

UAD 3.6 forms redesign escalation and support procedures

Introduction

In preparation for the GSE UAD Forms redesign mandate, Cotality is committed to ensuring a seamless transition for all valuation customers. This document outlines the communication channels and escalation paths available to your team to ensure technical and business continuity leading up to the **November 2, 2026**, deadline.

The command center support model

To manage the high volume of migrations, we have established a **UAD command center**. This is a dedicated, cross-functional team of technical experts and subject matter experts (SMEs) focused exclusively on UAD-related issues.

- **Active period:** March 1, 2026, through November 15, 2026.
- **Focus:** Rapid triage of form rendering issues, data mapping errors, and integration failures.
- **Priority:** During this window, UAD-specific tickets will be prioritized to provide accelerated resolution.
 - **Refer to CMS Accelerated Valuation Modernization release schedule code release**
(<https://corelogicreleases.com/2026-release-calendars/>)

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Support Contact Information

Channel	Details	Hours of Operation
UAD support email	mercuryinfo@corelogic.com	7 a.m. – 7 p.m. CST Monday - Friday
Dedicated phone	1-800-900-4954	7 a.m. – 7 p.m. CST Monday - Friday
Online portal	https://www.cotality.com/support	
Submit a ticket to support	https://pages.cotality.com/en-us/uad-3-6-request-form	24 hours

Note on after-hours: After-hours support is reserved for **priority one (P1) system outages** only. Standard UAD mapping queries will be addressed during the next business day.

Client contact information *(action required)*

To ensure we can reach the right people during a critical issue, please provide the following contacts for your organization.

- **Business point of contact:** Overall decision-maker for valuation workflow
- **Technical/IT point of contact:** For API or integration-specific issues
- **Escalation lead:** Who we contact if issues are identified with systemic issues – P1 & P2

Escalation path

If a reported issue is not resolved within the expected SLA or requires higher-level visibility, please follow this path:

1. **Level 1: Support desk** – Initial ticket creation via email or phone
2. **Level 2: Client Success Manager** – Request escalation if the issue is a "blocker" for production
3. **Level 3: Executive management** – Contact [insert name/role] at [insert email]

Best Practice: Incident reporting requirements for production

To expedite your request, all UAD-related support tickets **must** include:

- **Subject line:** "UAD 3.6: [brief description]"
- **Customer name/platform ID:**
- **Loan/order ID:** Impacted examples
- **Issue type:**
 - I am experiencing a critical system outage
 - I need help with system configuration
 - I have a question about my upcoming migration
 - I have a general question about UAD or system functionality
- **Affected area:** i.e. unable to login, cannot create orders, cannot update fees, etc.

- **Impacted users:** i.e. Just me, my entire team, all our users etc.
- **Issue start time:** When the issue was first observed
- **Detailed description and steps to reproduce:** Clear description of behavior
- **Screenshots:** Screenshots or video of error

Dates and deadlines

- **Migration starts:** [Insert date]
- **Blackout window:** No non-essential platform updates will occur between October 25 and November 5
- **GSE mandate go-live: November 2, 2026**