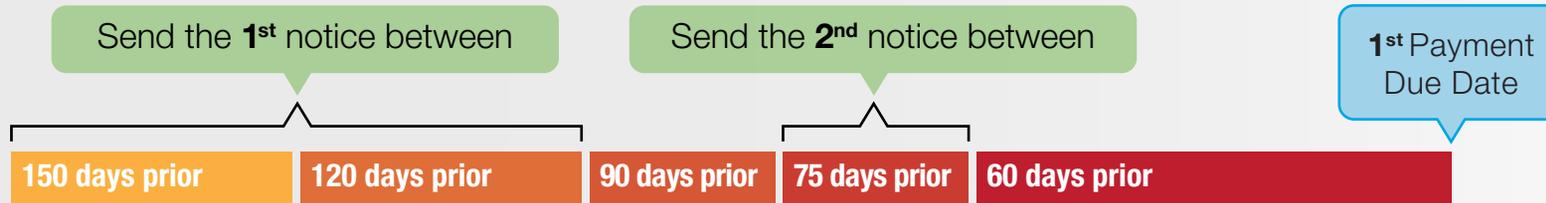
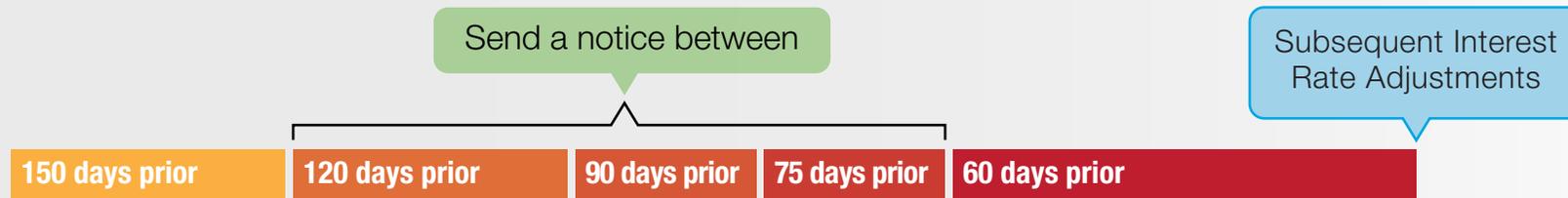


## Initial Borrower Notification Requirements

### ▶ Prior to the 1<sup>st</sup> payment due date at the new interest rate, you must:



### ▶ Prior to any subsequent interest rate adjustments, you must:



### ▶ Include these items in your written notices:

- Effective date of interest rate change
- Interest rate and payment details (Review Guide Chapter 8501 for additional details)
- Payment schedule
- Your contact information

*(You have the flexibility to send the required written notices through the postal service or email as long as you can document your efforts.)*

### ▶ Respond to potential default situations, leverage our Guide workout options

### ▶ Encourage borrowers to take advantage of available resources:

- Homeowners HOPE™ Hotline: 888-995-HOPE
- [Department of Housing and Urban Development \(HUD\)](#)-approved housing counseling agencies
- [Freddie Mac's My Home website for mortgage help](#)

## Communicating Pay For Performance Incentives



## Sending An Offer To Reamortize The Mortgage



## Optimizing Outcomes For Borrowers With Step-Rate Mortgages

- ▶ For borrowers who need a more affordable workout solution, follow these evaluation guidelines. Refer to the **Freddie Mac Single-Family Seller/Servicer Guide** for details.

