

Access the following resources when you visit The Learning Center, or click the links below.



General Servicing

[2016 Due Date Calendar for Monthly Reporting and Remitting](#)

View the 2016 monthly reporting and remittance due dates for loan-level transactions and electronic default reporting (EDR).



[2017 Due Date Calendar for Monthly Reporting and Remitting](#) **New**

Highlights the 2017 monthly reporting and remittance due dates for loan-level transactions and electronic default reporting (EDR).



[Servicing Applications Sign Up Form](#)

Use this online form to request access to the following tools: [Default Reporting ManagerSM](#), [Incentive ManagerSM](#), [Servicer Performance Program](#), [Remedy Manager[®]](#), [REO Manager[®]](#), [Timeline ManagerSM](#), [Workout Manager[®]](#), and secured training and education resources in The Learning Center.



[Servicing Technology Tools Overview Tutorial](#)

Learn what you need to know to begin using the Servicing Technology Tools. These tools bring new opportunities to assist you in your day-to-day connections with Freddie Mac and your borrowers.



[Servicing Technology Tools: Manager Series Reports Tutorial](#)

Focuses on the reports in Default Reporting Manager, Timeline Manager and Workout Manager that you can use to manage your default portfolio. The reports can assist you with enhancing your Servicer Success Scorecard results and minimizing compensatory fees.



Service Loans Application

[Default Reporting Using Service Loans Tutorial](#)

Learn how to enter and correct your electronic default reporting, foreclosure sale and deed-in-lieu transactions in the Service Loans application.



[Introduction to Service Loans](#)

Introduces your servicing staff to the Service Loans functionality associated with investor reporting, default reporting, and reporting foreclosure sale and deed-in-lieu activity.



[Introduction to Service Loans Tutorial](#)

Learn how to successfully access, navigate, and perform your servicing reporting activities in the Service Loans application.



[Service Loans Application User Guide](#)

Provides details about how to report your servicing data via the Service Loans application.



Reporting

[Default Reporting Overview](#)

Highlights the functionality of Service Loans to help complete your monthly reporting to Freddie Mac. Learn how to enter and correct your electronic default reporting, foreclosure sale and deed-in-lieu transactions, and access reports in Default Reporting Manager that will help you to identify any edits for quicker resolution.



[Electronic Default Reporting \(EDR\) Quick Reference Guide](#)

Provides details about reporting delinquency and adverse matters information via EDR.



[Resolving Foreclosure Sale Reporting Errors](#)

Identifies some common foreclosure sale reporting errors that you may receive on the *Foreclosure Sale/DIL Error Report*. For each foreclosure sale reporting error, the quick reference identifies its cause, and what actions you must take to resolve the error.



Borrower Communication and Solicitation

[Quality Right Party Contact and Borrower Solicitation](#)

Explains our requirements for quality right party contact, borrower solicitation, and collections.



[Servicing Alignment Initiative: Borrower Communication and Solicitation Requirements – Part 1](#)

The first session in a two-part series that introduces Freddie Mac's Borrower Communication and Solicitation requirements in support of the Servicing Alignment Initiative. Part 1 discusses borrower contact and communication requirements for minimum collection efforts when working with delinquent borrowers.



[Servicing Alignment Initiative: Borrower Communication and Solicitation Requirements – Part 2](#)

The second session in a two-part series that introduces Freddie Mac's Borrower Communication and Solicitation requirements in support of the Servicing Alignment Initiative. Part 2 discusses Freddie Mac's requirements for soliciting delinquent borrowers for a foreclosure prevention alternative.



Foreclosure Portfolio Management

[Delinquency Management for Mortgages Secured by Primary Residences](#)

Highlights Freddie Mac's requirements for managing delinquent mortgages secured by a borrower's primary residence.



[Effective Foreclosure Time Line Management](#)

Outlines Freddie Mac requirements that promote effective foreclosure time line management and provides best practices you can incorporate into your operations to more effectively manage your state foreclosure time line performance.



[Effectively Managing Your Foreclosure Portfolio](#)

The second session in a two-part series that provides an overview of how to manage Freddie Mac's loans in the foreclosure process - featuring monthly foreclosure reporting requirements, steps to complete the foreclosure sale or rollback process, best practices for effectively managing to Freddie Mac's state foreclosure timelines, and a review of the appeals process for foreclosure-related compensatory fees.



The first session, *Managing the Foreclosure Process*, is recommended for servicing professionals seeking insights on their responsibilities regarding the borrower, property, mortgage and the foreclosure attorney during the foreclosure process.

[Managing Distressed Properties](#)

Learn about the activities you must perform when you become aware of a distressed property.



[Managing the Foreclosure Process](#)

The first session in a two-part series that provides an overview of how to manage Freddie Mac's loans in the foreclosure process - from making the decision to refer the mortgage to foreclosure through completion of the foreclosure sale and acquisition of clear and marketable title. Designed for staff in your organization's foreclosure/bankruptcy area, this webinar highlights their responsibilities regarding the borrower, property, mortgage and the foreclosure attorney during the foreclosure process.



The second session, *Effectively Managing Your Foreclosure Portfolio*, is recommended for servicing professionals seeking insights on tools to assist in managing your default portfolio, foreclosure reporting, timelines and compensatory fees.

[Managing Property Inspections](#)

Outlines Freddie Mac's requirements for obtaining and reviewing property inspections.



[Manufactured Housing Detail Report](#)

Learn how to obtain and interpret the *Manufactured Housing Detail Report*.



Live
Webinar



Tutorial



Reference
Tool



User Guide



User
Password

Compensatory Fees

[Foreclosure Time Line Compensatory Fees Reference Guide](#)

Explains how we evaluate your foreclosure time line performance, introduces the Compensatory Fee Analysis Reports, and outlines how to appeal estimated foreclosure time line compensatory fees.



[Freddie Mac Default Fee Appeal System Reference Guide](#)

Outlines how to submit appeals for foreclosure time line compensatory fees and late foreclosure sale reporting compensatory fees via the Freddie Mac Default Fee Appeal System.



[Freddie Mac's Default Fee Appeal System Overview Tutorial](#)

Learn about the key features of the Default Fee Appeal System with a focus on how to submit appeals for compensatory fees related to foreclosure timeline or foreclosure sales and obtain the results for each appeal file submitted.



Preparing for and Completing the Foreclosure Sale

[Completing Third Party Foreclosure Sales](#)

Explains the steps you must perform to complete third-party foreclosure sales. We have also included a worksheet to help you calculate the total indebtedness.



[Foreclosure Sale Bidding Instructions](#)

Freddie Mac's requirements for preparing foreclosure sale bidding instructions.



[Freddie Mac Obtain Credit Bid](#)

Outlines Freddie Mac's foreclosure sale bidding requirements for foreclosure sales for first-lien mortgages.



Expense Reimbursement

[Expense Reimbursement Desk Reference](#)

Guides you through the expense reimbursement process and provides in-depth instructions for submitting your claims.



[Expense Reimbursement Quick Reference](#)

Outlines when and how to submit your expense reimbursement claims.



Workout Prospector®

[Workout Prospector: Processing Third-Party Foreclosure Sales](#)

Learn how to enter data for, and settle third-party foreclosure sales in Workout Prospector.



Freddie Mac Servicing Success Program

[Freddie Mac Servicer Success Scorecard Changes for 2017](#) **New**

Highlights the changes to your Freddie Mac Servicer Success Scorecard for 2017 that will be available to you during the preview period. Information on the new and revised metrics, ranking methodology, and more, is included.



[Freddie Mac Servicing Success Program Reference Guide](#)

Introduces the Freddie Mac Servicing Success Program and provides information on its various components, including the Freddie Mac Servicer Success Scorecard.



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Tutorial



Reference Tool



User Guide



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