

## Frequently Asked Questions

### **Where can dealers and others find information about Supers/Giants?**

Information about pricing, collateral delivery (including pooling rules), wiring instructions, and settlements can be found here: <http://www.freddiemac.com/mbs/products/settle-disclose-dates.html>

### **Dealer Direct Portal**

#### **How do I navigate to Dealer Direct?**

Dealer Direct can be accessed here: <https://dealerdirect.fmapps.freddiemac.com/dealerDirect/>

#### **How do I reset an existing password?**

For questions and/or help with password resets, please contact Freddie Mac's Customer Contact Center at 800-FREDDIE (800-373-3343). Hours of Operation are 8 AM to 8 PM. EST, Monday through Friday or send an email to mailbox Password\_Reset\_Mailbox@freddiemac.com for a password reset.

#### **What should I do if I can't upload collateral through Bulk Upload?**

First, validate the formatting of the data in the CSV file, avoiding spaces and commas. If the issues persist, contact [giant@freddiemac.com](mailto:giant@freddiemac.com).

#### **Are there training materials for Dealer Direct?**

Yes, log into Dealer Direct and click in the Support tab. There are videos for Creating and Modifying a Supers/Giant and Uploading Collateral to a Supers/Giant. There is also a link below those videos to a downloadable cheat sheet and a link to a User Guide, Freddie Mac Dealer Direct® - Capital Markets.

### **Pricing and Settlement**

#### **Where can the Supers/Giant fee schedule be found?**

The fee schedule is available in Dealer Direct in the Support tab (scroll down to the Getting Started section and click on the Giant Fee Schedule link). It can also be found on Bloomberg by going to FMAC / Structured Products / Fees. Supers/Giants fees are listed at the very bottom.

#### **What days are available to price Supers/Giants?**

Blackout dates for pricing Supers/Giants include the first four business days of each month and end-of-month (EOM) minus two, and market holidays. All other business days during the month are available. Cut-off time for pricing is 5:30 PM EST.

#### **What is the first available day of the month to settle Supers/Giants?**

The first available settlement date is the day after factors are released, which is on the evening of the fourth business day. T+2 is our standard settlement timing. We do offer Next Day Settlement (T+1) for a fee of ½ a tick. Requests for Next Day Settlement must be submitted to [giant@freddiemac.com](mailto:giant@freddiemac.com) for approval and must be priced in Dealer Direct by Freddie Mac. We do not offer Same Day Settlement.

#### **When is the last available day of the month settle Supers/Giants?**

Supers/Giants can settle on the last business day of the month that isn't a blackout day, provided all underlying collateral pools settled with Freddie Mac prior to the Supers/Giant settlement date.

**Can a transaction settle the day after Pricing?**

Next Day Settlement requests must be submitted to [Giants@freddiemac.com](mailto:Giants@freddiemac.com), and if approved, the fee is a ½ tick, in addition to the standard pricing.

**Can Supers/Giants settle if the underlying collateral hasn't settled yet?**

No, the underlying collateral must settle first. What is the final cutoff time on the day of settlement for collateral to be delivered to complete a Giant? The final cutoff time is between 2-3 PM.

**Can REMIC collateral be exchanged/converted into a Supers/Giant?**

A Supers backed by existing REMIC bonds can be created via the Reverse REMIC process. This is a much more involved process than an exchange, and would require the creation of a REMIC shelf via a member of the Freddie Mac REMIC dealer group (can be found [here](#)). There are several restrictions in creating Reverse REMICs, and special fees apply.

**Size Requirements****Can the size of a transaction be modified?**

Yes, the PAR amount can be adjusted until the day prior to settlement. Email the request to adjust the PAR amount to [Giants@freddiemac.com](mailto:Giants@freddiemac.com).

Note: Adjustments to the size cannot occur the same day as settlement. As applicable, the settlement date may need to be adjusted to the following business day to accommodate the request.

**What is the minimum pool size for each Supers/Giants?**

Each transaction must have a deal size of at least \$1MM.

**What is the minimum size of the underlying collateral?**

The minimum amount for underlying collateral is \$1K.

**Disclosure****When will Supers/Giants appear on Bloomberg?**

Provided the underlying collateral has already settled with Freddie Mac:

- Preliminary disclosure for Fixed-Rate Supers/Giants is available on the next set of intraday disclosure files. If collateral is allocated or updated after initial preliminary disclosure, the updates will be available on the next set of intraday disclosure files. If collateral is allocated to or updated after 2:30pm it will appear on the following day's 6:30am files. Final disclosure is available the day after settlement.
- Preliminary disclosure is not provided for ARM Giants. Final disclosure for ARM Giants is to be available the day after settlement.