



Freddie Mac Manager Series Reports Reference Guide

February 2024

Chapter 1: Access Your Manager Series Reports

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Introduction

The Manager Series Reports section of the Servicer Performance Profile home page provides access to various reports that contain high-level summary and loan-level detail data to give you additional insight into the performance results reflected on your Freddie Mac Servicer Success Scorecard (“Scorecard”).

This chapter outlines system requirements and provides instructions on how to access your Manager Series Reports.

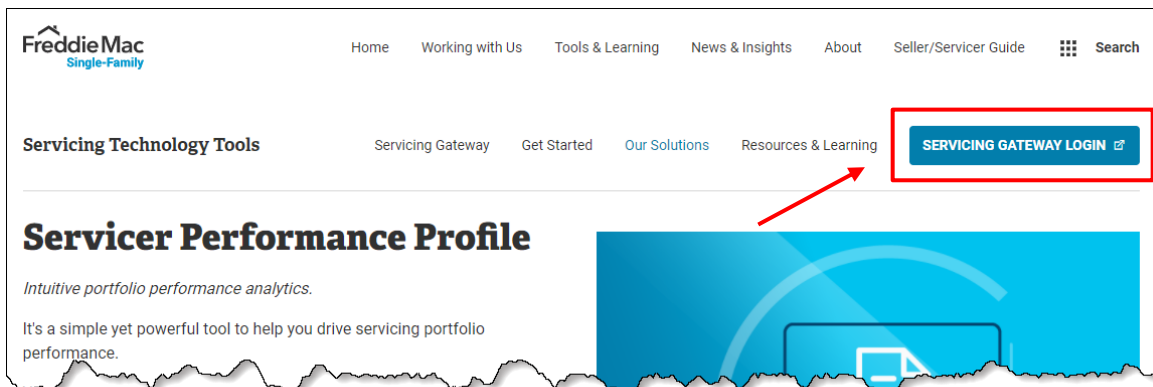
Manager Series Reports and this Reference Guide

We are continuously enhancing the functionality of the Manager Series Reports. Therefore, at times, you may have functionality available to you on the Manager Series Reports that is not yet documented in this reference guide. If you have questions about available functionality that is not detailed in this publication, contact your Freddie Mac representative or Customer Support at 800-FREDDIE. Additionally, remember to visit freddiemac.com frequently to ensure you are viewing the most recent version of this reference guide.

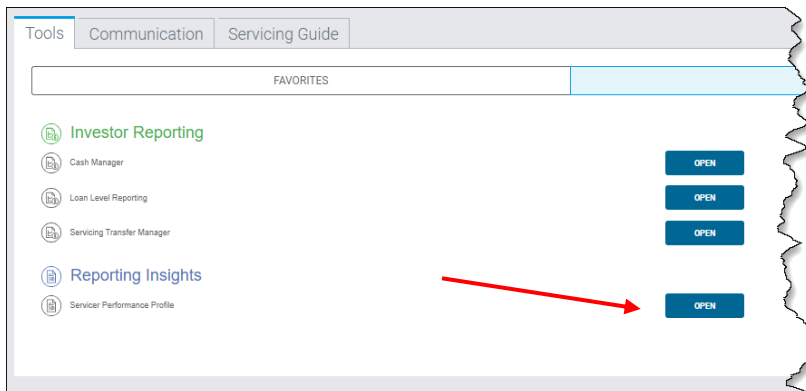
How to Access Your Manager Series Reports

Perform the following steps to access your Manager Series Reports:

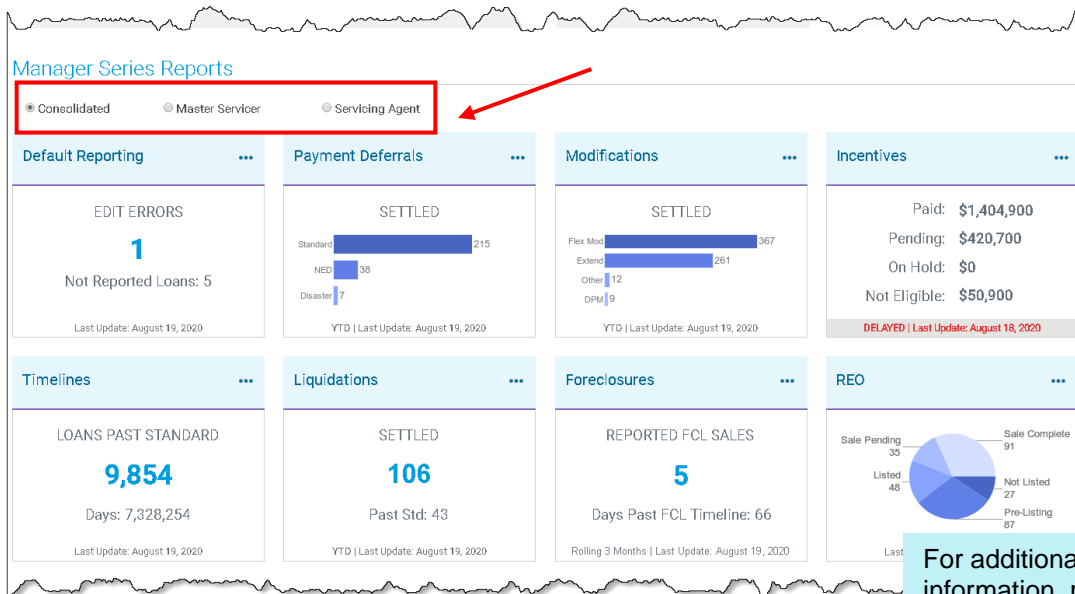
1. From the [Servicer Performance Profile](#) page click **Servicing Gateway Login**. You may also access the Servicing Gateway directly at <https://sg.freddiemac.com>.



2. Enter your user ID and password when prompted. The Servicing Gateway home page displays.
3. Click the Servicer Performance Profile **Open** button. The Servicer Performance Profile home page displays.



4. Under Manager Series Reports, select the radio button that corresponds to the view you want the reports to reflect, as applicable.



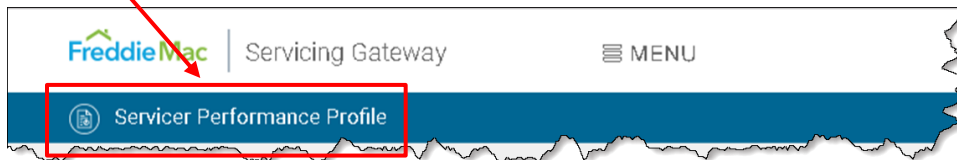
5. Select the tile that corresponds to the reports you want to view.

For additional information, refer to "Understanding the Servicer Performance Profile Home Page" in this chapter.



How to Return to the Servicer Performance Profile Home Page

To return to the Servicer Performance Profile home page, click **Servicer Performance Profile**.



Understanding the Servicer Performance Profile Home Page

The Servicer Performance Profile home page contains the following two sections:

1. Servicer Success Scorecard
2. Manager Series Reports

This topic introduces and provides a brief description of each section.

Click here
to access
[additional
resources](#).



000046 - Servicer 000046

Help & Guides

Servicer Success Scorecard

As of: April 2020

1

Consolidated	Master Servicer	Servicing Agent	Interim Servicer
SERIOUSLY DELINQUENT 1,622 0.36% TLS: 448,072	SERIOUSLY DELINQUENT 1,619 0.36% TLS: 448,013	SERIOUSLY DELINQUENT 3 5.08% TLS: 59	N/A

Manager Series Reports

Consolidated Master Servicer Servicing Agent

2

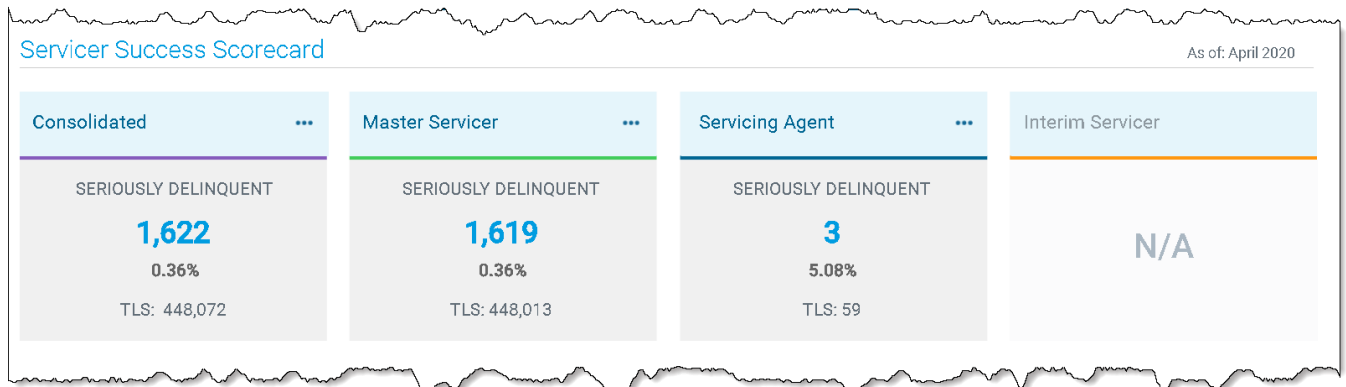
Default Reporting	Payment Deferrals	Modifications	Incentives
EDIT ERRORS 1 Not Reported Loans: 5 Last Update: August 19, 2020	SETTLED Standard: 215 NED: 38 Disaster: 7 YTD Last Update: August 19, 2020	SETTLED Flex Mod: 367 Extend: 261 Other: 12 DPM: 9 YTD Last Update: August 19, 2020	Paid: \$1,404,900 Pending: \$420,700 On Hold: \$0 Not Eligible: \$50,900 DELAYED Last Update: August 18, 2020
Timelines	Liquidations	Foreclosures	REO
LOANS PAST STANDARD 9,854 Days: 7,328,254 Last Update: August 19, 2020	SETTLED 106 Past Std: 43 YTD Last Update: August 19, 2020	REPORTED FCL SALES 5 Days Past FCL Timeline: 66 Rolling 3 Months Last Update: August 19, 2020	REO Pie chart showing: Sale Pending (35), Sale Complete (91), Listed (48), Not Listed (27), Pre-Listing (87) Last Update: August 19, 2020

The information, data, reports and documents provided in this Servicer Performance Profile, including but not limited to the Servicer Success Scorecard, Executive Summary Report, the Manager Series information and any reports or documents derived from the metrics and data related to the preceding contain Confidential Information of Freddie Mac which must be kept secure and confidential. Please refer to Sections 1201.8 and 8101.8 of the Freddie Mac Single-Family Seller/Servicer Guide, and any other confidentiality or non-disclosure agreements between our companies for additional details regarding Confidential Information.



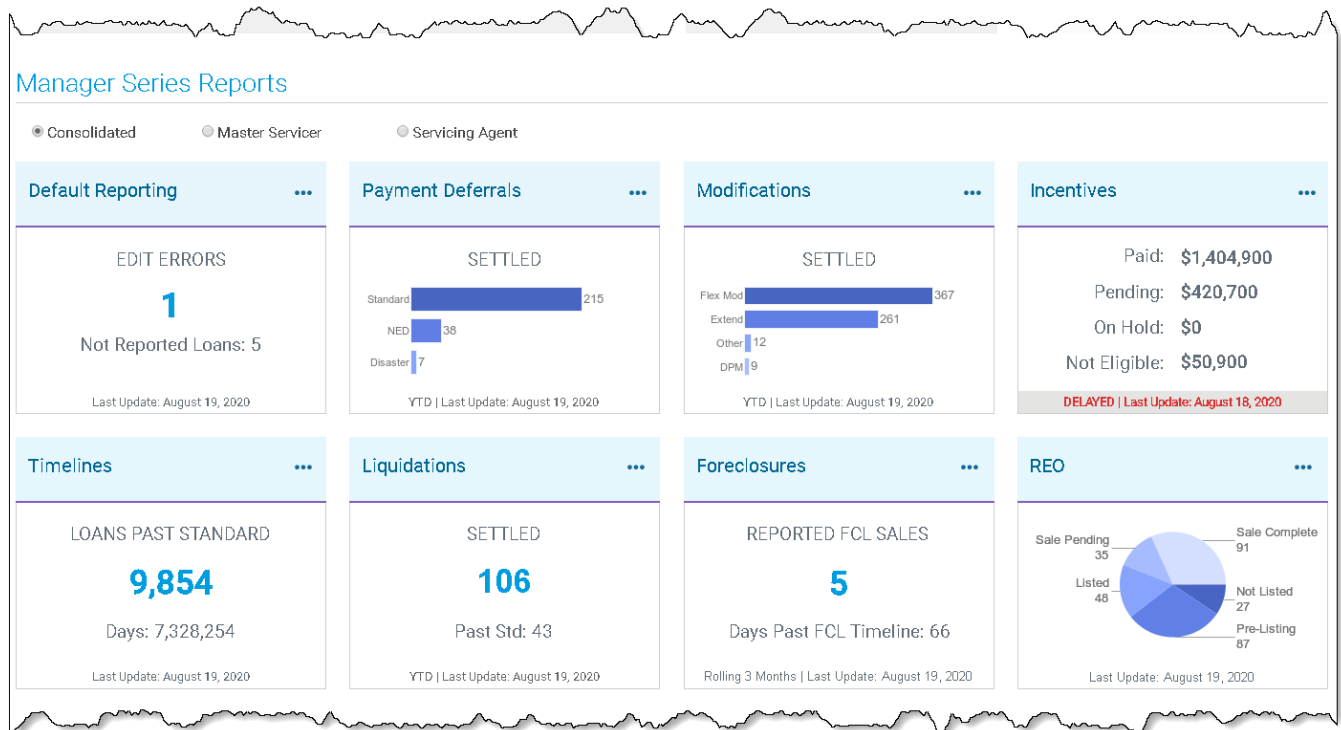
Section 1: The Servicer Success Scorecard

The Servicer Success Scorecard section of the Servicer Performance Profile home page provides access to the Consolidated Scorecard, Master Servicer Scorecard, and if applicable, the Servicing Agent and Interim Servicer Scorecards. For additional information, refer to our publication, *Freddie Mac Servicer Success Scorecard Reference Guide*.



Section 2: The Manager Series Reports

The Manager Series Reports are organized based on various default management-related servicing activities and are accessed via eight tiles on the Servicer Performance Profile home page.





Click this icon to display the report menus available for each tile.

- ↓ EDR Overview
- ↓ EDR Edit Errors
- ↓ EDR Loans Not Reported
- ↓ 1099c Loan Detail
- ↓ Automated Valuation Model

Click on the individual tiles to access overview reports.

Note:
Manager Series Reports are updated daily, by 9 a.m. ET. If there is a delay in updating the reports, a delay notification will display below any affected tile, and the “Last Update” date will not be refreshed.
Once the Manager Series Reports are updated, the notification will no longer display, and the “Last Update” date will be refreshed.

Paid: \$0
Pending: \$0
On Hold: \$0
Not Eligible: \$0

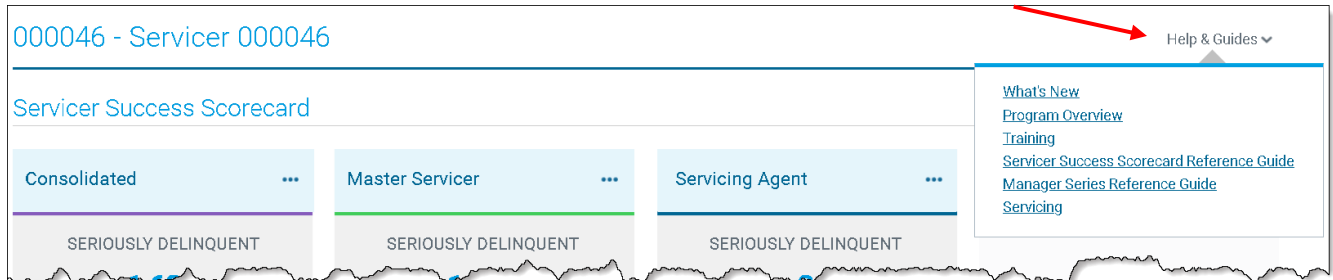
DELAYED | Last Update: August 18, 2020

For additional information about the reports, refer to Chapter 3, Understanding the Manager Series Reports.



Additional Resources

Click **Help & Guides** to display a menu that provides links to information about recent enhancements, training opportunities, reference tools, and more.



The following table provides a description of each link.

Link:	Description:
What's New	Displays the "What's New" page where you can view a summary of recent changes to the Scorecards.
Program Overview	Displays the Servicer Honors and Rewards Program (SHARP) SM page on freddiemac.com .
Training	Provides access to training opportunities for the Scorecards.
Servicer Success Scorecard Reference Guide	Provides access to the <i>Freddie Mac Servicer Success Scorecard Reference Guide</i> which includes information on the metrics and how to navigate the Scorecards.
Manager Series Reference Guide	Provides access to the <i>Manager Series Reports Reference Guide</i> (this reference guide) which includes information on how to access and use the reports.
Servicing	Displays the Servicing page on freddiemac.com .

Introduction

Your Manager Series Reports provide high-level summary data, as well as loan-level detail data that you can sort and filter as needed for further analysis.

This chapter explains:

- The difference between overview reports and loan-level detail reports.
- How to set the portfolio view
- How to filter overview reports
- How to download overview and loan-level detail reports

Overview Reports vs. Loan-Level Detail Reports

We provide the data that supports and provides insight into your performance via two types of reports:

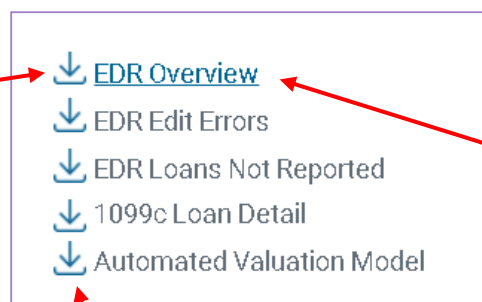
- Overview reports
- Loan-level detail reports

Overview reports contain high-level summary data that provides a bird's eye view into various default management-related servicing activities that you perform. Overview reports are identified as links on the Manager Series Reports menus, and once displayed, can be filtered as needed to display specific summary data for further analysis. You can also access overview reports by clicking on an individual Manager Series Reports tile.

Loan-level detail reports contain specific loan-level data that provides an in-depth view into your default management activities. They are identified by a File Download icon next to the report name on the Manager Series Reports menus and in the upper left corner of the overview reports, if accessed. Loan-level detail reports can be downloaded and sorted.

In some cases, loan-level detail reports are available to support the summary data displayed in the overview report. In these cases, you will see a link in addition to a download icon.

Click the link to display the overview report; click the download icon to access the loan-level detail report.



Overview reports are identified as links.

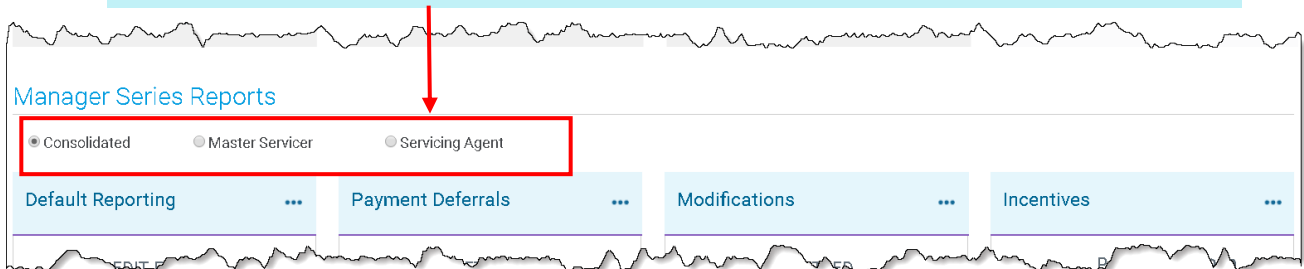
Loan-level detail reports are identified with the File Download icon.



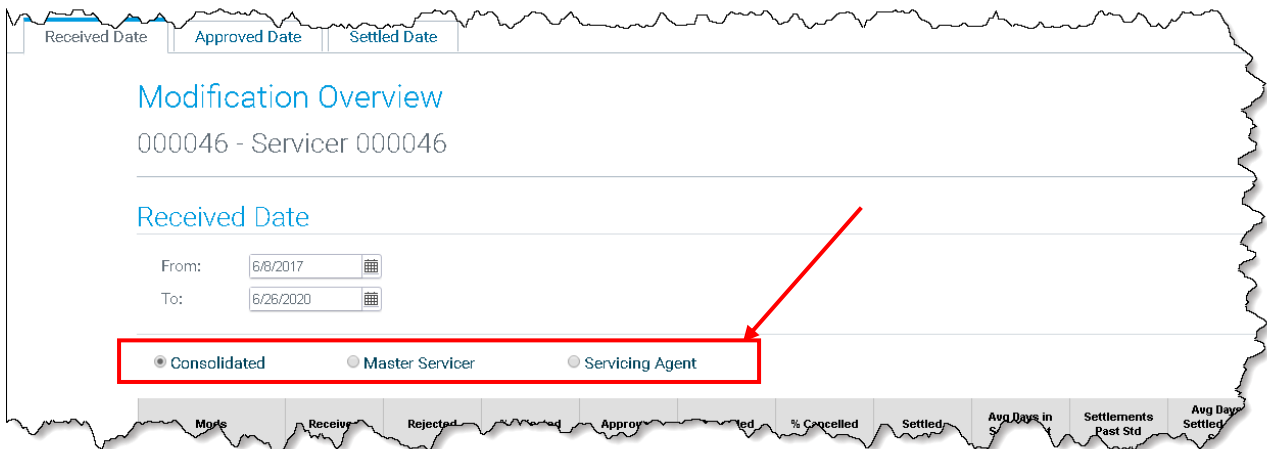
Set the Portfolio View

Just as the Servicer Success Scorecard allows you to view your performance for consolidated, master Servicer, servicing agent, and interim Servicer portfolios, as applicable, you can select the portfolio you want to view in Manager Series Reports.

To set the portfolio view on the Servicer Performance Profile, click the radio button that corresponds to the portfolio of loans you want to view. The view defaults to Consolidated. All applicable views will display.



You can also change the portfolio view after you access an overview report.



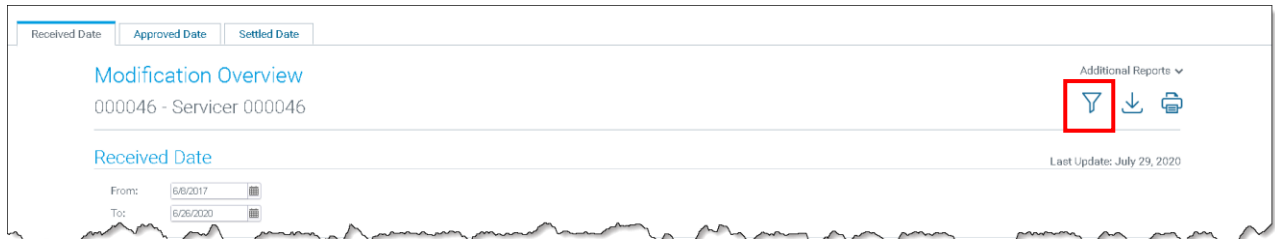


How to Filter Overview Reports

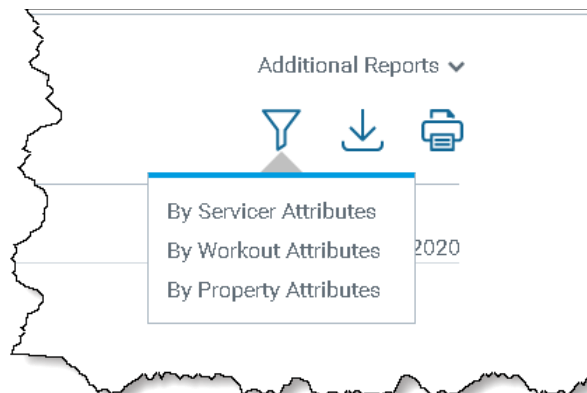
Use the filter functionality to further refine the summary data displayed on the overview reports. You cannot filter loan-level detail reports online; however, you can sort the spreadsheet data once you download it.

Perform the following steps to filter an overview report:

1. Click the filter icon located in the top right corner of the overview report.

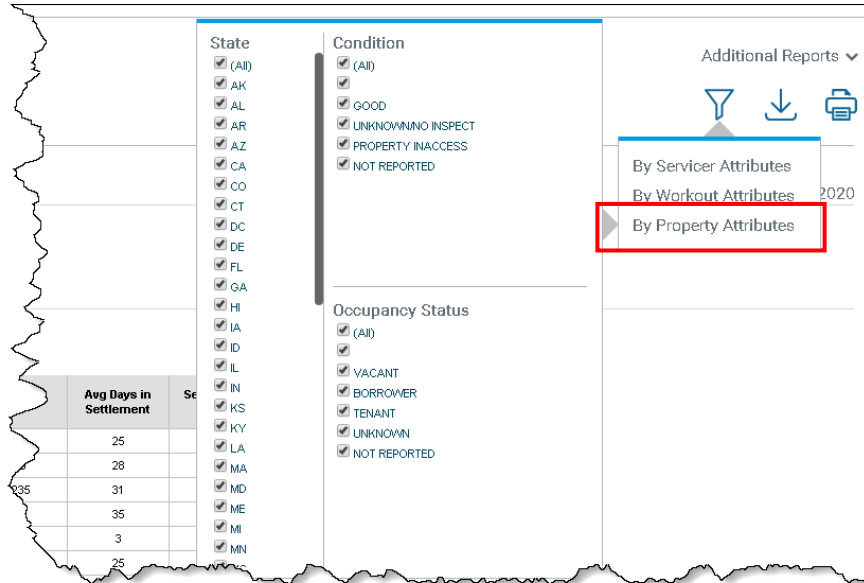


The attributes by which you can filter the data display. In this example for the Modification Overview, the following displays.



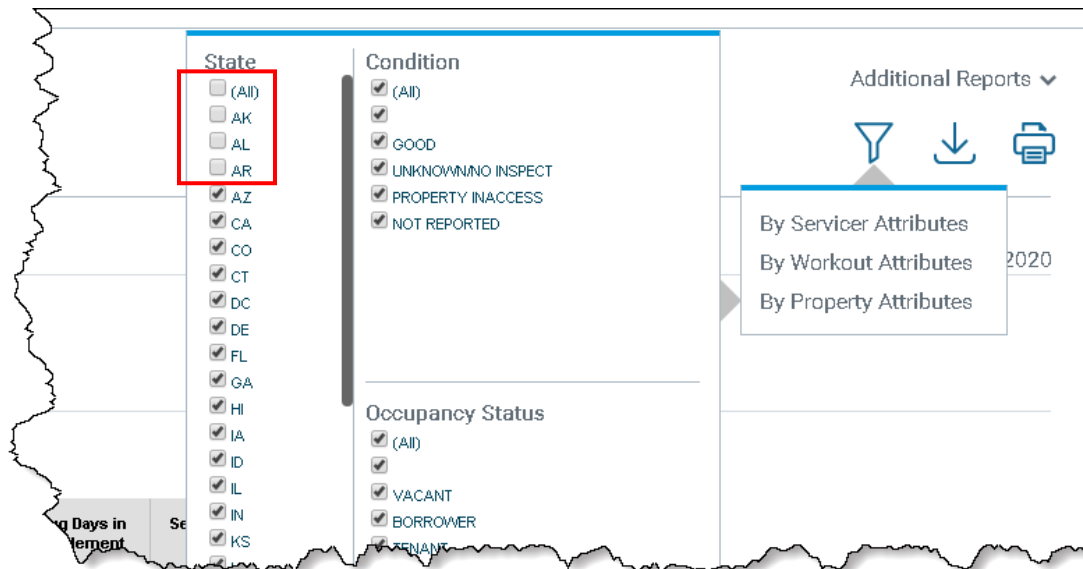


2. Select the attributes you want to filter. In this example, Property Attributes is selected and another attribute menu displays.



Default settings will display all data.

3. To filter the data, de-select attributes, as needed to ensure that the attributes you want to include in the report display. In this example, we do not want to include modifications in Alaska and Alabama, so we de-selected those check boxes. Note that other filters will dynamically adjust to display only the remaining filtering options that are available.



The overview report will automatically re-display based on the attributes selected.



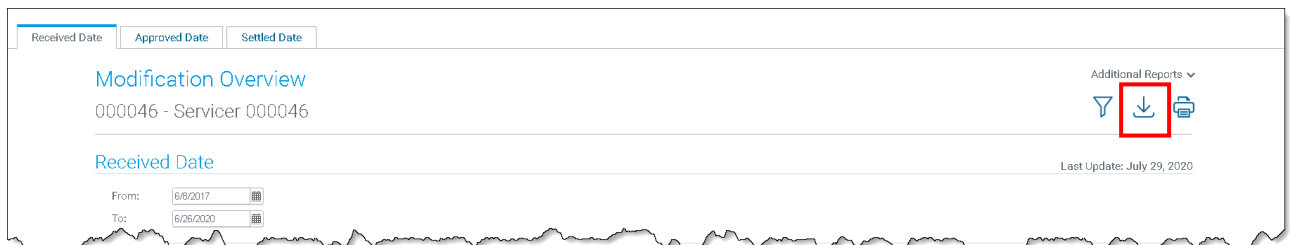
How to Download Loan-Level Detail Reports

Downloading loan-level detail reports into spreadsheet format gives you the ability to sort and refine the data for further review and analysis.

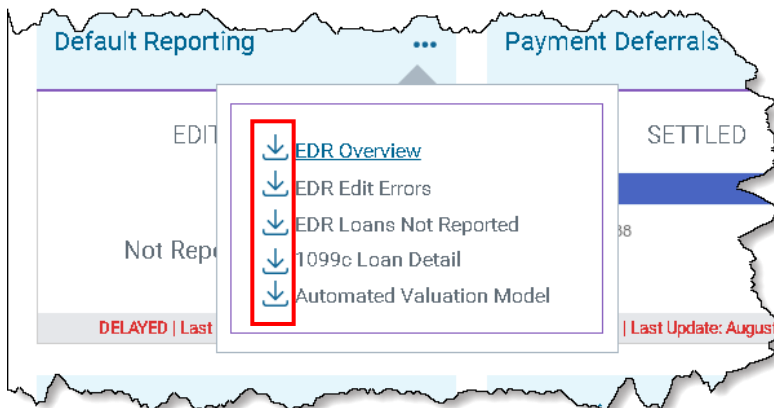
Perform the following steps to download loan-level detail reports.

1. Click the File Download icon.

On overview reports, the File Download icon is visible after you access the report.



For loan-level detail reports, the File Download icon is displayed on the Manager Series Reports menus.



2. Follow the system prompts to save the data as a Microsoft® Excel® spreadsheet.

After you save the spreadsheet, you may open it and sort the data as needed to create ad hoc reports and run analyses.

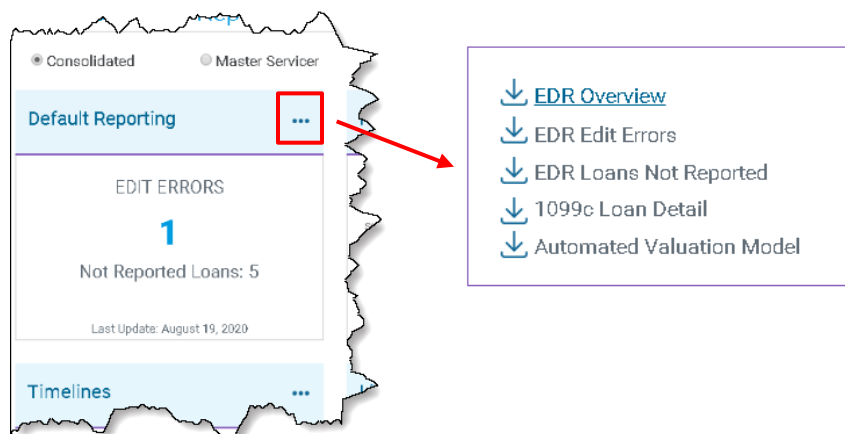
Introduction

Manager Series reports are available via eight tiles on the Servicer Performance Profile (SPP) home page to assist you with monitoring your default management-related servicing activities. Overview reports, which can help you identify trends in performance, as well as loan-level detail reports, which provide additional insight, can assist with enhancing your overall performance and potentially minimize compensatory fees.

This chapter introduces and provides a description of the Manager Series reports available to you.

Default Reporting

The Default Reporting tile displays the number of outstanding EDR edit errors as of the “Last Update” date displayed, based on the portfolio view you selected. The number of loans not reported for which we were expecting data via EDR is also displayed.





Let's look at the reports available via Default Reporting.

EDR Overview Report

The EDR Overview report identifies the total number of errors on the EDR Edit Errors report and EDR Loans Not Reported report. Review this report to determine the overall number of errors in your EDR transmission.

Click here to download the loan-level detail reports that support the EDR Overview report. You can also access the loan-level detail reports via the File Download icon on the menu in the upper right corner of the Default Reporting tile on the Servicer Performance Profile home page.

EDR Overview
000046 - Servicer 000046

Additional Reports ▾
Download Print

Last Update: June 20, 2020

Consolidated Master Servicer

Default Exception Reporting			
EDR Edit Code	EDR Default Action Code	EDR Edit Status	Edit Error Count
1 Invalid	09 Forbearance	Open	1
Total			1

Delinquencies/Foreclosures Not Reported	
Servicer	EDR Loans Not Reported
	1
	1
	1
	2
Total	5

Access the EDR Overview loan-level detail report to view the individual loans and their associated edits. The data on the EDR Edit Errors LLR tab supports the summary data in the Default Exception Reporting section and the Loans Not Reported LLR tab supports the summary data in the Delinquencies/Foreclosures Not Reported section.

Review this report and submit corrections as needed.



EDR Edit Errors

The EDR Edit Errors loan-level detail report identifies loans for which there were exceptions or errors in what you transmitted. Review any errors shown on this report. If you have no errors, you will still receive this report as confirmation that your transmission was error-free. The data displayed on this report supports the summary data displayed on the EDR Overview report in the Default Exception Reporting section.

If necessary, follow up by transmitting the corrections to us by the close of the sixth business day of the same month.

EDR Loans Not Reported

The EDR Loans Not Reported loan-level detail report identifies loans you reported as 90+ days delinquent or in foreclosure in the previous month's EDR transmission that you did not report this month, for which no other status change has occurred. Review any items listed on this report. The data displayed on this report supports the summary data displayed on the EDR Overview report in the Delinquencies/Foreclosures Not Reported section.

Follow up by transmitting missing loans to us by the close of the sixth business day of the same month.

1099-C Loan Detail

The 1099-C Loan Detail report provides a list of loans for which debt was cancelled. You are responsible for reviewing each loan on the list and completing your due diligence to determine whether an IRS Form 1099-C, *Cancellation of Debt*, filing is required pursuant to *Single-Family Seller/Service Guide (Guide)* Section 55.3. Review this report and take action, as appropriate.

Automated Valuation Model

The Automated Valuation Model loan-level detail report displays the current value for loans 30 days or more delinquent using the Automated Valuation Model. It is provided for informational purposes and no action is required.

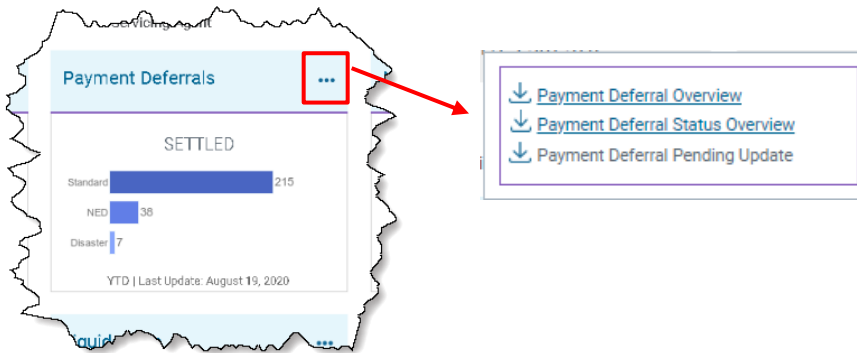


Payment Deferrals

The Payment Deferrals tile displays the number of Payment Deferrals settled year-to-date as of the “Last Update” date displayed, based on the portfolio view you selected. The number of Payment Deferrals displayed on the tile is categorized based on hardship reason:

Category:	Reflects Payment Deferrals with the following hardship reason:
Standard	All other hardships except National Emergency Declaration and Disaster. This category also includes Payment Deferrals submitted with no hardship reason selected.
NED	National Emergency Declaration
Disaster	Disaster

Note: If there are no settled Payment Deferrals for a category, that category will not display on the tile.





Let's look at the reports available via Payment Deferrals.

Payment Deferral Overview

The Payment Deferral Overview report provides high-level statistics for Payment Deferrals that have been received, approved, rejected, settled and cancelled, categorized by hardship reason. Use this overview and its corresponding loan-level detail report to monitor your Payment Deferrals.

Click here to access the loan-level detail report that supports the Payment Deferral Overview. You can also access the loan-level detail report via the File Download icon on the menu in the upper right corner of the Payment Deferrals tile on the Servicer Performance Profile home page.

Payment Deferral Plan Overview
000046 - Servicer 000046

Received Date | **Approved Date** | Settled Date

Received Date
From: 12/3/2019
To: 6/25/2020

Additional Reports
Download icon

July 29, 2020

Click a tab to identify the type of timeframe you want to view (i.e., received date, approved date, or settlement date).
Click the calendar icon to select the "From" and "To" date, or enter the date manually.

Plan	Hardship Reason	Received	Rejected	% Rej
Payment Deferral	National Emergency Declaration	41	0	0.0
Payment Deferral	Disaster (natural or man-made)	6	0	0.0
Payment Deferral	Death of borrower / co-borrower	7	0	0.0

Payment Deferral Status Overview

The Payment Deferral Status Overview report provides additional insight by displaying a breakdown of your Payment Deferral pipeline by process stage and hardship reason. Use this report to view the number of Payment Deferrals in the various process stages. Access its corresponding loan-level detail report to run analyses, determine trends, and identify specific loans that require additional attention to improve performance.

Payment Deferral Plan Status Overview
000046 - Servicer 000046

Additional Reports
Filter, Download, Print icons

Last Update: July 29, 2020

Consolidated | Master Servicer

Process Stage	Plan	Hardship Reason	Loans	\$ UPB	Avg Days in Process	To Process Std 16+	To Process Std 15-6	To Process Std 5-0	Past Process Std 1-5	Past Process Std 6-10	Past Process Std 11-15	Past Process Std 16-30	Past Process Std 31-60	Past Process Std 60+	Past Process Std
SETTLEMENT	Payment Deferral	National Emergency Declaration	1	\$493,737.59	4.00	1	0	0	0	0	0	0	0	0	0
SETTLEMENT	Payment Deferral	Disaster (natural or man-made)	1	\$330,186.88	23.00	0	0	1	0	0	0	0	0	0	0
SETTLEMENT	Payment Deferral	Death of borrower / co-borrower	1	\$181,906.36	22.00	0	0	1	0	0	0	0	0	0	0
SETTLEMENT	Payment Deferral	Increasing housing expenses	1	\$311,104.86	91.00	0	0	0	0	0	0	0	0	1	1

Click a tab to identify the type of timeframe you want to view (i.e., received date, approved date, or settlement date).
Click the calendar icon to select the "From" and "To" date, or enter the date manually.






The Payment Deferral Redefault Overview and Payment Deferral Redefault Loan Details reports have been retired. Redefault data is located on the Payment Deferrals Overview Loan Details report. You can access the loan-level details report via the download icon in the upper right corner of the Payment Deferral Plan Overview page. Review the data to determine trends in re-defaulted Payment Deferrals and identify potential process improvements.

Service Performance Profile

Service Performance Profile > Shared Reports > [...] > Payment Deferral Overview

Received Date | Approved Date | Settled Date

Payment Deferral Plan Overview

Additional Reports   

Received Date

From: 7/13/2020 To: 3/1/2023

Last Update: March 2, 2023

Consolidated Master Servicer Servicing Agent

Plan	Hardship Reason	Received	Rejected	% Rejected	Approved	Cancelled	% Cancelled	Settled	Avg Days in Settlement	Settlements Past Due	Avg Days Settled Past Due	Settlements Past Due Rate
Payment Deferral	National Emergency Declaration	105,895	0	0.00%	105,895	760	0.72%	105,090	6	1,859	22	1.77%
Payment Deferral	Disaster (natural or man-made)	1	0	0.00%	1	1	100.00%	0		0		
Payment Deferral	Increase in housing expenses	1	0	0.00%	1	1	100.00%	0		0		
Payment Deferral	Reduction Of Income	1	0	0.00%	1	1	100.00%	0		0		

W	X	Y	Z
shipReason	PaymentDeferral	PaymentDeferral	PaymentDeferral
	Redefault	RedefaultStatu	RedefaultSubS
onal Emerge	No		
onal Emerge	No		
onal Emerge	No		
onal Emerge	Yes		
onal Emerge	Yes		
onal Emerge	Yes		
onal Emerge	No		
onal Emerge	No		

Payment Deferral Pending Update

The Payment Deferral Pending Update loan-level detail report provides a breakdown, by hardship reason, of all Payment Deferrals that are in a pending status and scheduled to update for the current cycle or future cycle. Review this report and compare our information to your data. If you identify any discrepancies, contact your Freddie Mac settlement representative or the Customer Support Contact Center (800-FREDDIE).



Understanding the Settlement Sub-process Statuses for Payment Deferrals

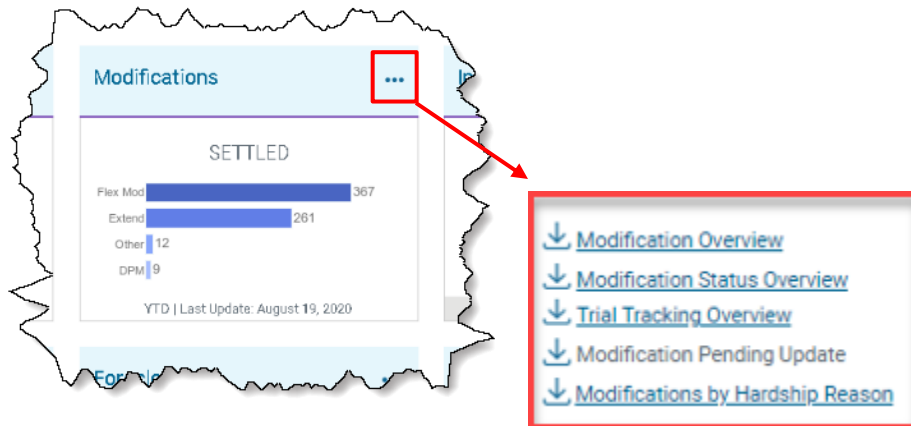
The following table defines the settlement sub-process statuses that display on the Payment Deferral Loan Level Detail reports.

Settlement Sub-process Status	Description
Settlement – Pending Update	No further action is needed. The Payment Deferral is queued to settle in the next cycle.
Settlement	Action is required. The settlement submitted has not been completed and is pending final processing. You must submit the settlement for the payment deferral.
Settlement – Pending Recon	Action is required. Refer to the Settlement Status Code Reference Guide to resolve any defect comments.



Modifications

The Modifications tile displays, in graph format, a breakdown of the number of modifications settled year-to-date, based on the portfolio view you selected.



Let's look at the reports available via Modifications.

Modification Overview

The Modification Overview report provides high-level statistics regarding modifications that have been received, approved, rejected, settled and cancelled. Use this report to monitor your modification pipeline. Monitor this report on a daily basis and correct any defects to ensure timely settlement.

Access its corresponding loan-level detail report to run analyses, determine trends, and identify specific loans that require additional attention to improve performance.

Click here to access the loan-level detail reports that support the *Modification Overview*. You can also access the loan-level detail report via the File Download icon on the menu in the upper right corner of the Modifications tile on the Servicer Performance Profile home page.

Click a tab to identify the type of timeframe you want to view (i.e., received date, approved date, or settlement date).
Click the calendar icon to select the "From" and "To" date, or enter the date manually.

Mods	Received	Rejected	% Rejected	Approved	Cancelled	% Cancelled	Settled	Settlement	Past Std	Settled Past Std	Past Std Rate
Deferred Payment Mod	447	0	0.00%	447	11	2.48%	436	25	200	19	45.87%
Extend Mod	262	0	0.00%	262	0	0.00%	260	28	136	13	48.57%



Modification Status Overview




The Modification Status Overview report provides additional insight by displaying a breakdown of your modification pipeline by process stage. Use this report to view the number of modifications in the various process stages and identify areas where loans are approaching or are past standard. Access its corresponding loan-level detail report to run analyses, determine trends, and identify specific loans that require additional attention to improve performance.

Click here to access the loan-level detail reports that support the Modification Status Overview.

You can also access the loan-level detail report via the File Download icon on the menu in the upper right corner of the Modifications tile on the Servicer Performance Profile home page.

Modification Status Overview

000046 - Servicer 000046

Additional Reports   

Last Update: July 29, 2020

Consolidated Master Servicer Servicing Agent

Process Stage	Mods	Loans	\$ UPB	Avg Days in Process	To Process Std 16+	To Process Std 15-6	To Process Std 5-0	Past Process Std 1-5	Past Process Std 6-10	Past Process Std 11-15	Past Process Std 16-30	Past Process Std 31-60	Past Process Std 60+	Past Process Std	Avg Days Past Process Std	Past Process Std Rate
SETTLEMENT	Deferred Payment Mod	28	\$4,896,949.01	28.64	4	1	8	6	2	1	3	3	0	15	15.00	53.57%
SETTLEMENT	Flex Mod	3	\$292,866.27	23.67	1	0	0	2	0	0	0	0	0	2	9.50	66.67%
SETTLEMENT	Std	1			1	0	0	0	0	0	4	0	0	0		

The Modification Redefault Overview and Modification Redefault Loan Details reports have been retired. Redefault data is located on the Modification Overview Loan Details report. You can access the loan-level details report via the download icon in the upper right corner of the Modification Overview page. Review the data to determine trends in re-defaulted modifications and identify potential process improvements.




FreddieMac | Servicing Gateway

Servicer Performance Profile

Modification Overview

Received Date | Approved Date | Settled Date

Modification Overview

Additional Reports   

Last Update: October 18, 2022

From: 7/12/2018
To: 8/12/2022

Consolidated Master Servicer Servicing Agent Interim Servicer

Mods	Received	Rejected	% Rejected	Approved	Cancelled	% Cancelled	Settled	Avg Days in Settlement	Settlements Past Std	Avg Days Settled Past Std	Settlements Past Std Rate
Deferred Payment Mod	497	0	0.00%	484	14	2.89%	493	5	21	32	4.26%
Extend Mod	5	0	0.00%	5	5	100.00%	0		0		
Flex Mod	9,161	0	0.00%	9,046	84	0.93%	9,127	10	1,092	24	11.96%
FM Negotiated Mod	158	0	0.00%	153	26	13.93%	168	130	18	81	10.71%
HAMP Mods	2	0	0.00%	2	0	0.00%	2	6	0		0.00%
Standard Mods	6	0	0.00%	6	1	16.67%	5	150	0		0.00%
Streamlined Mods	3	0	0.00%	3	0	0.00%	3	4	0		0.00%
Total	9,882	0	0.00%	9,734	130	1.34%	9,798	12	1,131	25	11.54%



X	Y	Z	A
Status	ModRedefault	ModRedefaultSt	ModRec
Approved	Yes		
Approved	Yes		
Approved	Yes		
Approved	Yes		
Approved	Yes		
Approved	Yes		
Approved	Yes		
Approved	Yes		
Approved	Yes		
Approved	Yes		
Approved	Yes		
Approved	Yes		
Approved	Yes		
Approved	Yes		
Approved	Yes		
Approved	Yes		
Approved	Yes		
Approved	Yes		

Trial Tracking Overview

The Trial Tracking Overview report identifies:

- Loans you reported via EDR with active, successful, ineligible, or failed Trial Period Plans
- Loans that successfully completed a Trial Period, but you continued to report them for more than three months (over-reported Trial Period).
- Modifications with inconsistent Trial Period reporting data (under-reported Trial Period).

Use this report in conjunction with its loan-level detail report to monitor your Trial Period reporting data. Note: Review your EDR Edit Error loan-level detail report to help identify the errors resulting from inconsistent reporting.

Click here to access the loan-level detail reports that support the Trial Tracking Overview.

You can also access the loan-level detail report via the File Download icon on the menu in the upper right corner of the Modifications tile on the Servicer Performance Profile home page.

Trial Tracking Overview

000046 - Servicer 000046

Additional Reports ▾

Last Update: June 20, 2020

Consolidated Master Servicer

Modification Type	Trial Status	In Process	Over Reported	Under Reported
Trial Process Status				
Standard/Flex	Active	269		3
Standard/Flex	Closed	66	4	
Standard/Flex	Deleted		1	
Standard/Flex	Failed	1		
Standard/Flex	Ineligible	33	1	
Standard/Flex	Success	282	153	
Total		651	159	3



Modification Pending Update

The Modification Pending Update loan-level detail report provides a breakdown, by modification type, of all modifications that are in a pending status and scheduled to update for the current cycle or future cycle but are not yet confirmed. Review this report and compare our information to your data. If you identify any discrepancies, contact your Freddie Mac settlement representative or Customer Support at 800-FREDDIE.

Modifications by Hardship Reason

The Modifications by Hardship Reason report provides high-level statistics for all modification types that have been received, approved, rejected, settled and cancelled, categorized by hardship reason. Use this overview and its corresponding loan-level detail report to monitor and analyze trends for modifications as they relate to hardship reason.




Click here to access the loan-level detail report that supports the *Modifications by Hardship Reason* report.

You can also access the loan-level detail report via the File Download icon on the menu in the upper right corner of the Modifications tile on the Servicer Performance Profile home page.

Received Date | Approved Date | Settled Date


Modifications by Hardship Reason


000962 - Servicer 000962

Additional Reports   

date: July 29, 2020

Received Date

From: 

To: 

Consolidated
 Master Servicer
 Servicing Agent
 Interim Service

(All)
 Flex Mod
 Extend Mod
 Standard Mods

Mod	Hardship Reason	Received	Rejected	% Rejected	Approved	Cancelled	% Cancelled	Settled	Avg Days in Settlement	Settlements Past Std	Avg Days Settled Past Std	Settlements Past Std Rate
Extend Mod	National Emergency Declaration	28	0	0.00%	28	0	0.00%	28	3	0		0.00%
Extend Mod	Disaster (natural or man-made)	3	0	0.00%	3	0	0.00%	3	2	0		0.00%
Extend Mod	Death of borrower / co-borrower	1	0	0.00%	1	0	0.00%	1	7	0		0.00%
Extend Mod	Loan	1	0	0.00%	1	0	0.00%	1	2	0		0.00%

Click a tab to identify the type of timeframe you want to view (i.e., received date, approved date, or settlement date).

Click the calendar icon to select the "From" and "To" date, or enter the dates manually.



Incentives

The Incentives tile on the Servicer Performance Profile displays incentives paid for completed repayment plans and workouts, based on the portfolio view you selected.



Let's look at the reports available via Incentives.

Incentive Overview

The Incentive Overview provides a high-level breakdown, by incentive process status, workout type, and incentive payment month, based on the "From" and "To" dates entered.

Access its loan-level detail report to view separate tabs that identify incentives that have been paid, incentives that are pending, incentives on hold, and workouts that were ineligible for incentives.

Click here to access the loan-level detail reports that support the Incentive Overview. You can also access the loan-level detail report via the File Download icon on the menu in the upper right corner of the Incentives tile on the Servicer Performance Profile home page.

Incentive Overview
000046 - Servicer 000046

Payment Date

From: 1/1/1901
To: 5/28/2020

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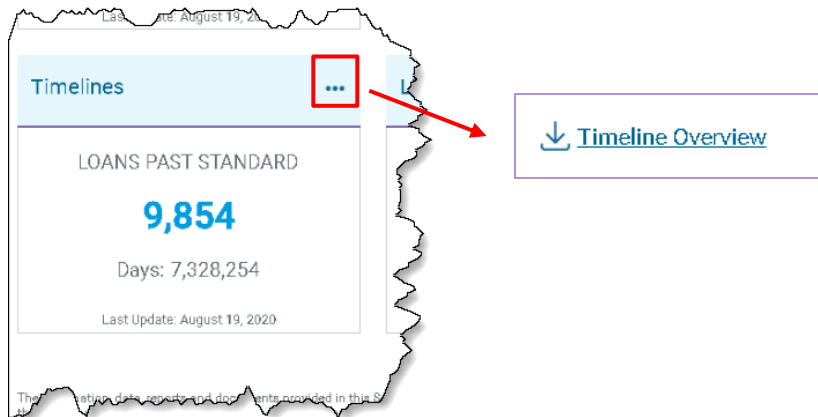
Incentive Payment Month	Workout Type	Incentive Payment ID (ACH)	Incentive Amount Paid	Loan Count
May 2020	Repayment Plans	30049040	\$15,500	31
	Workout - Standard/Flex Mod	30049040	\$191,200	129
	Standard Short Sale	30049040	\$17,600	8
	Total		\$224,300	168
	Workout - Other mod	30048433	\$400	1

Last Update: 06/20/2020



Timelines

The Timelines tile on the Servicer Performance Profile displays the number of loans that have exceeded Freddie Mac's state foreclosure timelines, based on the portfolio view you selected. The total number of days past standard is also displayed.



Let's look at the reports available via Timelines.

Timeline Overview

The Timeline Overview report provides a high-level summary of your foreclosure pipeline via two different views:

- Process Status Timeline
- Enhanced Foreclosure Timeline

Use this report and its corresponding loan-level detail report to monitor your foreclosure timeline performance, identify trends, and determine process improvements.

Process Status Timeline

The Process Status Timeline view displays a summary of loans approaching and past Freddie Mac's delay days allowed for each process status. Columns shaded in green identify data for loans approaching standard for a specific process status; columns shaded in pink identify data for loans that are past standard for a specific process status.

Timeline Overview

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Process Sub Status	Loan Count	Approaching Std Loan Cnt	% Approaching Std	Total Days to Std	Avg Days To Std	Approaching Std Loan Cnt w/in 60 Days	101+ Days to Std	91-100 Days to Std	61-90 Days to Std	31-60 Days to Std	30 Days to Std	30 Days Past Std	21-60 Days Past Std	61-90 Days Past Std	91-180 Days Past Std	181-360 Days Past Std	360+ Days Past Std	Past Std Loan Cnt
DELG - NO DELAY	18,550	9,788	52.77%	-537,886	-55	3,706	0	8	6,072	2,248	1,480	1,057	543	562	1,022	1,193	4,385	8,762
DELG - DELAY ENDED	588	86	15.41%	-970	-11	86	0	0	0	1	85	92	63	42	66	38	171	472
MOD IN REVIEW	202	59	29.21%	-302	-5	59	0	0	0	59	143	0	0	0	0	0	0	143
REPAYMENT PLAN	134	134	100.00%	-6,750	-50	133	0	0	1	102	31	0	0	0	0	0	0	0
FORBEARANCE	96,730	96,494	99.76%	-13,852,170	-144	136	0	96,275	83	59	77	223	4	1	2	1	5	236
FRB-SAI TRIAL PER	255	250	98.04%	-13,215	-53	146	0	0	104	141	5	4	0	0	1	0	0	5



Enhanced Foreclosure Timeline

The Enhanced Foreclosure Timeline view displays, by process sub-status, a high-level summary of loans that are approaching and past the total foreclosure timeline standard over the life of the loan. The loans are displayed in their current process status; however, the past standard value is not based on the individual process status in this view.

Timeline Overview

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Last Update: June 20, 2020

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Process Sub Status	Loan Count	Appr FCL Timeline Std Loans	Appr FCL Timeline Std %	Appr FCL Timeline Std Total Days	Appr FCL Timeline Std Avg Days	Past FCL Timeline Std Loans	Past FCL Timeline Std %	Past FCL Timeline Std Total Days	Past FCL Timeline Std Avg Days
DELO - NO DELAY	19,550	18,222	93.23%	-10,599,067	-562	10	0.05%	563	56
DELO - DELAY ENDED	558	495	88.71%	-233,897	-473	23	4.12%	12,481	543
MOD IN REVIEW	202	202	100.00%	-113,629	-563	0	0.00%	0	
REPAYMENT PLAN	134	134	100.00%	-65,939	-492	0	0.00%	0	
FORBEARANCE	96,730	96,709	99.98%	-61,680,839	-638	21	0.02%	10,903	519
FRB-SAI TRIAL PER	255	253	99.22%	-138,945	-549	2	0.78%	2,679	1,340
CH 7 - EQUITY UNKN	485	197	40.62%	-1,120	-565	2	1.00%	1,255	628

Liquidations

The Liquidations tile on the Servicer Performance Profile displays the number of Freddie Mac Standard Short Sales, Freddie Mac Standard Deeds-in-Lieu, and charge-offs settled year-to-date, based on the portfolio view you selected. Also displayed is the percentage of settled liquidations.

Let's look at the reports available via Liquidations.

Liquidation Overview

The Liquidation Overview report provides high-level statistics for Short Sales, Deeds-in-Lieu of Foreclosure, and charge-offs that have been received, approved, rejected, settled and cancelled. Use this report to monitor your pipeline of Short Sales, Deeds-in-Lieu, Third Party Sales, and charge-offs and identify and resolve any defects that may prevent settlement.

Access its corresponding loan-level detail report to run analyses, determine trends, and identify specific loans that require additional attention to improve performance.



Click here to access the loan-level detail reports that support the Liquidation Overview. You can also access the loan-level detail report via the File Download icon on the menu in the upper right corner of the Liquidations tile on the Servicer Performance Profile home page.

Click a tab to identify the type of timeframe you want to view (i.e., received date, approved date, or settlement date). Click the calendar icon to select the "From" and "To" date, or enter the date manually.

Liquidations	Received	Rejected	% Rejected	Approved	Cancelled	% Cancelled	Settled	Avg Days in Settlement	Settlements Past Std	Avg Days Settled Past Std	Settlements Past Std Rate
Chargeoffs	18	0	0.00%	18	1	5.56%	16	32	3	14	18.75%
Non-HAFA Deed in Lieu	70	0	0.00%	70	13	18.57%	46	68	25	26	54.35%
Shortsales	1	0	0.00%	1	0	0.00%	1	66	1	6	100.00%
Standard					32		6				

Liquidation Status Overview

The Liquidation Status Overview report provides additional insight by displaying a breakdown of your liquidation pipeline by process stage. Use this report to view the number of Short Sales, Deeds-in-Lieu, Third Party Sales, and charge-offs in the various process stages and identify areas where loans are approaching or are past standard. Access its corresponding loan-level detail report to run analyses, determine trends, and identify specific loans that require additional attention to improve performance.

Liquidation Status Overview

000046 - Servicer 000046

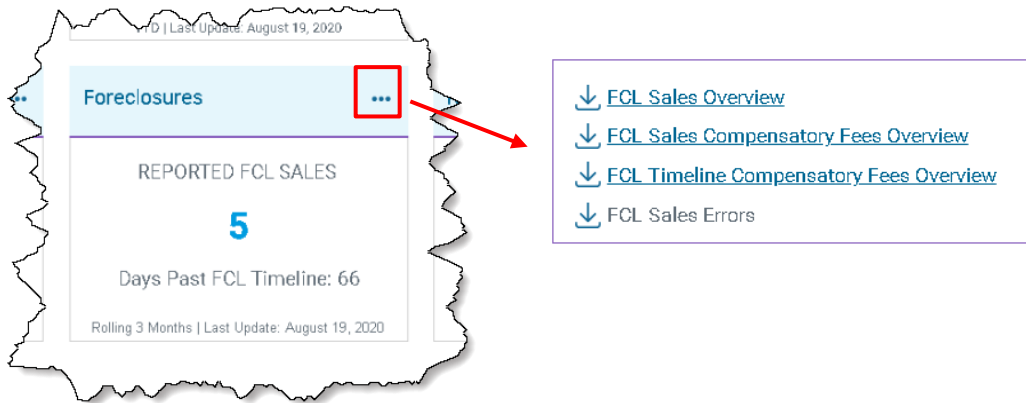
Last Update: July 29, 2020

Process Stage	Liquidations	Loans	\$ UPB	Avg Days in Process	To Process Std 16+	To Process Std 15-6	To Process Std 5-8	Past Process Std 1-5	Past Process Std 6-10	Past Process Std 11-15	Past Process Std 16-30	Past Process Std 31-60	Past Process Std 60+	Past Process Std	Avg Days Past Process Std	Past Process Std Rate
SETTLEMENT	Non-HAFA Deed in Lieu	11	\$1,274,075.66	114.64	1	0	0	0	0	0	0	6	4	10	61.90	90.91%
SETTLEMENT	Chargeoffs	1	\$0.00	70.00	0	0	0	0	1	0	0	0	0	1	10.00	100.00%
SETTLEMENT	Shortsales	1	\$0.00	312.50	0	0	0	0	0	0	0	1	1	1	252.50	100.00%



Foreclosures

The Foreclosures tile on the Servicer Performance Profile home page displays the total number of loans with reported foreclosure sale results over the most recent rolling three months. Also displayed is the number of loans with late reported foreclosure sale results.



Let's look at the reports available via Foreclosures.

Foreclosure Sales Overview

The Foreclosure Sales Overview report displays, based on reported foreclosure sale results, data related to late reported foreclosure sales and their estimated compensatory fees. Use this report and its corresponding loan-level detail report to monitor trends in your foreclosure sale reporting and identify process improvements.

Foreclosure Overview Additional Reports ▾

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Last Update: June 20, 2020

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FCL Sale Reported	FCL Sale Results	Loan Count	UPB
2020	REO - FM Owned	70	\$7,498,406
	Third Party Sale	98	\$1,581,142
	Deed-in-Lieu	22	\$3,639,437
	Total	190	\$12,718,985
2019	REO - FM Owned	565	\$71,115,678
	Third Party Sale	444	\$404,801
	Deed-in-Lieu	78	\$10,635,239
	Total	1,087	\$82,155,718



Foreclosure Late Sales Compensatory Fees Overview

Use the Foreclosure Late Sale Compensatory Fees Overview report and its corresponding loan-level detail report to validate the prior month's late foreclosure sale reporting compensatory fees. If necessary, submit an appeal to us within 30 calendar days of when the reports became available.

Foreclosure Late Sale Compensatory Fee Additional Reports ▾

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Last Update: June 20, 2020

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	Foreclosure Sale Results	Loan Count	No of Days Late Reported	No of Days Corrected	UPB	Approved Adjustments	Approved Waivers	Estimated Compensatory Fee
Prior Month Compensatory Fee Analysis	Third Party Sale	1	66	0	\$106,951	\$0	\$0	\$6,600
	Total	1	66	0	\$106,951	\$0	\$0	\$6,600
YTD Compensatory Fee Analysis	REO - FM Owned	7	64	0	\$858,108	-\$500	\$0	\$6,400
	Third Party Sale	17	650	6	\$1,641,435	-\$11,400	\$0	\$65,600
	Deed-in-Lieu	8	39	0	\$1,356,022	-\$400	\$0	\$3,900
	Total	32	753	6	\$3,855,565	-\$12,300	\$0	\$75,900
Prior Year Compensatory Fee Analysis	REO - FM Owned	17	2,241	0	\$2,920,111	-\$152,400	\$0	\$224,100
	Third Party Sale	16	503	2	\$1,499,805	-\$19,100	\$0	\$50,500
	Deed-in-Lieu	70	394	0	\$9,203,562	-\$33,700	\$0	\$39,400
	Total	103	3,138	2	\$13,623,478	-\$205,200	\$0	\$314,000

Foreclosure Timeline Compensatory Fees Overview

Review the Foreclosure Timeline Compensatory Fees Overview report and its corresponding loan-level detail report to validate the prior month's estimated foreclosure timeline compensatory fees. If necessary, submit an appeal to us within 30 calendar days of when the reports became available.

Foreclosure Timeline Compensatory Fee Overview Additional Reports ▾

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Last Update: June 20, 2020

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Please note that this is an estimation of the fee amounts calculated for 2019 foreclosure sales and the final fee amounts will be available in Feb of 2020.

	Loan Count	Approved Adjustment	UPB	Estimated Compensatory Fee	Approved Waiver
YTD Compensatory Fee	166	\$0	\$18,506,931	\$191,492	\$0
Prior Year Compensatory Fee	1,009	\$82,008	\$120,725,508	-\$313,559	\$228,360

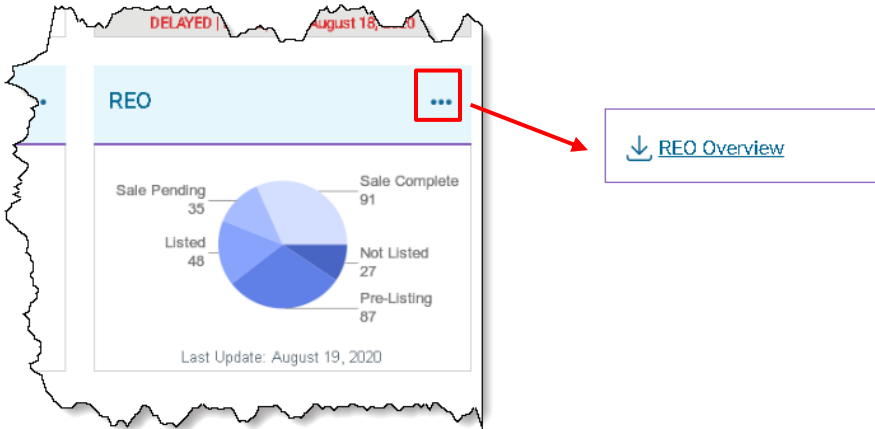
Foreclosure Sales Errors

The Foreclosure Sales Errors loan-level detail report identifies foreclosure sale reporting errors you received resulting from the data reported via the foreclosure sale/deed-in-lieu transmission. Review this report, as well as your EDR and investor reporting data, and take the appropriate actions to ensure you do not incur a foreclosure sale compensatory fee.



REO

The REO tile on the Servicer Performance Profile home page provides an inventory view, in a graph format, of Real Estate Owned (REO) properties being monitored based on REO property status, for the portfolio view you selected.



Let's look at the reports available via REO.

REO Overview

The REO Overview report provides a breakdown of your REO pipeline based on REO property status and REO property sub-status. Use this report to identify specific processes that may require additional attention. Access its corresponding loan-level detail report to identify specific loans that require additional action, identify trends, and perform additional analyses.

Click here to access the loan-level detail reports that support the REO Overview.
 You can also access the loan-level detail report via the File Download icon on the menu in the upper right corner of the REO tile on the Servicer Performance Profile home page.

