

Question	Answer
Can I order a loss statement for a loan in a current status?	Freddie Mac does not provide loss statements for loans in a current, delinquent, or foreclosure status. Loss statements are provided for real estate owned (REO) sales, short sales, or third-party sales.
Where can I obtain my repurchase demand letter?	The repurchase demand letter is available in Quality Control Advisor Plus in the File Upload tab. Refer to the User Guide in the Reference section of Quality Control Advisor Plus.
Why am I receiving a repurchase demand letter when the loan has been paid off?	Freddie Mac reserves the right to conduct a post funding quality control review of any Mortgage sold to Freddie Mac as noted in Guide Section 3401.1.
I'm in the Repurchase Alternative Program. Why did I receive a repurchase demand?	Even though you are in the Repurchase Alternative Program, a deficiency cited on the repurchase demand may exclude the mortgage from the Repurchase Alternative program and may require the loan to be repurchased.
Where can I obtain a copy of the credit report used to cite a defect in the repurchase demand letter?	Freddie Mac is unable to provide a copy of the credit report. Refer to the repurchase demand letter for the information used from the report.
How do I repurchase a loan?	Refer to the repurchase demand for instructions on how to repurchase a loan.
Where can I find loans that have been tagged with recourse/indemnification?	Loans tagged with recourse/indemnification can be found in Loan Coverage Advisor. If assistance is needed, reach out to rw_ops@freddiemac.com .
Does this loan qualify for a repurchase alternative?	If you have not been offered an alternative, you can request an alternative through the Remedy Response Modal in Quality Control Advisor Plus.
When are repurchase late fees assessed?	Repurchase late fees are currently assessed at 121 days from the repurchase request date.
Is it possible to reverse or waive a repurchase late fee?	If you believe you were charged a repurchase late fee in error, reach out to Remedy_MGMT_Requests@freddiemac.com .
How will I get billed for late fees?	Repurchase late fees will appear in the Seller account activity statement and will be drafted from the Seller's ACH account (eBill) as noted in Guide Section 6303.2.
Can my remedy due date be extended?	Due date extension requests can be submitted in the Remedy Response Modal in Quality Control Advisor Plus.
Has my remedy due date extension been granted?	You can view Freddie Mac's response to your due date extension request in the Event Log tab in Quality Control Advisor Plus. Requests are typically responded to within 3 business days.
Where do I find the guide for Quality Control Advisor Plus?	The Quality Control Advisor Plus User Guide can be found in the Reference section of Quality Control Advisor Plus.
How do I get access to the Remedy Response Modal in Quality Control Advisor Plus?	Sellers should confirm access with their internal systems admin for Quality Control Advisor Plus. Read/write access is required for the Remedy Response Modal.
What if I am having trouble with Quality Control Advisor Plus?	Refer to the User Guide in the Reference Section of Quality Control Advisor Plus. If you continue to experience issues, reach out to QCAPlus_CustomerSupport@freddiemac.com .