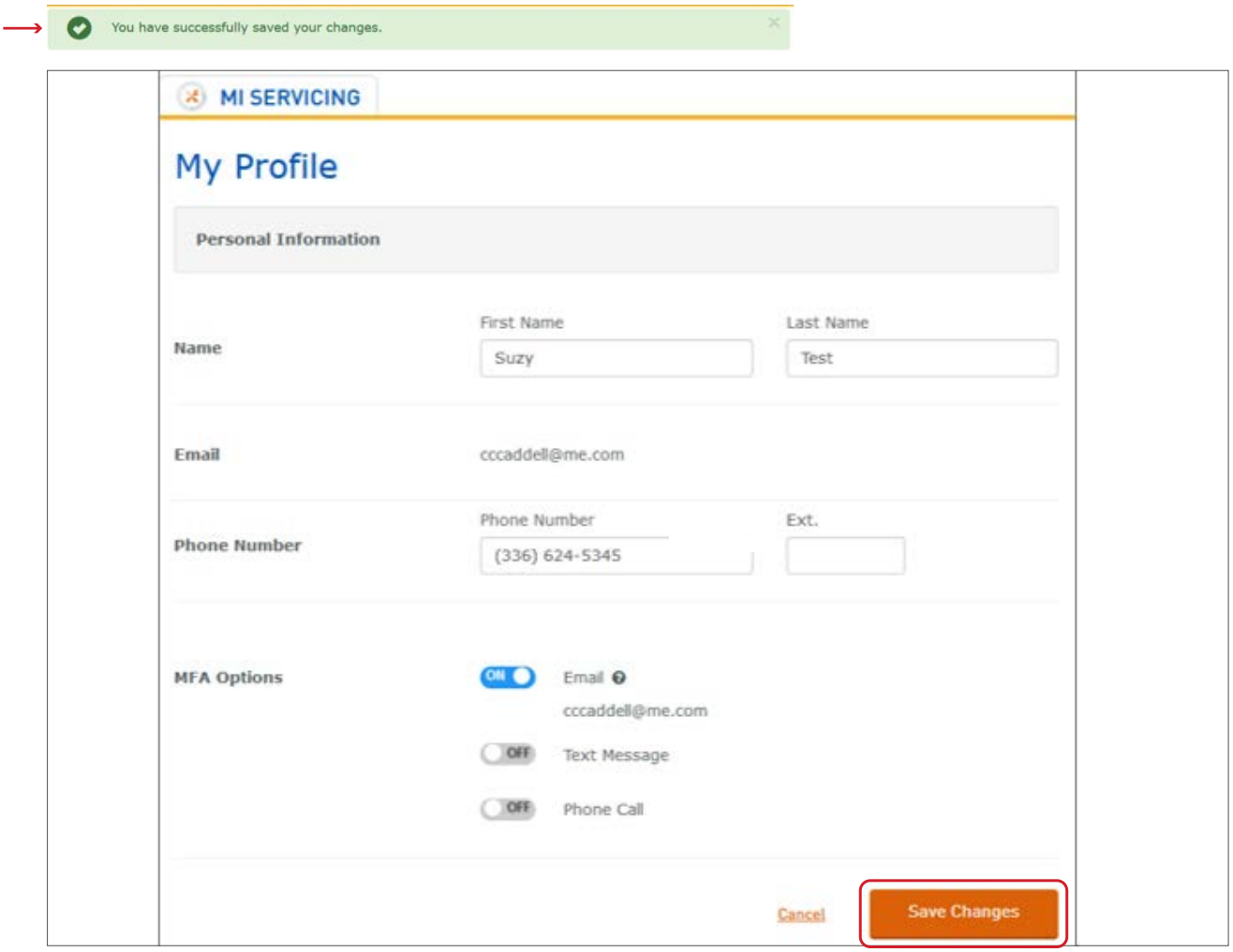
You will be directed to the **My Profile** page. You can change your phone number here or alter your MFA Options. Click **Save Changes** even if you do not wish to make changes.



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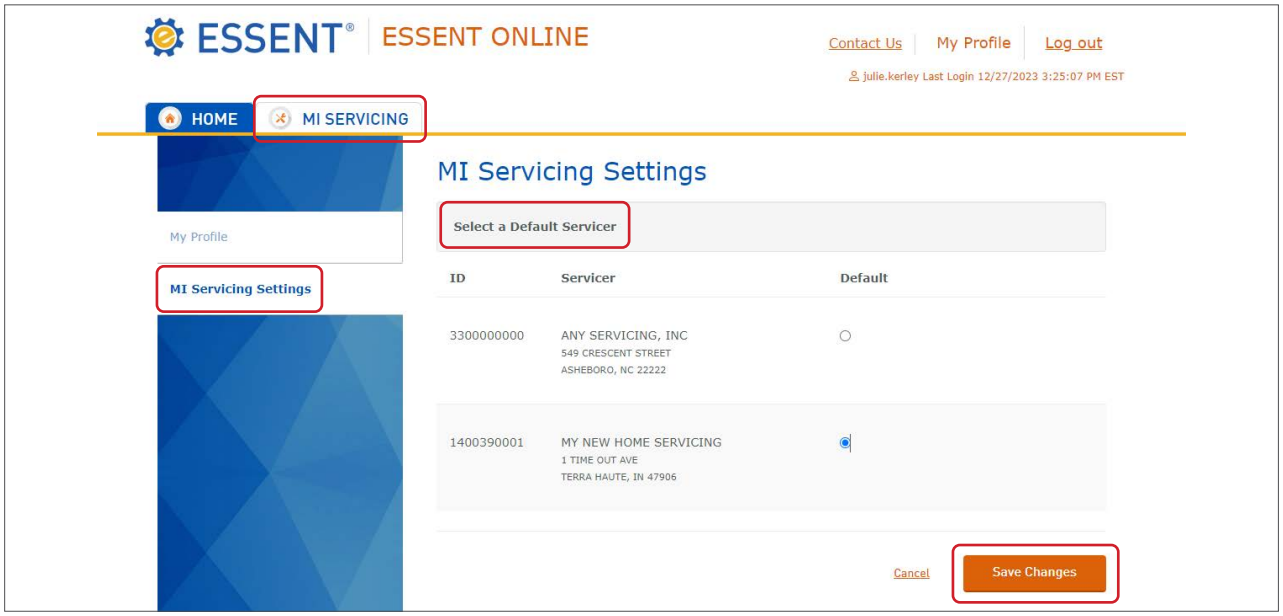
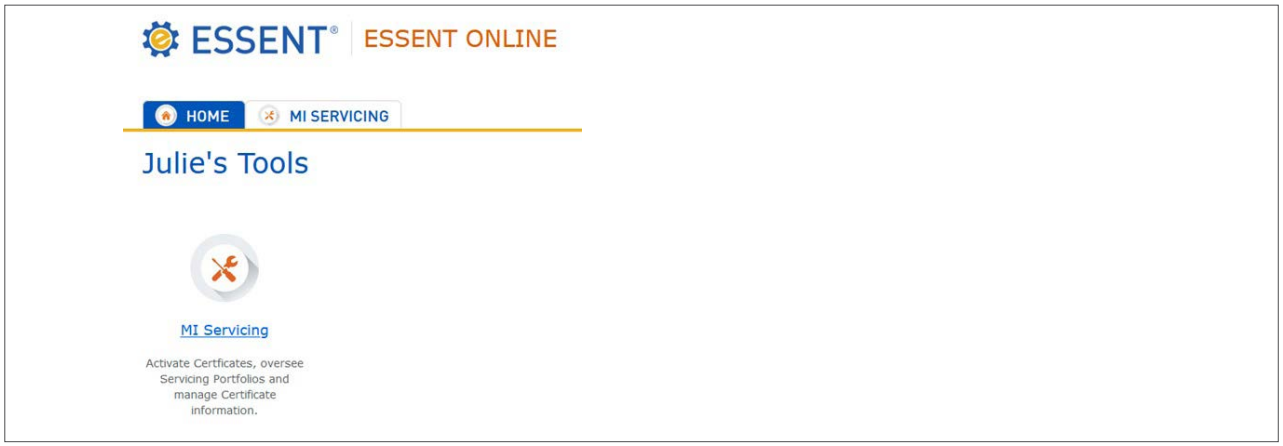
If you have more than one servicing account, you will be able to see all your accounts by clicking **MI Servicing Settings**. You can select which account you would like to use as your primary default, which will thereafter be the account that appears when you log in.



After clicking **Save Changes**, you will be directed to the page with your available tools. For access to Servicing Online, you should see **MI Servicing**.



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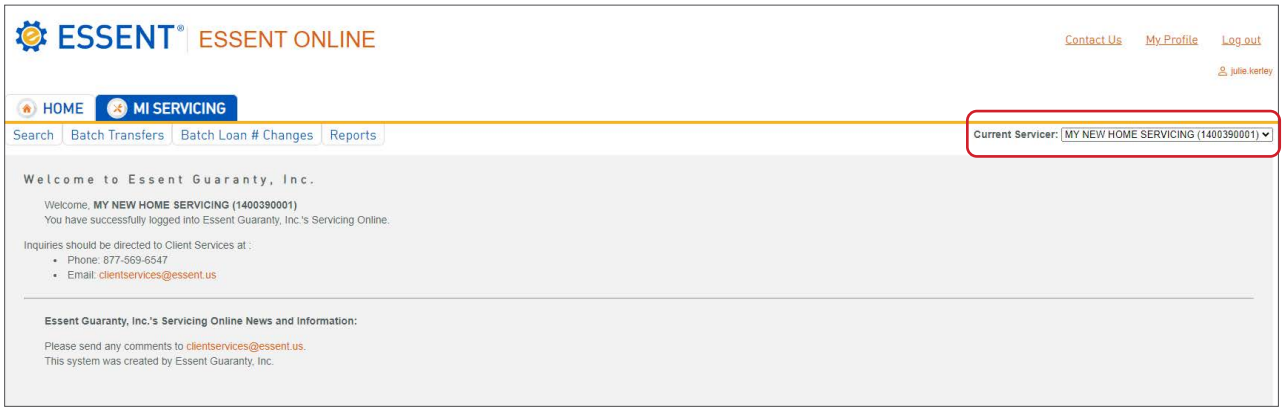
You are now on the **Welcome** page in Servicing Online. If you are a group user with more than one Servicing portfolio, you can toggle between portfolios using the **Current Servicer** dropdown.



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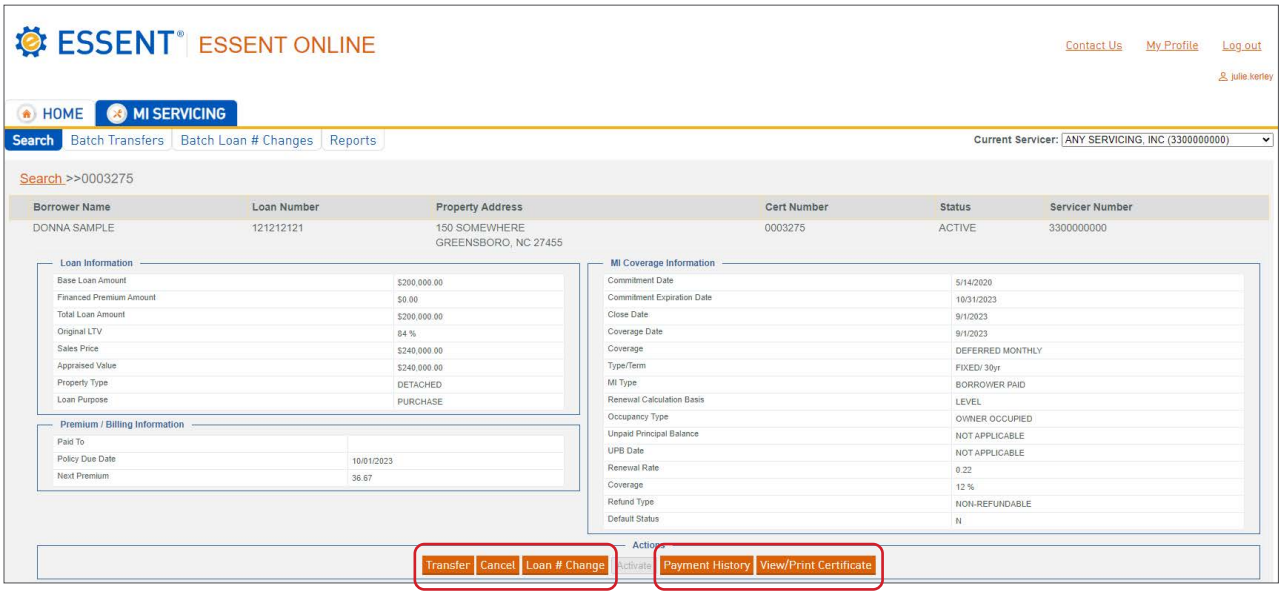
3.0 Searching For Your Certificate

You can search by any of the criteria listed on the **Search** screen. Remember, Essent Certificates are seven digits so you may need to enter preceding zeroes if you are trying to search by Certificate number.

If the Certificate entered is in your portfolio, your search will automatically display the **Loan Information** screen. This screen provides you with the basic Loan information, billing, coverage and cancellation information. From this screen, you can perform any of the functions displayed by the orange action buttons at the bottom.



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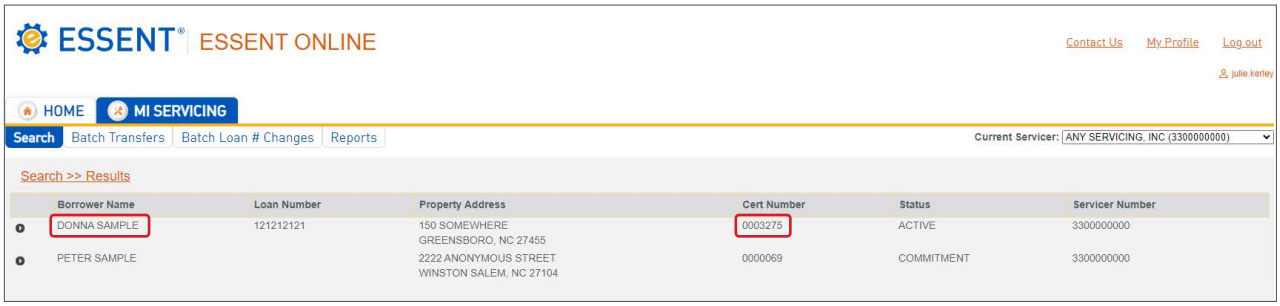
If you are searching by **Last Name**, a list of all possible matches with that same last name will display.

Click on the search result that matches other Loan characteristics.



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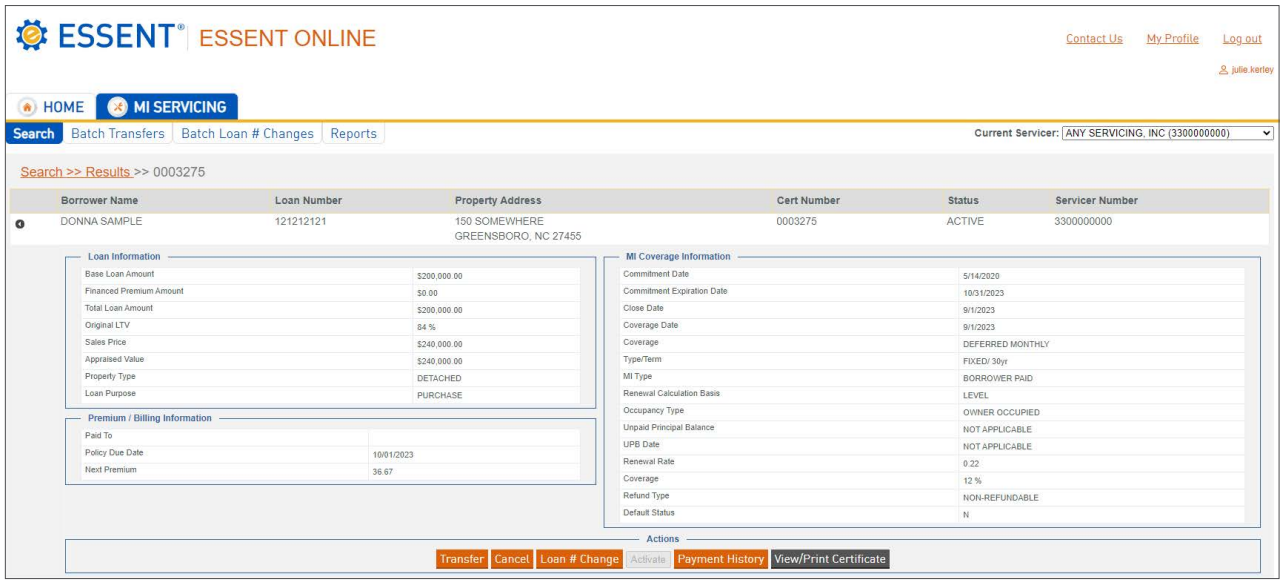
Once you have identified the subject Loan, the below screen will be displayed.



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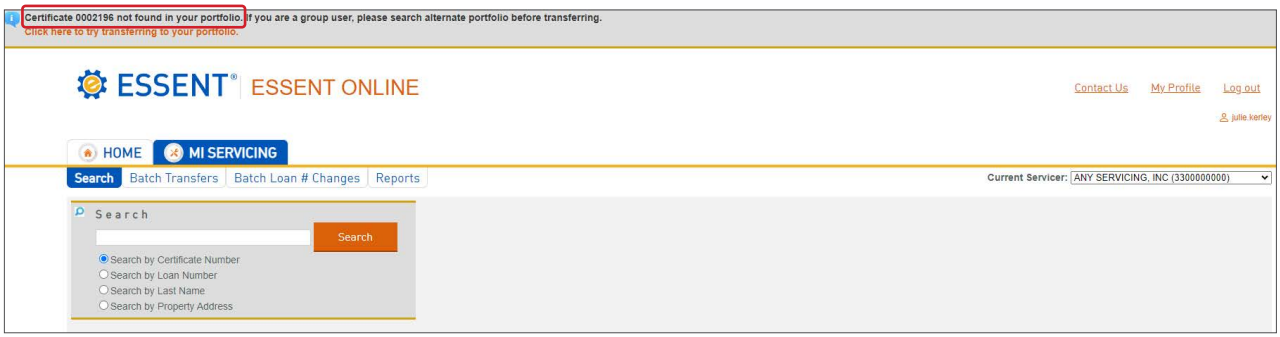
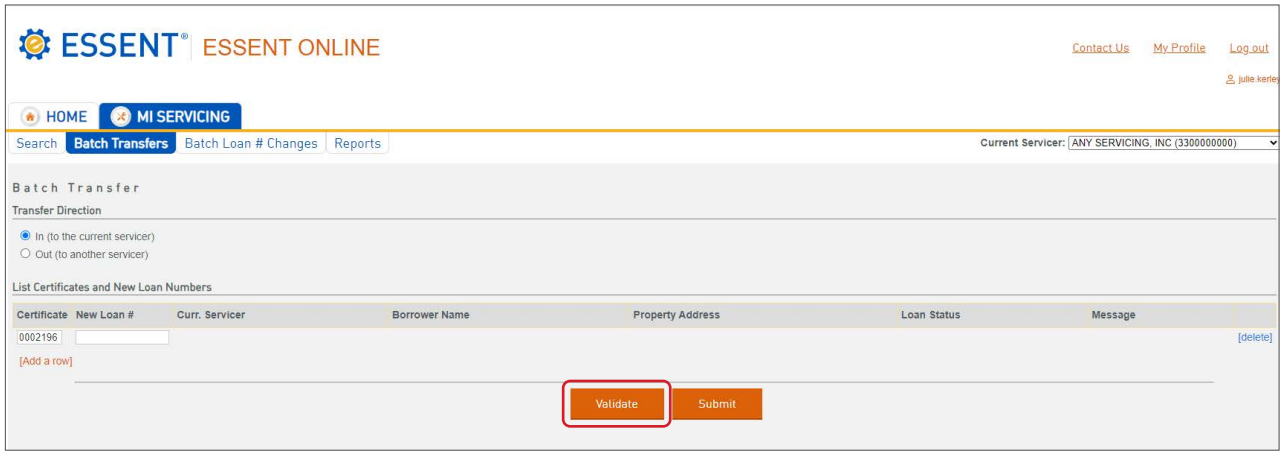
What happens if you are searching for a Commitment/Certificate, and the **Certificate xxxxxxx not found in your portfolio** message appears? It is possible that the Loan was recently purchased and you must manually move the Commitment/Certificate into the Servicer's portfolio prior to having access to it and selecting the orange **Click here to try transferring to your portfolio** link directly underneath the Certificate not found message. By doing so, you are responsible for validating the information relating to the portfolio change. Any questions regarding portfolio changes can be directed to clientservices@essent.us.



The **Click here to try transferring your portfolio** link will take you to the following screen. This screen allows you to transfer the Loan "In" to yourself as the current Servicer or "Out" to another Servicer's portfolio. For instructions on how to transfer the servicing "Out" of your portfolio, please contact clientservices@essent.us. For transfers "In" to you as the Servicer, make sure the In option is selected, then click the **Validate** button.



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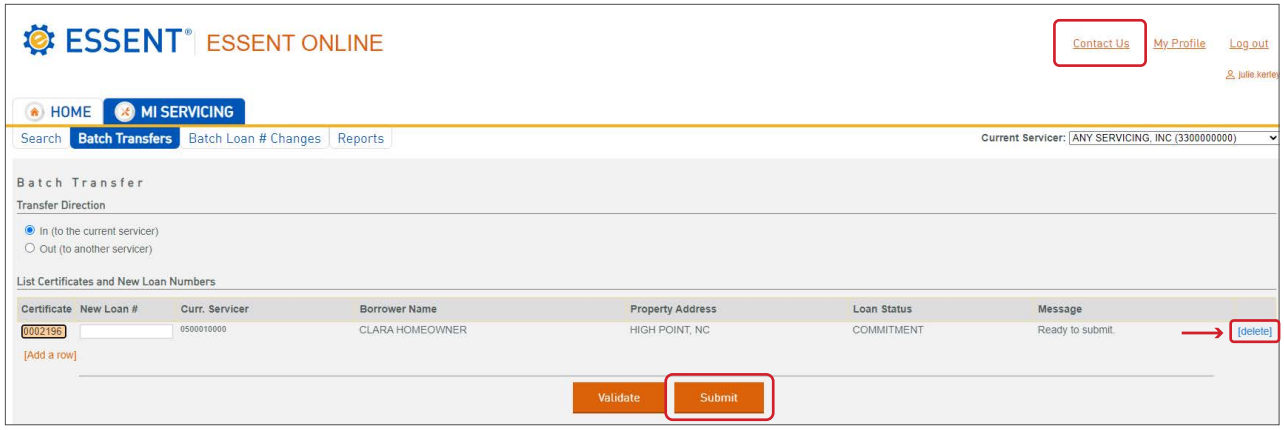
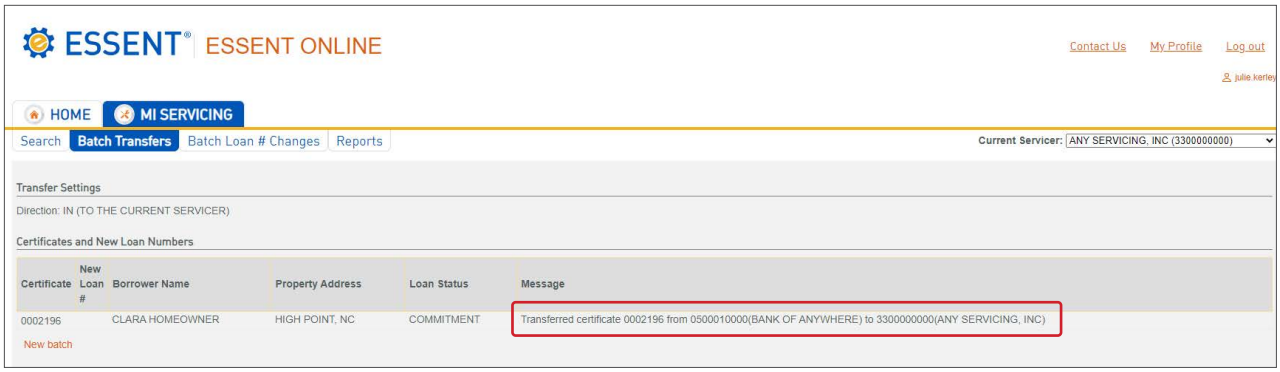
After validating, the Borrower information should appear on the screen (as shown below). If, after validating, a message other than **Ready to submit** appears, please contact clientservices@essent.us. Once you confirm that the correct Loan information is appearing, click the **Submit** button and you will have access to the Loan information. If the Loan information does not match your records after validating, click **delete** to remove the Certificate from this process and to ensure that the portfolio transfer does not occur. Once you click **Submit**, the process will be irreversible without the assistance of Client Services.



After submission, the Certificate will now be in your portfolio.



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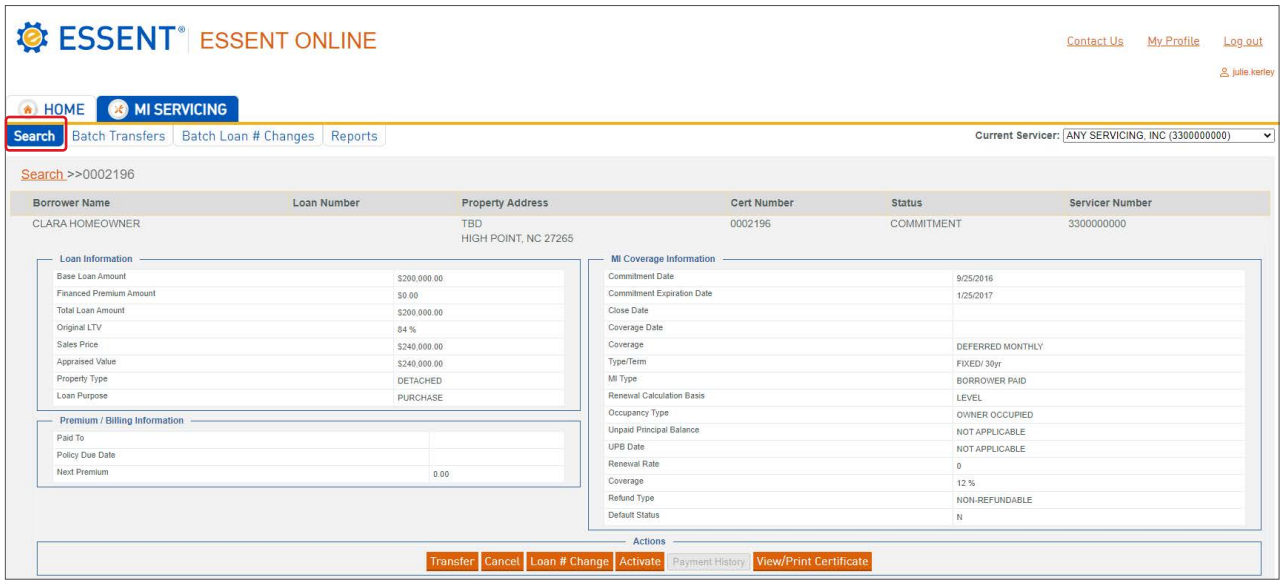
You will be able to return to the **Search** button, enter the Commitment/Certificate number and retrieve the **Loan Information** screen.



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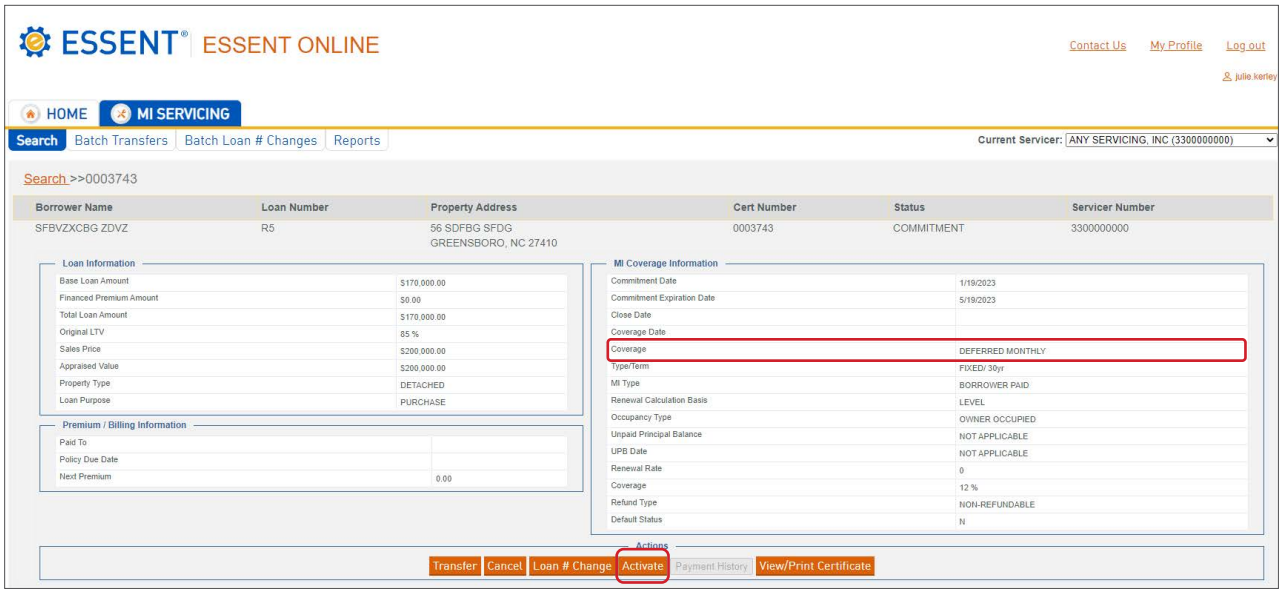
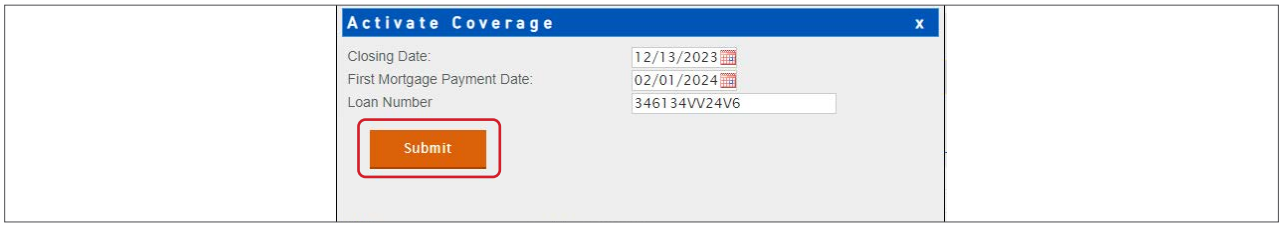
4.0 Activation

The only type of Commitment activated online without premium remittance is our **Deferred Monthly**. Please note that any other type of Commitment and Certificate of Insurance requires premium remittance in order to obtain coverage. Those instructions can be referenced in our Client Services Guide. For Deferred Monthly Commitment activation, click on the Activate button at the bottom of the basic **Loan Information** screen (as shown below).



The below **Activate Coverage** pop-up will appear next on your screen. Fill in the three inputs as directed. You can enter the Closing Date manually or use the dropdown calendar. The First Mortgage Payment Date automatically populates based on the Closing Date selected. You can also add or change the Loan Number. Once all the information is correct, click **Submit**.



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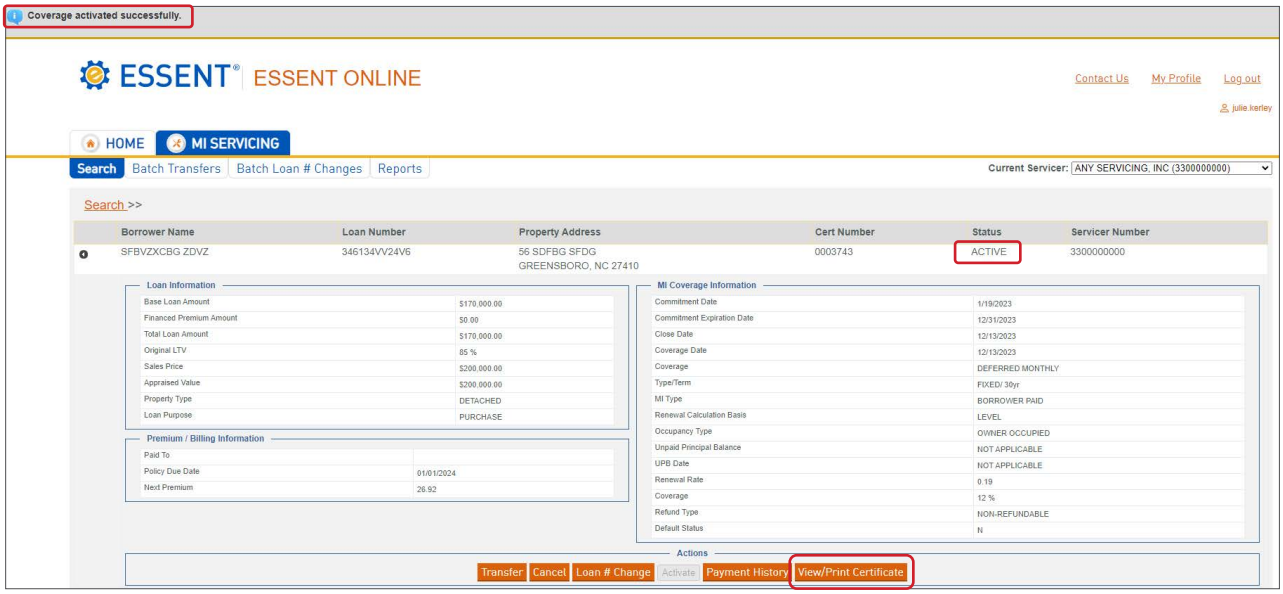
The Commitment is now activated into a Certificate of Insurance and is insured per the information listed on the below screen. You can view or print the Certificate of Insurance by clicking the **View/Print Certificate** button.



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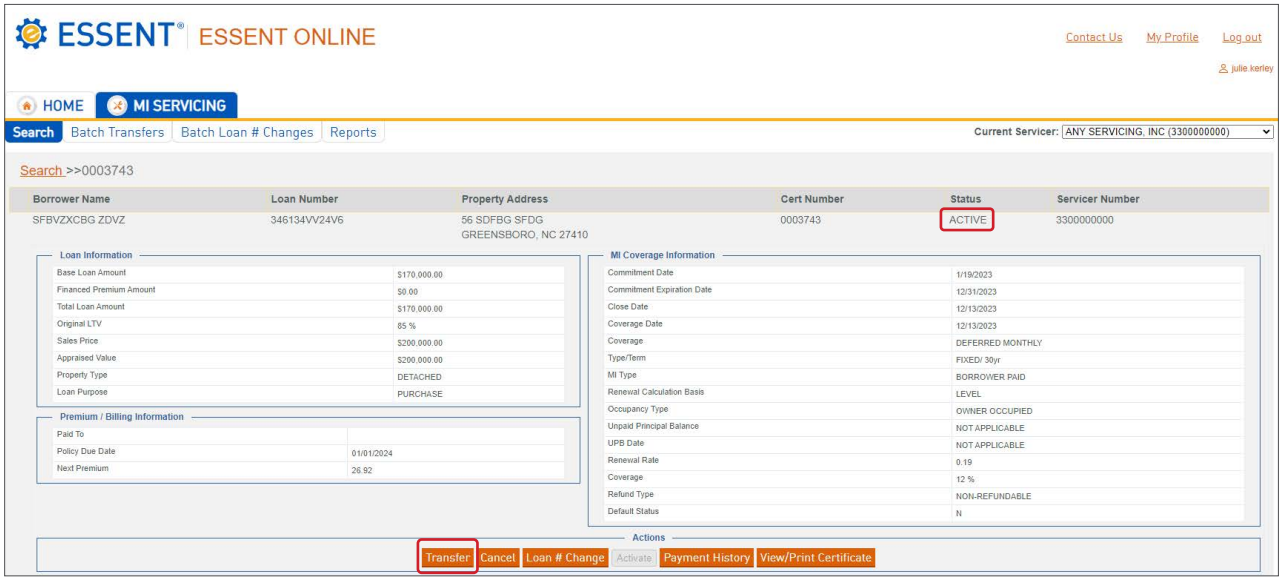
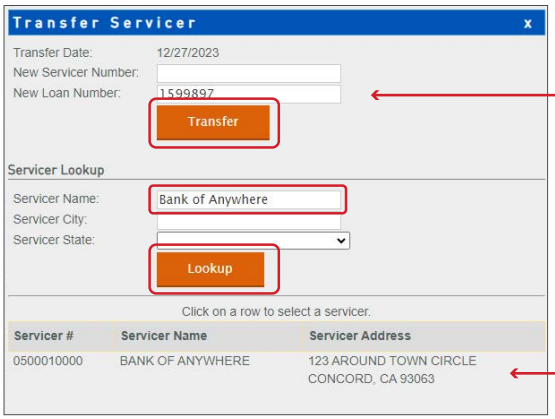
5.0 Transfer

Once a Certificate for coverage is activated, to transfer the Certificate to another Servicer, click the **Transfer** button at the bottom of the screen and a pop-up box will appear.



Complete the below Transfer Servicer pop-up box. If you do not know the Servicer Number assigned by Essent, you must search for the new Servicer. Enter the Servicer Name in the Servicer Lookup section and select **Lookup**. If you are having difficulty, try entering a portion of the new Servicer's name and refrain from using the address fields. The information you enter must match our records, which may sometimes vary. Once you have found the new Servicer's information in our system, click the highlighted Servicer information (as shown below) via the **Click on** arrow box. Once clicked, the new Servicer's information will appear in the top portion of the **Transfer Servicer** pop-up box. You can now enter the new Servicer's Loan number, if available, and complete the transfer by clicking the **Transfer** button. Not having the new Servicer's new Loan number will not prevent the transfer from being completed.



Once you click on the Servicer, the Servicer Number is transferred to New Servicer Number and you can complete the Transfer.

Click on the highlighted row

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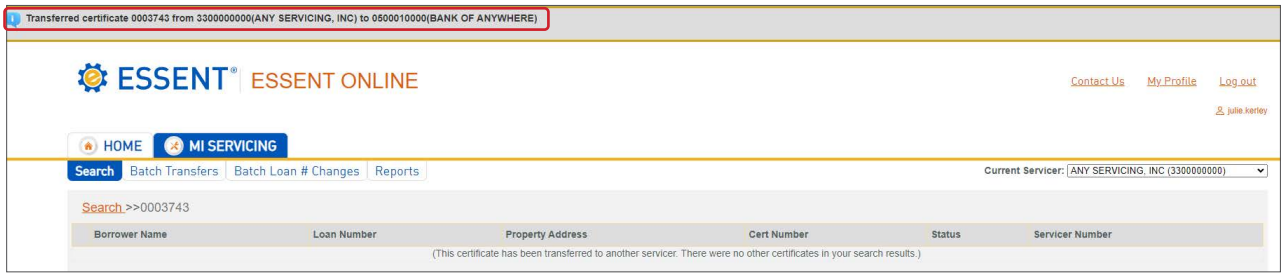
The message box below will appear at the top of the screen confirming that your transfer is complete. You will no longer be able to view this Certificate once it has been transferred.



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6.0 Cancellation

Refer to Master Policy Section 95 which describes the requirements for cancellation of coverage.

This Section 6.0 relates to Servicer-initiated cancellations; it does not include cancellations of mortgage insurance (MI) coverage by Essent enforcing the terms and conditions of the Master Policy.

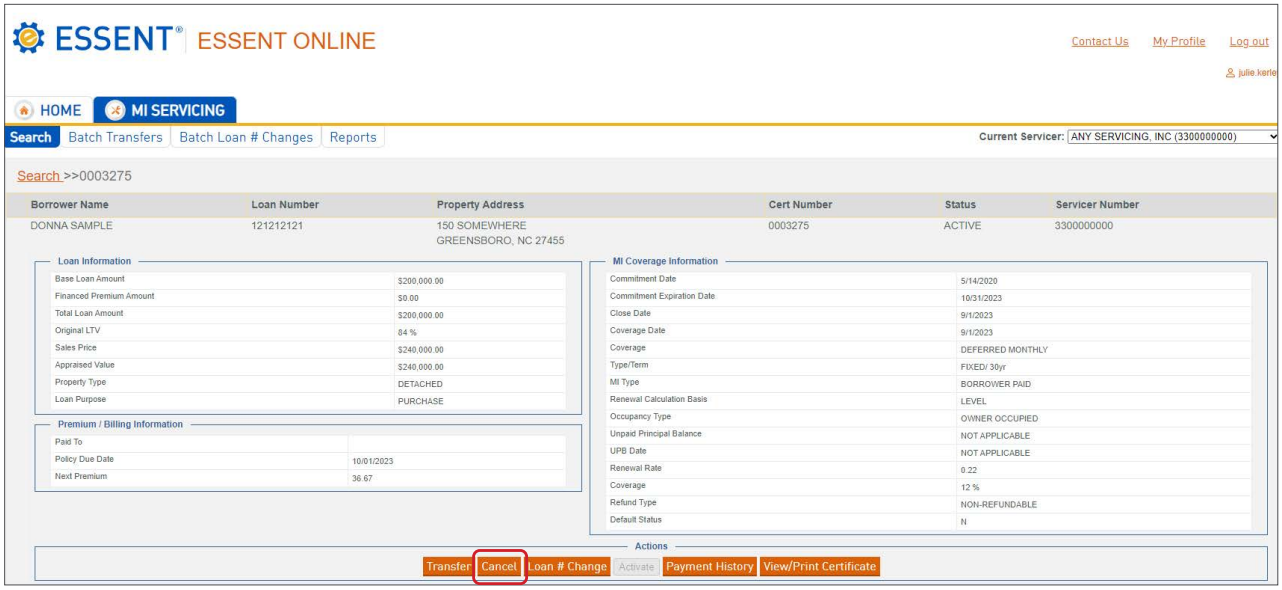
Essent's Client Services Department, available at clientservices@essent.us, responds to requests by Servicers to cancel MI coverage. Cancellation of an active Certificate of Insurance must be requested by the Servicer; we do not accept requests from Borrowers. Servicers must validate all legal and Investor 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 cancelled 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 cancelling 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.

You may cancel a Commitment/Certificate through our website, however you cannot backdate your cancellation more than 45 days. If the cancellation date is more than 45 days from the current date, you will need to contact Client Services.

Click the **Cancel** button at the bottom of the screen.



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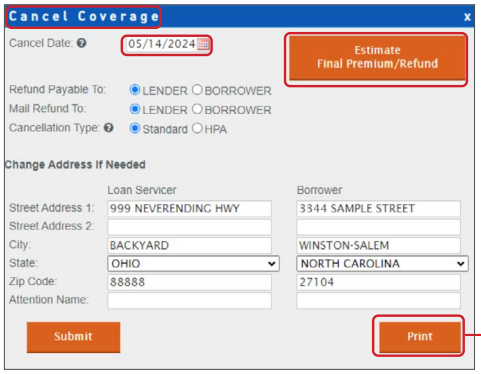
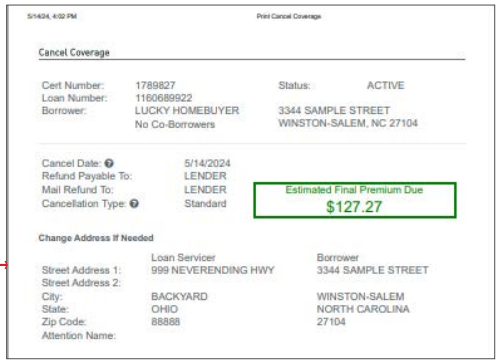
The Cancel Coverage box will appear with the current date prepopulated. (The Cancel Date is the effective date of the coverage cancellation, not the date that you are cancelling coverage in our system.) You can change the Cancel Date by clicking on the calendar to backdate within the 45-day limit.

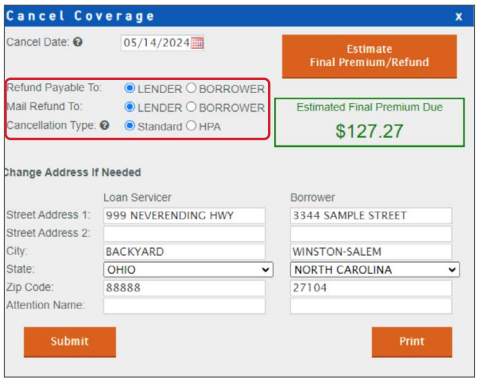
You can click the **Estimate Final Premium/Refund** button to determine whether you will receive a refund or if premium is due based on the Cancel Date (the effective date of cancellation as supplied by the Servicer). If you have recently submitted a payment, you can click the **Payment History** button to determine whether the MI payment was processed and received by Essent. Your determination of whether the most recent payment was received and processed by us will ensure that the **Estimate Final Premium/Refund** tool provides you with the most accurate estimate of the final premium or refund. If you have any questions or require assistance estimating a final premium payment or refund, please contact clientservices@essent.us.

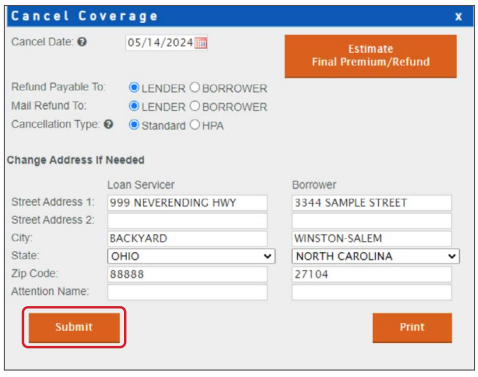
If you would like a copy of the estimate that is generated by the estimator tool described above, click the **Print** button to capture only the relevant portion of the screen (see estimate screen below).

Refer to Sections 10.0 (Cancellation of MI Coverage by Servicers) and 11.0 (MI Product Types and Refunds of Premium) in the Client Services Guide for more information, and contact clientservices@essent.us if you have any questions.









You can request the refund (if applicable), payable to you as the Lender or Borrower; however, if the certificate is a Lender-Paid policy you can only select Lender as the payee. You can also change the mailing address of a refund under the "Change Address If Needed" section. This may be requested if a borrower's mailing address is not the property address we are insuring. If the certificate is a Borrower-paid and you are cancelling due to the HPA (Homeowner's Protection Act) you will need to click the button for HPA. If cancellation is due to any other reason leave the "Standard" as is. Please refer to your applicable guidelines regarding HPA cancellation. If the Estimate shows premium is due based on the cancellation date, you will need to withhold this amount for the final premium due unless it has been sent and not posted. You can determine this by clicking on the "Payment History" button.

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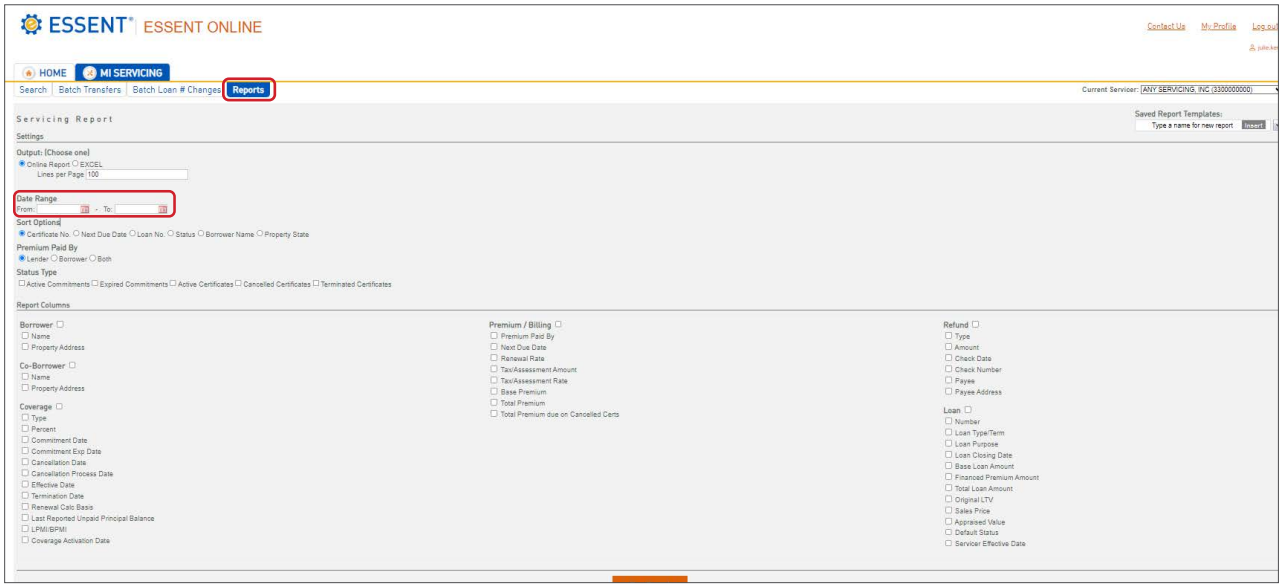
7.0 Reports

You have the capability to run various reports to help manage your portfolio by clicking on the **Reports** tab. Complete each section to customize your report. It is advisable to leave the **Date Range** field blank so that your report will include all Certificates in your portfolio. An example of one way to use the **Date Range** field is a Cancellation report to show Certificates canceled within a specific period (e.g., January 1 through March 31).



If you would like to save the customized Report Template that you created for future use, you can do this by creating a report name under **Saved Report Templates** and clicking **Insert**. By doing so, you will be able to save the **Report Columns** you selected. The next time you want to run the report, click on the dropdown under **Saved Report Templates** and select your saved report. You can continuously adjust a saved Report Template, for example, by adding or deleting a column, and the Template will automatically update without any further action by you once you run the report.

Below is a description of each section of the Reports tab.

- **Output**
  This is the type of document that will be exported from our system. We suggest using Excel for flexible functionality such as search and sort. Note: depending on which version of Excel you are using, if the Certificate number begins with zeroes, you should search for a specific Certificate using the remaining digits, excluding the zeroes, because the full Certificate number may not be fully listed.
- **Date Range**
  This is to create a report for a specific range of dates. Otherwise, leaving this area blank will provide results that fit all the other criteria selected, regardless of the date.

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- **Sort Options**
  You can select the report to sort by one of these options automatically once the report is exported to your preferred output source.
- **Premium Paid By**
  You can run a report for LPMI or BPMI; or you can run a report of all Premium-paid types by clicking on **Both**.
- **Status Type**
  You can further customize your report by selecting one or more of the options listed.
- **Report Columns**
  This area allows for narrow tailoring of a report down to Certificate-level specifics. You can select all columns by clicking on the box next to the coverage heading, or you can click on individual boxes to get specific columns.

This concludes the procedures for Essent's Servicing Online website. Should you have questions or need assistance, please contact clientservices@essent.us or call us at 877.569.6547. Website demonstrations are available upon request.

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