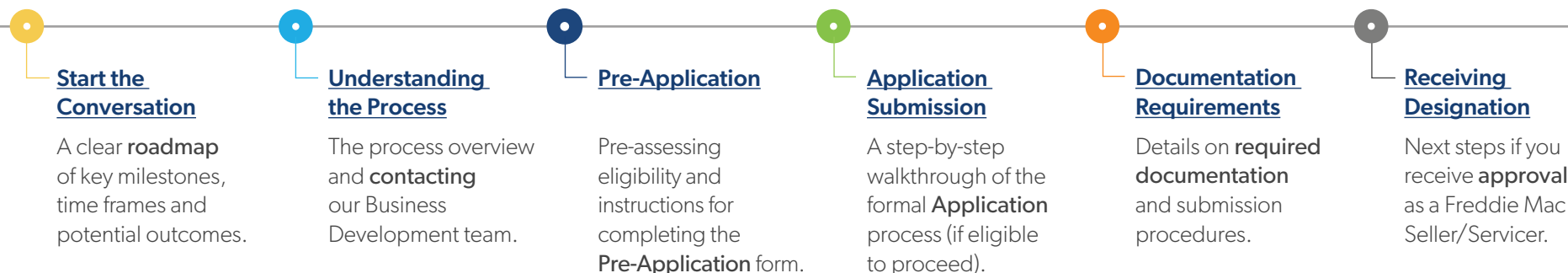


Becoming A Freddie Mac Seller/Service Handbook

Interested in becoming an approved Freddie Mac Seller/Service? Doing business with Freddie Mac delivers **tailored expertise, mortgage offerings and technology solutions to empower opportunities, efficiencies and confidence.**



This guide will help you navigate the process of becoming a Seller/Service by providing valuable information around the process milestones:



Start the Conversation

Freddie Mac is committed to supporting its Sellers/Serviceers with innovative solutions, expert guidance and a collaborative approach. Connecting with our team is the first step in unlocking these benefits.

Are You Ready to Take the Next Step?

Organizations that are interested in becoming an approved Seller/Serviceer, and/or seeking information about eligibility and the Application process can start by completing our [Prospect Inquiry Form](#).

Best Practices

When filling out the form, you will be asked to provide:

- Your **name, title and contact information**.
- Your organization's **name and headquarters address**.
- The **state in which your organization is headquartered** (this may differ from your physical address). This is to ensure that your inquiry is directed to the appropriate Business Development representative.

What Happens Next?

Once you've filled out and submitted the Prospect Inquiry Form, our team will connect you with the appropriate Business Development representative within two business days (based on your headquarters location) and will provide you with additional guidance and resources.

Questions?

- If you have questions before completing the form, use our [Find Your Freddie Mac Contact](#) resource to locate your Business Development representative based on your organization's headquarters location.
- For press inquiries, please contact corprel@freddiemac.com.
- If you're an existing Seller/Serviceer, please contact your Freddie Mac account representative.
- For real estate owned (REO) properties, please refer to [HomeSteps®](#).
- If you're not representing an organization looking to become a Freddie Mac Seller/Serviceer, or represent an industry role, such as a real estate agent, appraiser or housing counselor, please contact **Customer Service (800-FREDDIE)** and press 2 to speak with a representative who can direct you to the correct department.

Understanding the Application Process

We aim to make the process of becoming an approved Seller/Service as seamless as possible. Our goal is to offer your organization insights into key milestones, review times and potential outcomes to help you understand what to expect, while setting you up for success.



Understanding the Application Process, *continued*

Once you're familiar with the process and required documentation (see remaining sections within this document), and have submitted your application, you may expect to receive a decision within **90-120 days**, on average. Please note that timelines may vary based on level of completion and accuracy of the application. Once an approved designation has been received, you will work with a Freddie Mac onboarding specialist to finalize system and platform access, documentation completion and training, to empower confident future business deliveries.

To prepare you for all possible outcomes following your organization's application submission, we've outlined outcomes below. Your Business Development representative will provide thorough explanations and guidance as to next steps.

- **Approval:** Congratulations! You're now approved as either a Seller, Servicer or Seller/Servicer. Freddie Mac will reach out with additional resources and guidance, as outlined in the Receiving Designation section of this handbook.
- **Deferral:** We appreciate your application and will need to extend the process to allow more time for your organization to provide additional details and/or align to certain compliance standards to meet the requirements of doing business with Freddie Mac.

Best Practices

- **Discover the Value – and Requirements – of Doing Business with Freddie Mac:** We encourage your organization to learn more about the benefits of working with us and expectations in the path to approval. Visit our [Become a Seller/Servicer webpage](#) for additional information.
- **Further Assess Your Organization's Eligibility:** Before starting the process, please review our [Eligibility Requirements](#).
- **Prepare the Required Documentation:** Refer to Section 5 of this handbook to understand the information and required documents you'll need to submit during the Pre-Application and Application process. We encourage you to designate contacts within your organization to aggregate this information to remain prepared for the process.
- **Guidance on Potential Reapplication:** If reapplication is necessary due to financial reasons, your organization will need to allow for two financial reporting periods (i.e., six months) to pass before doing so.

Questions?

For general questions and guidance surrounding the Application process and expectations, find your Business Development representative [here](#).

Pre-Application

We're excited that you have reached this important stage in the process. Pre-Application is a critical step in providing Freddie Mac with initial information to determine your organization's minimum eligibility to continue in the process.

To begin, you'll need to complete the [Pre-Application Form](#) in our Unified Counterparty Experience® (UCount®) system. The form must be completed by an authorized representative of your organization; typically, an executive to confirm your organization would like to sell to and/or service loans with Freddie Mac. You'll be prompted to specify whether your organization is applying to become a:

- **Seller Only:** Can only sell mortgages to Freddie Mac. Mortgages sold to Freddie Mac would have to be sold "servicing released."
- **Servicer Only:** Can only service mortgages for Freddie Mac. Mortgages can't be sold to Freddie Mac by a "Servicer only."
- **Seller and Servicer:** Can sell to and service mortgages for Freddie Mac.

You'll need to provide the following information:

- **Institution Name**
- **Headquarters Address**
- **Institutional Details** (i.e., net worth, length of time in business, federal regulatory IDs, institution type; if applicable, diversity ownership or alliance membership)
- **Primary Point of Contact**

Upon submission, you can expect to receive an **immediate** decision on your Pre-Application from New_Applicants@freddiemac.com based on the information provided. If deemed eligible to proceed, Freddie Mac will provide your organization access and login credentials to complete the full Application.

Best Practices

- **Alignment to Minimum Criteria:** Ensure that your business meets the below requirements:
 - A net worth greater than \$2.5 million.
 - A minimum of 2 years and 1 month in length of time in business.
- **Industry Alliance Participation:** Be sure to indicate any industry alliance participation within the Pre-Application form.
- **Existing Sellers or Servicers seeking to add a designation:**
 - If your organization is an **existing Seller** and you wish you to add Servicer capabilities, please contact your Account Executive to obtain the necessary forms and requirements.
 - If your organization is an **existing Servicer** and you wish to add Seller capabilities, please reach out to your Business Development representative to learn about the necessary application process.

Questions?

- For general questions and guidance surrounding the Pre-Application process and expectations, find your Business Development representative [here](#).
- For specific questions within the UCount® Pre-Application platform, you may also reach out to Single-Family Counterparty Compliance & Eligibility at (571) 382-3434 or New_Applicants@freddiemac.com.

Application Submission

Now that your organization has met all the minimum eligibility requirements and is qualified to move forward from the Pre-Application process, the submitter will receive two emails with login credentials and instructions for accessing UCount to complete the formal application.

At this stage, Freddie Mac will gather a more detailed view of your organization, including financial documentation, estimated origination volume and/or underwriting information, quality control procedures, insurance and more. To ensure a smooth submission process, please follow these steps:

Step 1: Accessing Your Credentials

- You'll receive two emails from FreddieMac_System_Access@freddiemac.com. The first email will contain your temporary password to the UCount system and an explanation of next steps. For security purposes, the second email will contain your User ID needed to access UCount. Please note, the second email may take up to 30 minutes to appear in your inbox. If you don't receive one or both emails, check your spam folder or contact your Business Development representative.
- Once logged in, you'll have access to the full application, along with guidance on required documents.

Step 2: Navigating the UCount System

- You may grant access to multiple team members within your organization to assist in completing different sections of the application, in the "Add User" tab within the Administration section of UCount. The added users will receive an email with an Account ID to access UCount. There is no limit to how many users you may add.
 - In lieu of administering login credentials, you may also set up notifications for individuals within your organization who may need to be made aware of application updates and milestones, in the Notify User tab within the

Administration section of the UCount platform. These users will receive notifications when the application is submitted, as well as the decision on the application.

- The UCount platform allows you to complete your application in multiple sessions. If you need to pause and return later, use the Save button. If you don't click Save and attempt to exit the window, a pop-up display will appear requesting that you save the information you have just entered.

Step 3: Gathering Required Documentation

- Before beginning the application, review the Documentation Requirements section to understand the full scope of required information and ensure you have all necessary materials ready.

Step 4: Submitting Your Application

- Before submitting, verify that all required fields are completed and that all documents are uploaded. The application will consist of free-form and drop-down fields. Required fields will be marked with red asterisks for completion. Before submitting, please verify that all required fields are completed and that all documents are uploaded.
- If any mandatory documents are missing, UCount will prompt you to upload them before finalizing submission.
- To wire your Application Fee to Freddie Mac, to be submitted with your application, please use the following information:

Application Submission, *continued*

- JP Morgan Chase & Co. New York, NY
- Mailing Address: 270 Park Avenue, New York, NY 10172
- Once your application is successfully submitted, you'll receive a confirmation email from UCount@freddiemac.com.

Step 5: Application Review and Next Steps

- The Freddie Mac team will review your submission within **30-90 business days** to see if there is any documentation missing or if they have any questions.
- During this time, you may receive follow-up requests for additional information or clarification.
- You'll be notified via email once your application moves to the Review & Approval phase.

Best Practices

- **Prepare in Advance:** Begin gathering the required documentation (listed below) as soon as possible after you receive the link to the full application.
- **Accessing the System:** Please note that there will be different UCount links to access the pre-application as opposed to the application within the system. Refer to emails received from UCount to locate the correct link. Please clear your cache prior to accessing the application to avoid redundancy with the Pre-Application link.
- **Use Google Chrome:** The form functions the best in Google Chrome; please use this browser to complete and submit your application.
- **Primary Contact and Attestation Requirements:** The Primary Contact on the application can be any member of your organization. However, key executives within the organization need to review and sign off on the completed application:
 - **Chief Compliance Officer:** The Chief Compliance Officer or an alternate executive will need to attest to the accuracy and completeness of the OFAC

section in the application. If you designate an alternate executive for this task, please notify your Business Development representative.

- **Authorized Representative:** The entire application requires an attestation from an authorized representative (e.g., President, CEO or Risk/Compliance Officer). Make sure the authorized representative is ready to complete this section.
- **C-suite Executive Contact Info:** In the Contact section, you'll need to provide the Social Security numbers and contact information for your organization's C-Suite executives. Please note: This information is encrypted and only the Freddie Mac Risk Analyst (who is conducting your review) will have access to this highly sensitive information. Given the sensitive nature of this data, the system provides the ability to grant access to allow the executive to log in and enter the information themselves. Once entered, this sensitive information will be visible only to the executive(s) and can't be accessed by others within your organization, including the individual who initiated the application.
- **Save Feature:** If you need to start the application and return to it later, you can use the Save button to retain all entered information. If you don't click Save and attempt to exit the window, a pop-up display will appear requesting that you save the information you have just entered.

Questions?

- For general questions and guidance surrounding the Application process and expectations, find your Business Development representative [here](#).
- In addition to your Business Development representative, for specific questions within the application, you may also reach out to Single-Family Counterparty Compliance & Eligibility at (571) 382-3434 or New_Applicants@freddiemac.com.

Documentation Requirements

We understand how complex the Application process can be, which is why we want to provide your organization with an outline of the specific documents you'll need to successfully submit your application.

The Application process will help Freddie Mac gain a deeper understanding of your organization, including financial documentation, estimated origination volume and/or underwriting information, quality control, insurance and more.

The following outlines the key documents required for your application, as well as a few optional/as-needed documents that may be helpful in certain cases:

Organizational Background

Attachment Type	Requirements
Operational Information	<ul style="list-style-type: none">• Organization Chart• Company Business Plan• Articles of Incorporation• Corporate Bylaws• Operating Agreement• Certificate of Formation• Certificate of Partnership• Partnership Agreement• Articles of Organization• Limited Liability Agreement

Resumes for Principal Owners (>5% ownership interest), Managing Executives and Key Contacts

NOTE:
Resumes or bios may be used more than once if a contact is responsible for multiple roles

Upload resumes (or bios, accepted only for banks and credit unions) for principal owners, managing executives and key contacts (MUST include home addresses).

Required for all applications:

- CEO
- CFO
- COO
- Information Security Contact
- Executive and Primary (System) Administrators
- Primary Freddie Mac Business Contact

Required for Seller or Seller/Servicer applications:

- Loan Origination Department Head
- Quality Control Department Head and Key Staff Member
- Underwriting Department Head and Key Staff Member

Required for Servicer or Seller/Servicer applications:

- Servicing Department Head and Key Staff Member (Servicing experience on resume required)

If there are resources assigned to other key contact roles in your organizations, resumes will be required.

Documentation Requirements, *continued*

Financial Information

Note: Please submit all forms applicable to your organization type. You may reach out to your [Business Development representative](#) with any questions.

Attachment Type	Requirements
Interim Financial Statements	Provide the last six quarters' interim financials (Balance Sheet, Income Statement, Statement of Equity, and Cash Flow) in Excel format with all data in a single worksheet.
Audited Financial Statements	Provide audited Financial Statements for the past two fiscal years.
Parent Financial Statements	Provide Parent Company's Audited Financial Statements for the past two fiscal years (if applicable).
Consolidating Worksheet	Provide Consolidating Worksheet (if applicable).
Warehouse Agreements	Provide current Warehouse Agreements including all addenda (if applicable).
Investor Report Cards	Provide current investor report cards, including delinquency statistics.
Loan Origination Volume	<p>Provide the last six quarters' loan origination volume stratified by (must be applicant, not third party):</p> <ul style="list-style-type: none">• "Purchase," "Refinance"• "Retail," "Wholesale," "Correspondent"• "Government," "Conventional Conforming"• "Servicing Retained," "Servicing Released" <p>Required for Seller and Seller/Servicer applications</p>

Attachment Type	Requirements
Aggregate UPB and Delinquency of Servicing Portfolio	<p>UPB of the servicing portfolio for the past six quarters with the amount of delinquent loans (if applicable) stratified by 0-30 days, 31-60 days, 61-90 days, and 90+ days.</p> <p>Required for Seller and Seller/Servicer applications</p>
Pro-forma Financial Statements	<p>Pro-forma financial statements (Balance Sheet, Income Statement, Statement of Equity, and Cash Flow) for four quarters in a single worksheet.</p> <p>Required for all applications</p>
Balance Sheet Item Details	Related party accounts receivable balance, goodwill and other intangible assets for the past six quarters, if not specified in financial statements.

All Seller/Servicers must establish a Document Custodian relationship with an [approved Freddie Mac Document Custodian](#).

Origination Information

Required Documents
Attach a functional organization chart for the mortgage origination process.

Third Party (Wholesale Originations) *(If applicable)*

Required Documents
<ul style="list-style-type: none">• Monitoring procedures and controls• Report of aggregate UPB wholesale production for the most recent 12 months• Resume of person overseeing TPO/Wholesale Origination Process

Documentation Requirements, *continued*

Insurance

Required Documents

- Fidelity Bond Declaration Page(s)
- Errors & Omissions Declaration Page(s)
- Evidence that insurance policies name Freddie Mac as Sole Loss Payee

Quality Control

Required Documents

- If in-house QC: Attach a resume of your QC review lead (must have underwriting experience on resume)
- Or:
- Third-party QC: Attach a resume of the individual responsible for monitoring QC

Servicing

Required Documents

- Servicing Agent Executed Servicing Agreement
- Servicing Agent Monitoring Procedures*
- Resumes of Servicing Executives and Managers of the individual(s) responsible for oversight of the Servicing Agent

*Must include how your organization will report on:

- Delinquencies
- Borrower Outreach
- Bankruptcies
- Foreclosure Referrals
- Retention

Best Practices

- **Attaching Multiple Files:** You may attach up to five files for each form. This allows you to provide additional context or documentation within a specific section, such as policies, procedures or other supporting materials.
- **File Type/Size Guidelines:** Accepted file types include PDF, JPG, DOCX, DOC, PNG, XLS, XLSX, TIF, TIFF, XPS, CSV, PPT, PPTX. Please don't upload an EXE file, as it is a restricted format. Individual files should not exceed 10 MB (generally 9.99 MB to be accepted within the platform).
- **Error Message for Missing Mandatory Documents:** If you don't upload a mandatory document during the submission process, you'll receive an error message prompting you to upload the required documentation before proceeding.
- **Resubmitting Documents:** If a document you've uploaded is sent back to you, either via the Send Back feature in UCount or via email by a Freddie Mac representative, carefully review the requested changes, make the necessary updates and resubmit the document. This step is critical to avoid delays in the application process.

Questions?

- For general questions and guidance on documentation requirements, find your Business Development representative [here](#).
- In addition to your Freddie Mac Business Development representative, for specific questions within the application, you may also reach out to Single-Family Counterparty Compliance & Eligibility at (571) 382-3434 or New_Applicants@freddiemac.com.

Receiving Designation

Becoming an approved Freddie Mac Seller/Servicer means that your organization is now officially able to conduct business with Freddie Mac. We appreciate the time, resources and diligence your organization has invested in completing the Application process.

Approval

Congratulations! When you reach this step, your organization is now an approved Freddie Mac Seller/Servicer. Upon approval, you'll receive:

- Your official **Seller/Servicer number**, a unique identifier required for conducting business with Freddie Mac.
- Welcome emails from Freddie Mac Single-Family (singlefamily@infofreddiemac.com), containing:
 - A special message from Single-Family leaders
 - Ready-made resources to promote your organization's designation
 - Onboarding resources
 - And more

Celebrate Your Approval Designation

We want to help you share the excitement of your new designation with your community and the industry. As part of this, we offer a **Freddie Mac Seller/Servicer Promotional Toolkit**, which includes:

- Social media graphics
- Digital badges
- Pre-approved messages and quotes for press releases
- Additional marketing assets

Onboarding

Your Business Development representative will introduce you to your Onboarding Specialist to ensure your organization's readiness to sell, deliver and service (if applicable) loans to Freddie Mac. To get started, explore these helpful resources:

- [New Seller Quick Start Guide](#)
- [New Seller/Servicer Quick Start Guide](#)
- [New Seller/Servicer Training Guide](#)

Additionally, as part of our commitment to you, you'll have quick access to information relevant to your business through our Subscription Center.

We encourage you and your teams to [subscribe](#) to receive the type of information you want – from the latest Single-Family news to technology updates – that will help you do business with us.

Questions?

- Reach out your Business Development representative.

Freddie Mac values your time and dedication to this process, and we're committed to providing a smooth and positive journey as we work together. To support your organization, dedicated advisors will be assigned to guide you throughout both the Application process and our ongoing business relationship. We're excited to collaborate and empower new opportunities for your organization and foster long-term mutual success.

