

New Client Quick Start: Onboarding

Welcome! Now that you're an approved Freddie Mac customer, you're ready to take the next steps. Be sure to complete the steps in the order they are listed to achieve timely results.

Use this guide to understand the steps to follow, and the forms you must complete to Sell, Deliver and Service Mortgages for Freddie Mac.

Last Updated: November 2023

Set Up Document
Custodian or
Designated
Custodian

Set Up Banking
& Wire
Information

Set Up
Servicing

Set Up
System
Access



Need Support?

Reach out to the Customer Support Contact Center!
800-FREDDIE | [Standard Hours of Operation](#)
[Contact Us](#)

New Client Quick Start: A Guide to Training

Explore this quick start guide for instructor-led webinars, self-paced tutorials and reference guides to get you started.

Freddie Mac is here for you!

[Contact your account team](#)

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Set Up Document Custodian

Set Up Document Custodian

For each Seller/Servicer number, you must have at least one of each of the following:

- Document Custodian
- Designated Custodian
- Another approved Document Custodian chosen by you and identified on Tri-Party Agreement (Form 1035) [\[Instructions\]](#)

Separate Tri-Party Agreement required for each Seller/Servicer and Document Custodian relationship.

Max of 10 Document Custodians permitted per Seller/Servicer Number.

Document Custodians must obtain access to Loan Selling Advisor®.

See Guide Sections [2202.2](#) and [2202.3](#).

To avoid processing delays, access the instructions (sample forms) for helpful tips. **Incomplete/incorrect information will cause processing delays.**

Document Custodian Options

Designated Custodian

Freddie Mac's Designated Custodians

- The Bank of New York Mellon Trust Company, N.A. (BNYM). Complete [Form 1035DC](#) [\[Instructions\]](#)
 - » [eMortgage Form 1035A](#)
- Computershare Trust Company, N.A. Complete [Form 1035CS](#)
 - » [eMortgage Form 1035CSA](#)

Third-Party Document Custodian

Must be a Seller/Servicer affiliate.

Complete [Form 1035](#) [\[Instructions\]](#)

- [Freddie Mac Approved Document Custodians Accepting Third-Party Seller/Servicers](#)

Seller Only

Sellers using Cash-Released XChange must use BNYM or US Bank as document custodians.

Where/How to Submit Forms

Sellers using Freddie Mac Designated Custodians submit forms directly to the custodian.

BNYM

Overnight the original executed form to:
The Bank of New York Mellon Trust Company, N.A.
CT Government Solutions
2001 Bryan Street, 11th Floor
Dallas, TX 75201

Contact BNYM for onboarding packet via phone (800) 211-2677 or email FreddieMacCustodian@bnymellon.com

Computershare

Overnight the original executed form to:
Computershare Trust Company, N.A.,
1015 Tenth Avenue, SE,
Minneapolis, MN 55414

Contact Computershare by phone for onboarding forms and additional instructions

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Set Up Wire & Banking Information

Set Up Certificate of Incumbency

Form 988SF

Form 988SF is a Certificate of Incumbency that Sellers/Serviceicers must provide to Freddie Mac which issues instructions for Freddie Mac to transfer funds or securities in connection with the sale of mortgages to and/or servicing of Mortgages for Freddie Mac. [\[Instructions\]](#)

All Wire & Banking forms must be:

- Signed by employee authorized on your Certificate of Incumbency
- Notarized

Set Up Wire Transfer Authorization - Seller

Form 483

Complete this form if you sell for Cash executions.

Seller's authorization for Freddie Mac to wire transfer funds to the Seller.

[\[Instructions\]](#)

Note: For Guarantor/MultiLender executions, Wire Instructions are created and managed by the Seller in Loan Selling Advisor.

Wire Transfer Authorization –Warehouse Lender

Form 987E

Applies to all executions and must be completed when a Warehouse Financing Relationship exists.

Seller's wire transfer authorization for contracts with Warehouse financing arrangements for Pledged Mortgages. See Guide Sections 1402.16 and 6305.1.

[\[Instructions\]](#)

Set Up Banking Information for Billing

ACH Form 1132

Required for all Seller /Serviceicers. Authorizes Freddie Mac to initiate debits/credits by electronic transfer through the Automated Clearing House (ACH) to make payments for Seller/Serviceicer fees. [\[Instructions\]](#)

ACH Form 1132A

Required for Servicing retained, Concurrent Transfer of Service (CTOS) or Subsequent Transfer of Servicing transactions. Authorizes Freddie Mac to initiate automatic transfer of funds from a Principal and Interest Custodian account through the ACH. [\[Instructions\]](#)

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Set Up Servicing

Servicing Released (Seller Only)

Sign up for Cash-Released XChange® if you are a Seller and want to transfer your Servicing Contract Rights (SCRs) to a Transferee Servicer selected by Freddie Mac.

See Guide Exhibit 28A, Loan Servicing Purchase and Sale Agreement for Cash-Released XChange.

Servicing-Released Seller/Servicer

Sign up for Co-Issue XChange to transfer SCRs to a Servicer of your choice and negotiate directly with them.

View our list of eligible Transferee Servicers interested in assuming your Freddie Mac SCRs on a non-bifurcated and bifurcated basis.

Sub-Servicer or Servicing Agent

Form 479A

The Single-Family Servicing Agent Certification and Agreement is required only for Servicers approved by Freddie Mac to use a Servicing Agent (Subservicer). [\[Instructions\]](#)

Scan and email completed form to Group_STM@freddiemac.com

Servicing Retained, Sub-Servicer/Servicing Agent

Executed Letter Agreements are required if you service loans or work with a Sub-Servicer:

Form 1057SF

Letter Agreement for Servicer's SF Principal and Interest, or P&I Disbursement Clearing Custodial Account. [\[Instructions\]](#)

Form 1058SF

Letter Agreement for Servicer's SF Buydown or Escrow Custodial Account. [\[Instructions\]](#)

Email the executed forms to letter_agreements@FreddieMac.com

Alternate Letter Agreements

Financial Institutions using in-house accounts:

Form 1059SF

Letter Agreement for Servicer's SF Principal and Interest, or P&I Disbursement Clearing Custodial Account. [\[Instructions\]](#)

Form 1060SF

Letter Agreement for Servicer's SF Buydown or Escrow Custodial Account. [\[Instructions\]](#)

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Set Up System Access*

Set Up System Admins

Get started with Access Manager

This is a self-service tool that enables access to Freddie Mac systems and applications.

- Fill out [Access Manager Get Started form](#).
- We'll contact you in 2 business days to continue the process.

Next Step

Login within 3 business days of receiving your credentials.

Set Up Users

Assign additional Primary Administrators to manage user access and roles for specific systems, tools or applications.

A full listing of user roles is available for download through Access Manager.

Set Up Other Systems

Setup system-to-system access in Access Manager. Recommended for:

- Loan Product Advisor®
- Loan Closing Advisor®
- Loan Quality Advisor®

External System Access

Occurs outside of Access Manager. [Appraisal Submission: UC DP Registration/Authorization code](#)

Once pricing is set up with Freddie Mac, advise your pricing system administrator of your Freddie Mac approval.

Request Testing Access

Prior to training, Freddie Mac will set up a testing date and time for access to:

- Loan Product Advisor®
- Loan Selling Advisor®

You will receive a unique set of login credentials, different from your production credentials. Use this set of testing credentials within one week of receipt or access will be frozen.

***Note:** Cannot start System Access steps until all forms are submitted.

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