New Customer Training Resources

By working together, we can help you get your organization ready to do business with Freddie Mac. Access the following resources when you visit The Learning Center, or click the links below.

Live Webinar | Tutorial | Classroom | Reference Tool | User Guide

Getting Started

Getting Started with Freddie Mac
Access valuable information if you are a new or newly re-activated Seller/Servicer. This tutorial provides resources that will help you navigate through every phase of the secondary mortgage process, regardless of your role or function.

The Learning Center Demo
View this short demo to see how to access all your educational needs on Freddie Mac's Learning Center.

Navigating the Single-Family Seller/Servicer Guide with AllRegs
This interactive webinar provides a detailed look at how to effectively use AllRegs for accessing, searching, and printing the Single-Family Seller/Servicer Guide.

AllRegs® User Guide
Learn more about using *Freddie Mac's Single-Family Seller/Servicer Guide* (the Guide) using AllRegs® from this step-by-step user guide. AllRegs® holds the electronic version of the Guide.

AllRegs Advanced Search
Preview this 5-minute clip to learn about the powerful search feature you can use to navigate *Freddie Mac's Single-Family Seller/Servicer Guide* (the Guide) using AllRegs®.

Quick Tips on The Guide Features
The Guide provides you with our selling and servicing requirements. Watch this video to learn about features that can help Sellers and Servicers find what areas of the Guide have recently changed and quickly access the updates.

Underwriting

Loan Product Advisor – How it Works
Learn the basic information you will need to begin using Loan Product Advisor, Freddie Mac's automated underwriting service.

Loan Product Advisor: Introduction and Overview
Register for this webinar to learn about the redesigned Loan Product Advisor Full Feedback Certificate, new cash-to-close feedback messages, the redesigned web page interface, how to use the new features and functionality, and more.

Loan Product Advisor Functionality
This webinar will provide you with a comprehensive look at Loan Product Advisor's services and the information you need to know in order to successfully enter data in Loan Product Advisor. Whether you are entering data directly, or importing from your loan origination system, we'll cover some of the most common data entry questions.

Loan Product Advisor Feedback Results
This webinar picks up after the "Loan Product Advisor Functionality" webinar that ends with submitting a loan for an assessment. In this session we'll take a close look at the different types of Loan Product Advisor results you'll receive, how to validate the data Loan Product Advisor used in its assessment, and what these results mean to you.

Underwriting Income and Employment
We will review our requirements, guidelines and policy changes for employment and income calculations and documentation to help ensure that borrowers have the ability to repay obligations, and examine the factors related to the borrowers' capacity to repay.

[Collateral Assessment]
We'll discuss our requirements and guidelines in determining the acceptability of an appraisal report, and will include a review of the field-specific standardization requirements of the Uniform Appraisal Dataset (UAD).

Documenting Acceptable Sources of Funds
We will review our requirements, guidelines and policy changes for asset calculation and documentation to help ensure that borrowers have acceptable and sufficient funds.

Loan Product Advisor Documentation Matrix
This reference helps you streamline the document-gathering process for your borrowers, and includes helpful underwriting reminders.

Selling

Selling System – System Overview
This session provides an overview of the Selling System. You will learn about logging in, navigating, User Profiles and, User Roles and Selling System resources.

Selling System User Roles
This tutorial will describe the various user roles available in the Selling System and the process in which to request and receive the roles.

Selling System Execution Path Training
Use this document to view multiple tutorials with information on the different execution paths, whether you sell Mandatory Cash, Best Efforts, or Guarantor/MultiLender.

Cash Servicing Released Sales Process
Use this document to view tutorials with information on the Servicing Released Sales Process. You'll learn about how to take out a Cash Servicing Released contract, important data delivery fields, and how to package and deliver documents to the Servicer.

Servicing

Introduction to the Service Loans Application Tutorial
Lean about the web-based Service Loans application to successfully access, navigate, and perform your servicing reporting activities.

Introduction to Investor Accounting Responsibilities Tutorial
This session is for new Seller/Servicers that retain servicing. It will introduce your primary responsibilities for reporting and remitting monthly mortgage activity, the Custodial Account reconciliation process, and the Servicer Performance Profiles.

Investor Accounting: Loan-Level Transactions Tutorial
We will introduce you to common data elements that are applicable to all loan-level transactions. Learn about what to report and remit for the loan-level transactions you select.

Seller/Servicer Remittance Analysis
Get an understanding of the Seller/Servicer Remittance Analysis and guidance on remitting funds to Freddie Mac. You will also learn how to retrieve and read this report.

Servicing Technology Tools Overview
Freddie Mac offers an array of Servicing Technology Tools to help our Servicers. Review the steps of how to get access to these tools.

Default Reporting Overview
Highlights the functionality of Service Loans to help complete your monthly reporting to Freddie Mac. You will learn how to make entering and correcting your electronic default reporting, foreclosure sale and deed-in-lieu transactions easier, and how to access available reports in Default Reporting Manager that you may need.

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Live Campus Events

Underwriting Solutions

In this two-day workshop, you will get updates and revisions to policy as well as enhancements to our technology that are designed to help you originate more loans faster and at lower cost. You will be interacting with Freddie Mac experts, take a deep dive into our origination policy, explore the advantages when you choose Home Possible®, and we will also help you take the worry out of working with your self-employed borrowers

Investor Reporting for Performing Loans - Beginner

An introduction to Freddie Mac's investor reporting and remitting requirements for performing loans, providing a basic understanding of reporting and remitting mortgage activities and exercises, and an overview of the Service Loans application.

Investor Reporting for Performing Loans – Advanced

This session continues building on skills learned in "Investor Reporting for Performing Loans – Beginner" to enhance your ability to analyze and resolve investor reporting and remitting problems for performing loans. Improve your understanding about how Freddie Mac processes your transactions, how to evaluate Daily and Monthly Edit reports and more.

Understanding Custodial Accounts

This workshop provides detailed information about establishing, maintaining, and reconciling your Freddie Mac P&I and escrow custodial accounts, primarily focusing on the P&I custodial account.

This document is not a replacement or substitute for the information found in the *Single-Family Seller/Servicer Guide*, and /or terms of your Master Agreement and/or Master Commitment.
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