

INSTRUCTIONS FOR SUBMITTING REQUEST FOR ASSISTANCE

If you do not provide the documentation outlined here which will be needed to complete your request, it will delay our processing of your request and may cause it to be returned to you.

1. All properly documented requests are processed as quickly as possible, usually within five business days. However, additional time will be required when a Freddie Mac nine digit loan number is not provided or if extensive research is needed to identify a loan and determine the current status. We therefore recommend that you allow up to ten business days for your request to be researched, processed and mailed.
2. All executed documents are returned via U.S. Mail to the address you provide. If you prefer that the documents be returned via overnight mail, you must provide a preaddressed overnight package billed to the receiver.
3. Prepare and mail appropriate documents for Federal Home Loan Mortgage signature to address above. Please do not fax documents for signature. Many recording jurisdictions will not accept executed faxes.
 - **Freddie Mac cannot prepare the documents.**
 - Freddie Mac can sign documents only as Beneficiary.
 - In Deed of Trust states, we can execute a Request for Reconveyance and/or Substitution of Trustee. The Trustee must be named and Freddie Mac cannot sign as or be named as Trustee.
 - Recording information section of document must be completed.
 - Signature block may be left blank and we will fill in with the name of the available signatory.
 - For Georgia paid in full loans please provide a Cancellation of Security Deed. We cannot execute Quitclaim Deeds.
4. Include a cover letter or request form for each loan which includes:
 - Borrower name (Name of borrower who took out the loan in question)
 - Complete property address: street address, city, state and zip code
 - Original Note date (date the borrower signed the mortgage)
 - Original Loan amount
 - Photocopies of the recorded mortgage and all assignments or deeds, showing Book and Page and/or title report indicating complete chain and showing any gaps
 - Description of problem which needs resolution
 - If a closing date is pending for a sale or refinance, provide closing date. We cannot guarantee to meet the closing date, but will make an effort to expedite your request.
 - Include copies of any relevant supporting documentation which may help identify the loan or which indicate that the loan has been paid in full such as payoff statements, cancelled checks, closing statements, or any indications of subsequent loans on the subject property which would have paid off the loan in question.

Thank you for your cooperation. If you should have any questions, you may leave a message on our mailbox at (703) 724-3492.

REQUEST FOR ASSISTANCE FORM

Federal Home Loan Mortgage Corporation
Attn: Document Execution
21550 Beaumeade Circle
Ashburn, VA 20147

Instructions

- Please complete this form in its entirety.
- Mail this form and documents prepared for Freddie Mac signature to the address above.
- Provide copies of all assignments and/or title report which identifies title chain and problem.
- All properly documented requests will be processed as quickly as possible, usually within five business days. In the event extensive research is required, please allow up to ten business days for the processing of your request to be completed.
- Your signed documents will be returned to the address you provide via U.S Mail unless you provide a preaddressed overnight envelope billed to your account number.

Reason For Requesting Assistance (describe the problem):

Freddie Mac cannot prepare assignment, release, discharge, reconveyance, satisfaction documents or deeds. You must mail appropriate documents prepared for our signature to the address above.

Mortgage

Information: Freddie Mac Loan Number (if available) _____

Borrower Name(s) on Mortgage: _____

Property Address on Mortgage: Street _____

City _____

State _____ Zip _____

Date Mortgage Originated: _____ Date Mortgage Paid Off: _____

Amount of Mortgage: \$ _____

Requested by: (Please Print Clearly)

Company: _____ Contact: _____

Address: _____ Telephone #: _____

Signature: _____

Date: _____

Reminder Have you enclosed the document you need for us to sign and any supporting documentation?