

# Training Resources

This document lists all Covid-19 training resources available to you from Freddie Mac Learning.

Click the titles to access the resources.

## Servicing

### Reference Tools

#### [Servicing for COVID-19 Related Hardships Reference Guide](#)

Outlines temporary measures to help you assist borrowers if their ability to make timely mortgage payments has been negatively affected as a result of COVID-19.

#### [COVID-19 Forbearance Desk Reference](#)

At a glance: Eligibility requirements for Freddie Mac's temporary forbearance policy for COVID-19 related hardships.

#### [Managing Escrow During a COVID-19 Related Hardship](#)

Outlines the requirements that will help you effectively manage escrow for loans on a COVID-19 forbearance or COVID-19 Payment Deferral plan.

### Webinars

#### [COVID-19 Relief: Delinquency Resolution through COVID 19 Payment Deferral and Flex Modification](#)

This webinar focuses on delinquency management for borrowers impacted by COVID-19. We'll review the processes of transitioning out of a forbearance plan and of determining a permanent solution to a COVID-19-related delinquency. We'll cover eligibility and underwriting requirements for the following relief options: COVID-19 Payment Deferral and Flex Modification.

#### [Workout Prospector for Payment Deferrals](#)

Learn the Workout Prospector® data requirements to process loans from evaluation through automated settlement for both the standard and COVID-19 Payment Deferrals.

### Tutorials

#### [COVID-19 Relief: Forbearance Plan Tutorial](#)

Introduces Freddie Mac's temporary relief options to assist borrowers impacted by COVID-19. Learn about eligibility requirements and options after the Forbearance period.

# Housing Professionals

## Tutorials

### [COVID-19 Relief: Forbearance \(Critical Client Info\)](#)

Housing Professionals are important resources for clients with financial challenges. Forbearance plans can provide payment relief for up to 12 months.

For a catalog of all Freddie Mac Learning resources, visit:

[https://sf.freddiemac.com/content/\\_assets/resources/pdf/fact-sheet/freddie-mac-learning-catalog.pdf](https://sf.freddiemac.com/content/_assets/resources/pdf/fact-sheet/freddie-mac-learning-catalog.pdf)