

Loan Quality Advisor is a web-based tool designed to provide you with an automated way to identify credit, data and purchase eligibility issues before you deliver loans to Freddie Mac. It is a risk and eligibility assessment tool that evaluates loan data to help lenders determine if a loan is eligible for sale to Freddie Mac. You can navigate Loan Quality Advisor by using the top menu bar or *Menu* page options.

Note: Use the navigational links within the Loan Quality Advisor system to return to a previous page or access another page. Do not use the “Back” button within the browser.

Top Menu Bar

The menu bar is located across the top of each screen and offers links to pages within Loan Quality Advisor.

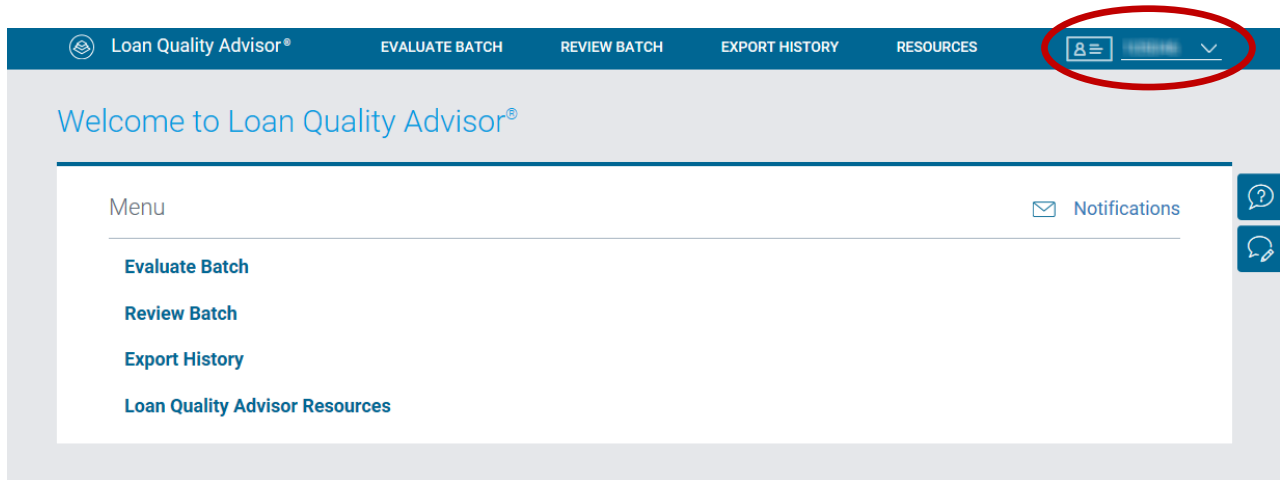


The following table describes the various features and functions available on the top menu bar.

Top Menu Bar Features and Functions	
Tab Name	Description
Loan Quality Advisor	This options returns you to Loan Quality Advisor's Menu page.
Evaluate Batch	This option allows you to begin the evaluation process. You can upload a batch file with one or several loan data files.
Review Batch	This option allows you to access and review the results of completed evaluations.
Export History	This option allows you to view exported results.
Resources	This option provides a link to the Loan Quality Advisor User Resource page where you can find information about recent enhancements, FAQs, this user guide and much more.

The Welcome Page

The *Welcome* page is also known as the *Home* page. From the Welcome page, you may take actions on a batch of loans to-be-delivered under a specific Seller Number, access Loan Quality Advisor-specific resources, and view Loan Quality Advisor notifications. If you do business with Freddie Mac using multiple Seller Numbers, then you may access the loan data and results for other Seller Number(s) by selecting a different Seller Number in the **Seller Number** drop down menu, located in the upper right of your screen.



Access to Loan Quality Advisor Notifications is also provided in the upper-right corner of the *Menu* page. To view the notifications, hover your mouse over the Notifications link to expand the view and display the hyperlinked headline(s).



Headlines are arranged in chronological order from the newest to the oldest. Once you click on the link you are directed to additional details. After the notification is viewed, you may click the X next to the notification to remove it from view. To view previous notifications, click **Show All** to display previously removed items.

For information on the menu options and how to use them, refer to the following table:

Welcome Page Options References	
Menu Option	Description
Evaluate Batch	This option also allows you to begin the evaluation process. You can upload a batch file with one or several loan data files.
Review Batch	This option also allows you to access and review the results of completed evaluations.
Export History	This option also allows you to view exported results.

Welcome Page Options References	
Menu Option	Description
Loan Quality Advisor Resources	This option provides a link to the Loan Quality Advisor User Resources page.

How to Get Help


When using Loan Quality Advisor, you have comprehensive help menus and information to guide you through Loan Quality Advisor.

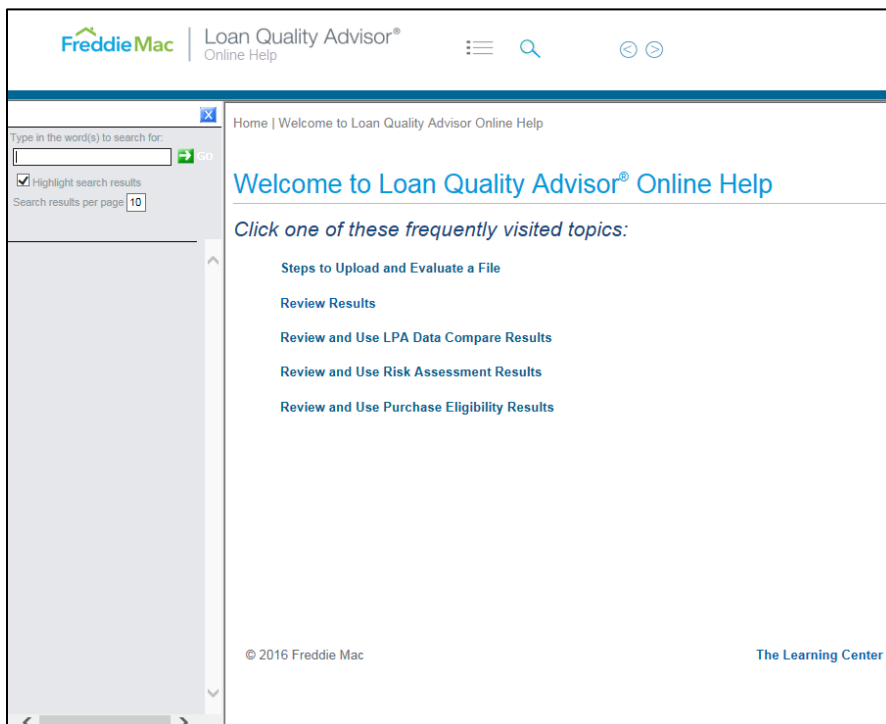
Online Help

Along the right side of each page is a link to Online help providing page- level help. Field-level help is also available for certain data entry fields.


Page-level Help




You can access page-level help from any page within the system:

1. Click the  button on the right side of each page. The Welcome to Loan Quality Advisor Online Help page displays in a new window.



2. Use the Search function in the left navigation bar or top navigation bar to locate information.

 For Table of Contents help, click the **Table of Contents** icon from the top menu bar and then click any topic for help from the left navigation bar.

-  To return to the Search feature, click the **Search** icon from the top menu bar and then enter search criteria for help in the left navigation bar.
-   To return to the Search feature, click the **Search** icon from the top menu bar and then enter search criteria for help in the left navigation bar.

Note: The “X” in the upper-right corner of the left navigation bar hides the information from your view. Click the **Table of Contents** or **Search** link on the top navigation bar to bring the left navigation bar back into view.


Field-level Help


Field-level help is available for the data-entry fields that are underlined on the Loan Quality Advisor pages. You can access this help by clicking the data field name. The online help window opens and displays information on that particular data field.

Live Support

For live support, contact Customer Support (800 – FREDDIE) or your designated Freddie Mac representative during normal business hours.

Email Feedback/Questions

Share your feedback with us, or ask questions by filling out the Feedback form. Access this form through the  icon on the right side of the page. Freddie Mac will respond within three business days.

 **Feedback** ×

We'd like to hear from you!

Please share your LQA feedback, questions, comments, and suggestions. Complete the following form and click SUBMIT to submit your message.

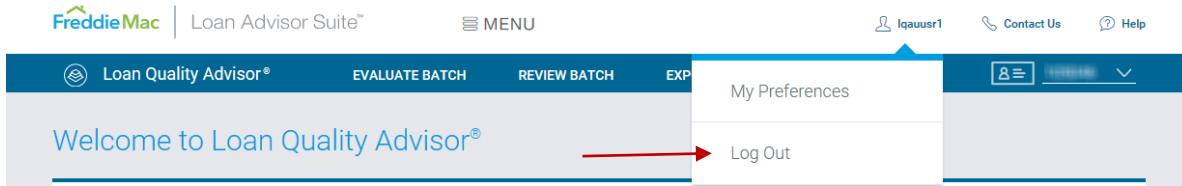
If you provide contact information, we'll respond within three business days. Thank you.

Comments

Your Name <input style="width: 95%; border: 1px solid #ccc;" type="text"/>	Organization Name <input style="width: 95%; border: 1px solid #ccc;" type="text"/>
Email Address <input style="width: 95%; border: 1px solid #ccc;" type="text"/>	Phone Number <input style="width: 95%; border: 1px solid #ccc;" type="text"/>

Logging Out of Loan Quality Advisor

To end your Loan Quality Advisor session, click on your username in the top navigation bar to display the drop down menu, and click **Log Out**.



This document is not a replacement or substitute for the information found in the Freddie Mac *Single-Family Seller/Servicer Guide*, or terms of your Master Agreement or other Pricing Identifier Terms.
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