**Request Types and Sub-Types for Loan Servicing**

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| --- | --- | --- |
| **S.No** | **Request Type** | **Sub-Request Type** |
| 1 | Adjustment | AU Transfer |
|  |  | Reallocation Fees |
|  |  | Reallocation Principal |
|  |  | Interest Adjustment |
|  |  | Principal Adjustment |
| 2 | Closing Notice | Reallocation Fees |
|  |  | Amendment Fees |
|  |  | Reallocation Principal |
|  |  | Final Payment Notice |
|  |  | Loan Closure Confirmation |
| 3 | Commitment Change | Cashless Roll |
|  |  | Decrease Commitment |
|  |  | Increase Commitment |
|  |  | Commitment Termination |
|  |  | Commitment Renewal |
| 4 | Fee Payment | Ongoing Fee |
|  |  | Letter of Credit Fee |
|  |  | Late Payment Fee |
|  |  | Prepayment Fee |
|  |  | Administrative Fee |
| 5 | Money Movement - Inbound | Principal |
|  |  | Interest |
|  |  | Principal + Interest |
|  |  | Principal + Interest + Fee |
|  |  | Escrow Payment |
| 6 | Money Movement - Outbound | Timebound Payment |
|  |  | Foreign Currency Payment |
|  |  | Refund Processing |
|  |  | Overpayment Adjustment |
|  |  | Disbursement to Borrower |
| 7 | Loan Modification | Interest Rate Change |
|  |  | Term Extension |
|  |  | Term Reduction |
|  |  | Payment Restructuring |
|  |  | Loan Consolidation |
| 8 | Loan Inquiry | Loan Balance Inquiry |
|  |  | Payment History Inquiry |
|  |  | Interest Rate Inquiry |
|  |  | Escrow Account Inquiry |
|  |  | Loan Maturity Date Inquiry |
| 9 | Document Request | Loan Agreement Copy |
|  |  | Payment Schedule |
|  |  | Escrow Analysis Statement |
|  |  | Tax Documents |
|  |  | Amortization Schedule |
| 10 | Payment Issues | Missing Payment |
|  |  | Overpayment |
|  |  | Underpayment |
|  |  | Payment Reversal |
|  |  | Payment Allocation Error |
| 11 | Collateral Management | Collateral Release |
|  |  | Collateral Substitution |
|  |  | Collateral Valuation |
|  |  | Collateral Documentation Request |
| 12 | Default Management | Delinquency Notice |
|  |  | Foreclosure Initiation |
|  |  | Forbearance Request |
|  |  | Loan Workout Plan |
|  |  | Bankruptcy Filing Notification |
| 13 | Escrow Management | Escrow Analysis |
|  |  | Tax Payment |
|  |  | Insurance Payment |
|  |  | Escrow Refund |
|  |  | Escrow Shortage Notification |
| 14 | Loan Payoff | Payoff Quote Request |
|  |  | Final Payoff Processing |
|  |  | Prepayment Penalty Calculation |
|  |  | Loan Satisfaction Letter |
|  |  | Payoff Confirmation |
| 15 | Interest Rate Management | Fixed-to-Floating Rate Change |
|  |  | Floating-to-Fixed Rate Change |
|  |  | Interest Rate Cap Adjustment |
|  |  | Interest Rate Floor Adjustment |
|  |  | Rate Lock Request |
| 16 | Compliance and Reporting | Regulatory Reporting |
|  |  | Audit Request |
|  |  | Compliance Certificate Submission |
|  |  | KYC/AML Documentation |
|  |  | Borrower Financial Statement Submission |
| 17 | Loan Origination Follow-Up | Pending Documentation |
|  |  | Loan Approval Status |
|  |  | Loan Disbursement Status |
|  |  | Application Withdrawal |
|  |  | Application Reconsideration |
| 18 | Customer Service Requests | General Inquiry |
|  |  | Account Update Request |
|  |  | Contact Information Update |
|  |  | Password Reset |
|  |  | Complaint Submission |
| 19 | Fraud and Dispute Management | Unauthorized Transaction |
|  |  | Fraudulent Activity Report |
|  |  | Dispute Resolution |
|  |  | Chargeback Request |
|  |  | Fraud Investigation Status |
| 20 | Loan Renewal | Renewal Application |
|  |  | Renewal Fee Payment |
|  |  | Renewal Terms Adjustment |
|  |  | Renewal Confirmation |
|  |  | Renewal Documentation Submission |
| 21 | Loan Cancellation | Cancellation Reques |
|  |  | Refund of Fees |
|  |  | Cancellation Confirmation |
|  |  | Cancellation Due to Non-Compliance |
|  |  | Cancellation Due to Borrower Request |
| 22 | Tax and Insurance | Tax Payment Inquiry |
|  |  | Insurance Coverage Update |
|  |  | Insurance Claim Submission |
|  |  | Tax Escrow Adjustment |
|  |  | Insurance Premium Payment |
| 23 | Loan Transfer | Transfer to New Servicer |
|  |  | Transfer to New Borrower |
|  |  | Transfer Confirmation |
|  |  | Transfer Documentation Request |
|  |  | Transfer Fee Payment |
| 24 | Payment Plan Setup | Installment Plan Setup |
|  |  | Biweekly Payment Plan |
|  |  | Lump Sum Payment Plan |
|  |  | Payment Plan Adjustment |
|  |  | Payment Plan Cancellation |
| 25 | Early Payoff | Early Payoff Quote |
|  |  | Prepayment Penalty Waiver |
|  |  | Early Payoff Confirmation |
|  |  | Refund of Overpayment |
|  |  | Early Payoff Documentation |
| 26 | Other Request | Other Sub Request |