

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.



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.



[Investor Reporting Using Service Loans](#)

Introduces your investor reporting staff to the Service Loans functionality to help complete your monthly reporting to Freddie Mac.



[Investor Reporting Using Service Loans Tutorial](#)

Introduces your investor reporting staff to the Service Loans functionality to help complete your monthly reporting to Freddie Mac.



[Investor Reporting Using Service Loans: An Introduction to View Outbound and View Custom Reports Tutorial](#)

Introduces an easy-to-navigate web-based interface that enables you to efficiently extract investor reporting loan-level data that can assist you with research and correcting data errors.



[Service Loans Application User Guide](#)

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



Custodial Accounts

[Custodial Accounts: Calculate Cash Receipts Variances Tutorial](#)

Provides detailed information about calculating your cash receipts variance for your Freddie Mac principal and interest (P&I) custodial account. Learn how to complete the *Cash Receipts to Amount Due Worksheet* to calculate your cash receipts variance.



[Custodial Accounts: Cash Disbursement Variances Tutorial](#)

Explains how to calculate, identify, and resolve your P&I cash disbursement variances. Learn to use the *Cash Disbursement to Amount Remitted Worksheet* to calculate the cash disbursement variance, and then use your bank statement to identify and resolve the variance.



Custodial Accounts, continued

[Custodial Accounts: Cumulative Variances Tutorial](#)

Provides an overview of how to use the *Cumulative Variance Log* to record and resolve your cumulative P&I custodial account variances.



[Custodial Accounts: Escrow Reconciliation Tutorial](#)

Learn how to easily reconcile your Freddie Mac escrow custodial accounts. Topics include a basic methodology for reconciling your escrow accounts using the required Form 59E, *Escrow Custodial Account Reconciliation Worksheet*, common types of escrow funds, and how to account for negative escrow.



[Custodial Accounts: Identify Cash Receipts Variances Tutorial](#)

Identify and resolve P&I custodial account cash receipts variances. Learn how to identify your cash receipt variance to the loan level using a three-step process.



[Custodial Accounts: An Investor Accounting Overview Tutorial](#)

Learn about the investor accounting process for servicing Freddie Mac loans and how it relates to reconciling your Freddie Mac P&I custodial accounts.



[Custodial Accounts: Principal & Interest Reconciliation Worksheet \(Form 59\) Tutorial](#)

Explains the principal and interest (P&I) reconciliation process. Learn to accurately complete the required Form 59, *Principal and Interest Custodial Account Reconciliation Worksheet-Monthly Account Statement*.



[Escrow Custodial Account Reconciliation Worksheet Form 59E with Line by Line Instructions](#)

This easy-to-print reference of timesaving instructions will help you complete Form 59E, *Escrow Custodial Account Reconciliation Worksheet*.



[P&I Custodial Account Variances](#)

Focuses on the common causes of custodial account variances and how to resolve them. We'll share tips that will help you maximize your custodial account review score, and you'll have the opportunity to ask questions of your own.



[Principal and Interest Custodial Account Reconciliation Worksheet-Monthly Account Statement Form 59 with Line-by-Line Instructions](#)

This easy-to-print reference of timesaving instructions will help you complete Form 59, *Principal and Interest Custodial Account Reconciliation Worksheet-Monthly Account Statement*.



[Understanding Custodial Accounts](#)

Learn about Freddie Mac's custodial account requirements in this comprehensive reference manual.



Investor Reporting and Remitting

[Freddie Mac Investor Reporting and Remitting FAQs Regarding HAMP](#)

Refer to these frequently asked questions to help you when reporting and remitting your Home Affordable Modification Program (HAMP®) loans to Freddie Mac.



[Freddie Mac User's Guide for Cash Remittances](#)

Step-by-step instructions on how to use the Global Payments Inc. multi-field touch-tone reporting system.



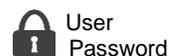
[Getting Started with Investor Accounting](#)

Highlights information you need to know as you get started with your investor accounting activities for your Freddie Mac portfolio.



[Intro to Investor Accounting Responsibilities](#)

Introduces the primary responsibilities for reporting and remitting monthly mortgage activity for new Seller/Servicers that retain servicing.



Investor Reporting and Remitting, continued

[Introduction to Investor Accounting Responsibilities Tutorial](#)

Introduces the primary responsibilities for reporting and remitting monthly mortgage activity for new Seller/Servicers that retain servicing.



[Investor Accounting: Loan-Level Transactions Tutorial](#)

Explains what to report and remit for the most common loan-level transactions.



[Investor Accounting Reports Tutorial](#)

Explains how to read the Freddie Mac Investor Accounting reports.



[Investor Accounting: Resolving Loan-Level Edits](#)

Learn how to use your Freddie Mac daily edit reports to resolve reporting and remitting errors and how to prevent the same error in future cycles.



[Investor Reporting to Freddie Mac](#)

Learn about Freddie Mac's investor reporting and remitting requirements in this comprehensive reference manual.



[Modifications: Investor Accounting and Default Reporting Requirements](#)

Learn about investor accounting and default reporting requirements for modifications.



[Modifications: Investor Accounting and Default Reporting Requirements Tutorial](#)

Highlights the investor accounting and default reporting requirements for modifications.



[Mortgage Fraud Prevention Resources](#)

Provides a list of several mortgage fraud prevention resources that may provide you with helpful information.



[Preventing ARM Reporting Discrepancies Best Practices](#)

Keep these best practices handy as a reminder of ways to avoid interest rate adjustment (ARM) reporting discrepancies.



[Remitting Best Practices](#)

Developed using input from Servicers, these best practices will help you comply with Freddie Mac's remittance requirements.



[Resolving Loan-Level Edits Quick Reference Guide](#)

Identifies and explains each loan-level edit and warning code, any required actions, if applicable, impacts on future reporting and remitting, what custodial account action you may need to take, and more.



[Seller/Servicer Remittance Analysis Tutorial](#)

Learn how and when to remit funds to Freddie Mac and how to read the *Seller/Servicer Remittance Analysis*.



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.



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. © 2016 Freddie Mac



Live Webinar



Tutorial



Reference Tool



User Guide



User Password