

PUBLIC ANNOUNCEMENT

United States Bankruptcy Court for the Western District of Pennsylvania

Announcement: Solicitation of Entities to Provide Mortgage Modification Portal Services

The United States Bankruptcy Court for the Western District of Pennsylvania (the “Court”) is seeking entities to provide a web-based portal system to facilitate communication and document exchange between debtors and creditors in mortgage modification cases. Interested entities should have the capability to provide the services outlined in the Court’s Approved Loss Mitigation Program Portal Provider Application, including, but not limited to:

- A secure website dedicated exclusively to portal services;
- A privacy policy that meets or exceeds the standards applicable to financial institutions;
- The ability to store data submitted through the portal for at least seven years;
- A written manual, on-site training sessions, online training sessions, and training videos;
- Email and telephone support;
- The ability for creditors to provide customized forms and loss mitigation requirements through the portal;
- Portal assistance for debtors in determining which forms and documents to provide;
- Email notifications to parties and time/date stamping of all activity;
- Status updates and a detailed record of all activity on an account that can be printed;
- User identification for all actions performed on the portal;
- Document updating, with retention of previously submitted documents;
- Indexing of all submitted documents;
- The ability for creditors to bulk download documents or transfer them into their internal systems;
- Consistency with the rules and procedures of the United States Bankruptcy Court for the Western District of Pennsylvania;
- Ongoing communication between debtor and creditor, including the ability for both parties to identify single points of contact;
- Customized reports for creditors, debtors, and the Court; and
- Document preparation software that facilitates the preparation of customized mortgage modification packages, including a Certificate of Completion.

Entities wishing to be considered for Approved LMP Portal Provider status should submit a completed application which can be found at the following link:

<https://www.pawb.uscourts.gov/sites/default/files/pdfs/LmpPortalApplication.pdf>

Completed applications should be emailed to the following address:

lmf_request@pawb.uscourts.gov

Additional information regarding document preparation software and portal providers can be found on the Court's website at the following link:

<https://www.pawb.uscourts.gov/loss-mitigation-program>

The submission deadline will close at 5:00 PM EST on May 30, 2025.

The Court will review all applications and select the entity or entities that best meet its needs and the requirements outlined in the application. The Court reserves the right to reject any and all applications.