

FREDDIE MAC REFI POSSIBLESM

PARTNER PLAYBOOK

 **Freddie Mac**
SINGLE-FAMILY

**ALL FOR
HOME**

[SF.FREDDIEMAC.COM/REFI-POSSIBLE](https://www.sf.freddiemac.com/refi-possible)

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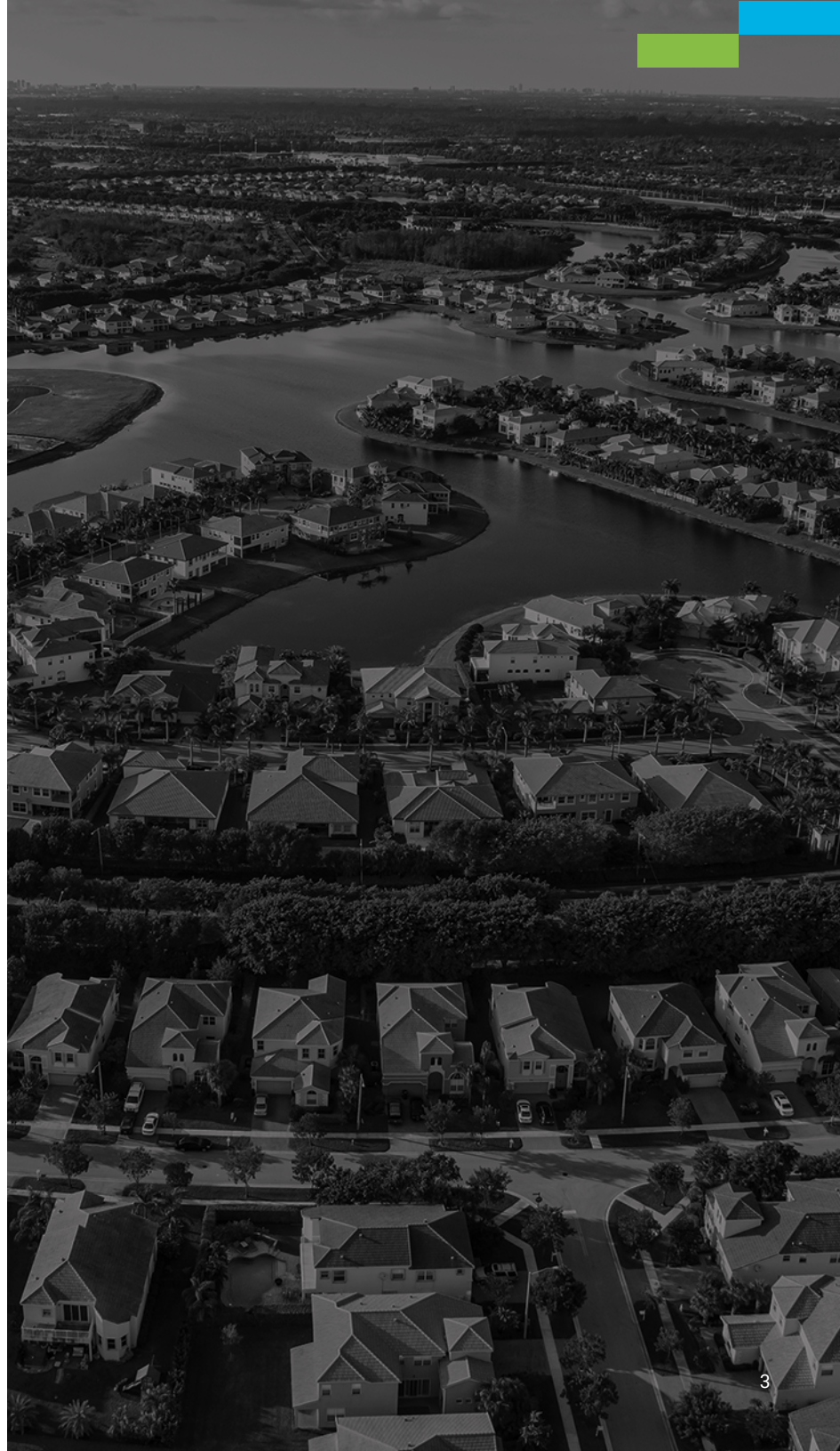
ACCEPTING LOANS AS OF AUGUST 30, 2021

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WELCOME

Welcome to the partner playbook. The purpose of this playbook is to serve as your go-to source for promotional and educational tools and resources. We include steps required to help you on your path to readiness and begin offering our new refinance solution, Freddie Mac Refi PossibleSM to even more low- and moderate-income borrowers.

As a trusted client, you can use these resources to guide potential homebuyers about affordable homeownership solutions to increase savings on their monthly mortgage payment.



APPROVAL PROCESS

The playbook provides guidelines and assets you may need to communicate the benefits of Refi Possible as a refinance solution to your eligible borrowers. The playbook is not intended to be prescriptive; messaging can be adapted to fit your brand positioning, messaging and style.

The resources included in this partner playbook are Freddie Mac proprietary content and cannot be changed, cropped or include any other customization such as the addition of your logo when promoted through your online channels.

Promotional Materials

Messaging that relates directly to Freddie Mac, Refi Possible, eligibility requirements, resources and graphics that are proprietary assets of Freddie Mac will need to be approved.

To request approval, submit marketing materials with logos and assets to [Freddie Mac Brand Standards](#).

For more information, contact your Freddie Mac representative or contact the **Customer Support Contact Center (800-FREDDIE)**.

COLLABORATING WITH FREDDIE MAC

What we do

We keep mortgage capital flowing to make housing accessible and affordable. We make it easy for organizations to get access to the solutions and support they need to be successful in their area of the housing finance marketplace. By making it easy to do business with us, we help our industry partners build their businesses and deliver for their clients, ultimately helping Freddie Mac deliver on its mission of providing liquidity, stability, affordability and equality to the housing market.

Our purpose

We help our industry partners grow their business, both today and for the future. Financial, demographic, technological and cultural forces are challenging participants across the housing, insurance and financial industries. With our help, our clients are continually reevaluating and optimizing how to improve their effectiveness, accelerate their growth and respond to meet the changing needs of their customers.

We feel a fundamental responsibility to our clients, to our mission and to, ultimately, the American people. This aligns us with our client's objectives and makes us an exceptional business partner.

OUR BRAND ELEMENTS

Guidance around our brand elements and approved assets is designed to facilitate a consistent experience across our industry partners when speaking to and offering Refi Possible to borrowers. This playbook can serve as the central hub for your marketing ecosystem from inception through execution.

Let's get started. We look forward to working with you.

FREDDIE MAC BRAND ELEMENTS



FREDDIE MAC REFI POSSIBLESM

Refi Possible is designed to support millions of low- and moderate-income homeowners reduce their monthly mortgage expenses to ensure housing stability and a chance to build generational wealth.

Refi Possible, our refinance offering makes it easier for low- and moderate-income borrowers take advantage of newly expanded flexibilities and features to overcome barriers to sustainable homeownership.

Refi Possible may provide opportunities for borrowers who believe they missed their chance to refinance and benefit from securing lower interest rates for a more affordable mortgage.

WHO IS REFI POSSIBLE FOR?

- 1** Low-and moderate-income borrowers with Freddie Mac-owned mortgages.
- 2** Low-and moderate-income borrowers who may not have taken advantage of lower interest rates to refinance their current loans.
- 3** Low-and moderate-income borrowers looking for ways to lower the amount of their monthly mortgage payments to increase their savings and improve their financial wellness.

BORROWER ELIGIBILITY

For borrowers to be eligible to refinance their Freddie Mac-owned mortgage under the Refi Possible offering, the following preliminary criteria must be met.

1. Income must not exceed 100% of the area median income (AMI) for the location of the mortgaged premises.
2. The borrower must have a debt-to-income ratio not to exceed 65%.

3. The borrower(s) on the Refi Possible mortgage must be the same as the borrower(s) on the mortgage being refinanced, except a borrower may be omitted if:

1. The remaining borrower has been making the mortgage payments, including the payments of any secondary financing for the most recent 12-month period from their own funds.
2. In the case of death, at least one borrower from the mortgage being refinanced must be retained.

PLEASE REFER TO THE FREDDIE MAC SINGLE-FAMILY SELLER/SERVICER GUIDE TO VIEW THE FULL ELIGIBILITY REQUIREMENTS.

ELIGIBILITY TOOLS

You may use the following tools to run a quick verification of to determine if a borrower may qualify for a Refi Possible mortgage

- **Loan Look-Up Tool:** Confirms if a loan is currently owned by Freddie Mac.
- **Refi Possible Income and Property Eligibility Tool:** Determine if a borrower may qualify for a Refi Possible mortgage based on the property location and the borrower's qualifying income.



BORROWER BENEFITS

1. **Improve spending capabilities:**

Offer lower monthly mortgage payments and improved spending power on other expenses.

2. **Generational wealth building:**

Provide confidence to borrowers in building generational wealth and to sustain homeownership.

3. **Equitable housing:**

Overcome common borrower challenges and enable homeowners across all communities to build generational wealth.

LENDER BENEFITS

1. **Expand your market opportunity:**

Accommodate borrowers in a wide range of life stages with low- and moderate-incomes looking to expand their monthly savings.

2. **Expanding your business by meeting a greater variety of client needs:**

Offer expanded eligibility features to meet the needs of diverse borrower situations, giving them the practical solutions to sustain their homeownership and build generational wealth.

3. **Benefit from certainty:**

Choose to qualify through Loan Product Advisor for greater certainty in the loans you sell to Freddie Mac.

PLEASE REFER TO THE [FREDDIE MAC SINGLE-FAMILY SELLER/SERVICER GUIDE](#) TO VIEW THE FULL ELIGIBILITY REQUIREMENTS.

FREDDIE MAC REFI POSSIBLESM

EDUCATIONAL RESOURCES

[SF.FREDDIEMAC.COM/REFI-POSSIBLE](https://sf.freddiemac.com/refi-possible)

EDUCATIONAL RESOURCES

Whether you're new to selling mortgages to Freddie Mac or are one of our experienced partners, you can take advantage of our educational resources to enhance your knowledge and grow your business.

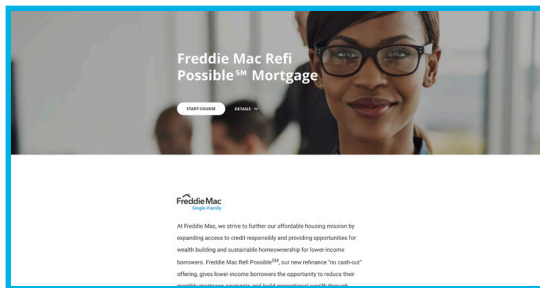
Use the following resources available on the [Refi Possible mortgage page](#) to help you explore training opportunities, self-study tools and resources to originate Refi Possible loans:

Training



Learning Clip

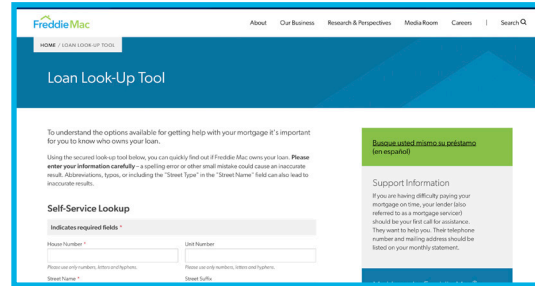
Learn how this refinance offering can benefit borrowers.



Reference Tool

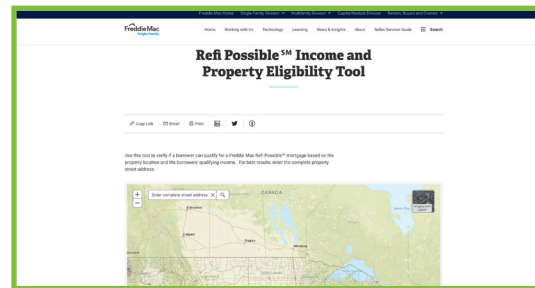
Understand the fundamentals of Refi Possible.

Eligibility Tools



Freddie Mac Loan Look-Up Tool

Determine if an existing mortgage is currently Freddie Mac-owned.

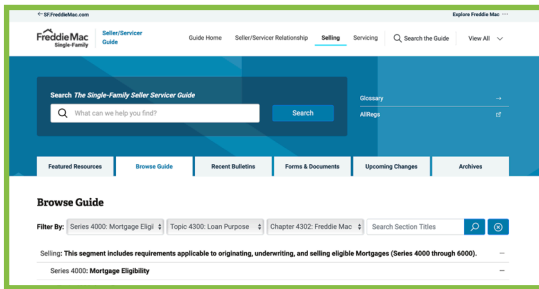


Income and Property Eligibility Tool

Verify if a borrower is eligible for Refi Possible based on the borrower's income and property location.

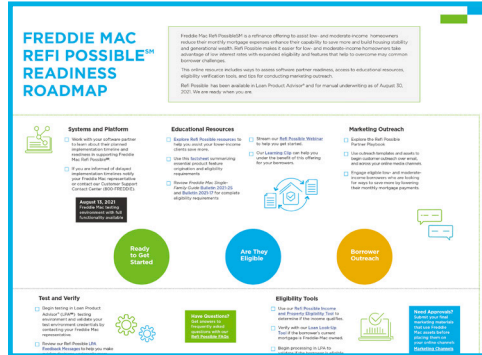
EDUCATIONAL RESOURCES

Refi Possible Resources



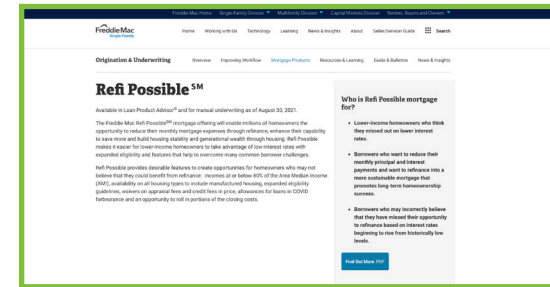
[Freddie Mac Single-Family Seller/ Servicer Guide Chapter 4302](#)

Provides requirements applicable to originating, underwriting and selling eligible Refi Possible mortgages.



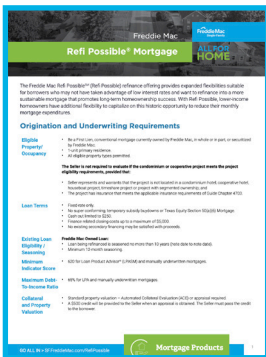
[Readiness Roadmap](#)

Outlines the path to readiness, from setting up systems, conducting marketing outreach, to making new loan submissions as Refi Possible.



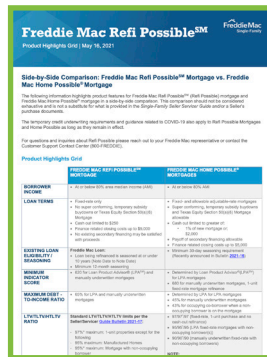
[Refi Possible Page](#)

A digital resource serving as a one-stop repository for information on our new refinance offering, in addition to full eligibility requirements provided in the Guide.



[Factsheet](#)

Summarizes product features for Refi Possible to serve as a quick reference.



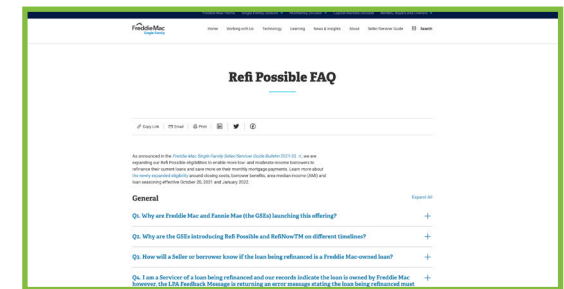
[Refi Possible and Home Possible Refinance Comparison](#)

Highlights product features for Refi Possible and Freddie Mac Home Possible® mortgage in a side-by-side comparison.

Prior Version Message Category	Prior Version Message Code	New Version Message Code	Original or Existing Message Text (if applicable)	New Message Text	Feedback Certificate, Error Page	Purpose
Refi Possible Effective August 30, 2021						
Updated Message						
A	N/A	DGR022	A loan can only contain one loan program identifier or refinance the loan.	Submitted combination of Loan Product Advisor programs cannot be assessed.	Error Page	Data quality message indicating multiple loan programs cannot be used in combination with Refi Possible offering.
A	N/A	PFA088	Seller is not required to evaluate if Condominium or Cooperative Project meets project eligibility requirements set forth in Guide Chapter 3701 or for Cooperative Share Loans, in the Seller's Purchase Documents if Seller represents and warrants that project is not located in a condominium or a cooperative hotel, household project.	Seller is not required to evaluate if condominium or cooperative project meets project eligibility requirements set forth in Guide Chapter 3701 or for Cooperative Share Loans, in the Seller's purchase documents if Seller represents and warrants that project is not located in a condominium or a cooperative hotel, household project.	Feedback Certificate	Property and appraisal message being updated to align with the Refi Possible offering.

[Loan Product Advisor® Feedback Messages for Refi Possible](#)

Outlines the path to readiness, from setting up systems, conducting marketing outreach, to making new loan submissions as Refi Possible.



[Refi Possible FAQ](#)

A comprehensive list of frequently asked questions around Refi Possible as well as its eligibility, origination and underwriting requirements.

EDUCATIONAL RESOURCES

Thought Leadership Resources

- [Many Black and Hispanic Homeowners Don't Refinance](#) - Freddie Mac Single-Family article by Sam Luna, August 3, 2021
- [Freddie Mac Research Note](#) from May 12, 2021 -Almost 50% of Black and Hispanic Borrowers Could Save \$1,200 Annually by Refinancing
- [Freddie Mac Infographic Article](#) from May 10, 2021 - How Can Refinancing Amid Low Rates Support More Equitable Housing?
- [Top States for Black Refinance Opportunity](#) research, July 2021
- [Four Things Homeowners Should Know and Do When Considering a Refinance - Freddie Mac Single-Family](#)
- [How Can Refinancing Amid Low Rates Support More Equitable Housing - Freddie Mac Single-Family](#)
- [Executive Perspective with Pam Perry](#) - Our Renewed Commitment to Equitable Housing: Follow the Data, June 17, 2021
- [Executive Perspective with Danny Gardner](#) - Who is Refinancing and Why is It Important?, April 5, 2021
- [Helping Low-Income Homeowners Overcome Barriers to Refinancing](#) article by Sam Luna, October 16, 2020

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READINESS ROADMAP

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FREDDIE MAC REFI POSSIBLESM READINESS ROADMAP

Freddie Mac Refi PossibleSM is a refinance offering to assist low- and moderate-income homeowners reduce their monthly mortgage expenses enhance their capability to save more and build housing stability and generational wealth. Refi Possible makes it easier for low- and moderate-income homeowners take advantage of low interest rates with expanded eligibility and features that help to overcome may common borrower challenges.

This online resource includes ways to assess software partner readiness, access to educational resources, eligibility verification tools, and tips for conducting marketing outreach.

Refi Possible has been available in Loan Product Advisor[®] and for manual underwriting as of August 30, 2021. We are ready when you are.



Systems and Platform

- Work with your software partner to learn about their planned implementation timeline and readiness in supporting Freddie Mac Refi PossibleSM.
- If you are informed of delayed implementation timelines notify your Freddie Mac representative or contact our Customer Support Contact Center (800-FREDDIE).

August 13, 2021
Freddie Mac testing environment with full functionality available



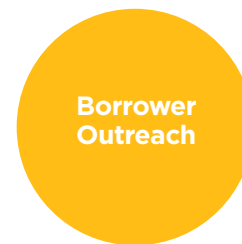
Educational Resources

- Explore [Refi Possible resources](#) to help you assist your lower-income clients save more.
- Use this [factsheet](#) summarizing essential product feature origination and eligibility requirements
- Review *Freddie Mac Single-Family Guide* [Bulletin 2021-25](#) and [Bulletin 2021-17](#) for complete eligibility requirements
- Stream our [Refi Possible Webinar](#) to help you get started.
- Our [Learning Clip](#) can help you under the benefit of this offering for your borrowers.



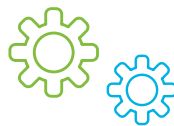
Marketing Outreach

- Explore the Refi Possible Partner Playbook
- Engage eligible low- and moderate-income borrowers who are looking for ways to save more by lowering their monthly mortgage payments.



Test and Verify

- Begin testing in Loan Product Advisor[®] (LPASM) testing environment and validate your test environment credentials by contacting your Freddie Mac representative.
- Review our Refi Possible [LPA Feedback Messages](#) to help you make quicker decisions, underwrite more loans and get a competitive edge.



Have Questions?
Get answers to frequently asked questions with our [Refi Possible FAQs](#)

Eligibility Tools

- Use our [Refi Possible Income and Property Eligibility Tool](#) to determine if the income qualifies.
- Verify with our [Loan Look-Up Tool](#) if the borrower's current mortgage is Freddie-Mac owned.
- Begin processing in LPA to validate if the borrower is eligible



Need Approvals?
Submit your final marketing materials that use Freddie Mac assets before placing them on your online channels [Marketing Channels](#)

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