

This document lists the investor accounting resources available to you in The Learning Center. Each resource is marked with one of the following icons to identify the type of help it provides:



Live Webinar



Tutorial



Reference Tool



User Guide

## General Servicing

[2019 Due Date Calendar for Monthly Reporting and Remitting: January – April](#). Highlights the 2019 monthly reporting and remittance due dates for loan-level transactions and electronic reporting (EDR) for January through April. Refer to the [Cutover Process Quick Reference](#) and the [2019 Due Date Calendar for Monthly Reporting and Drafting: June – December](#) for important reporting, remitting, and drafting due dates for the remainder of 2019.



[2019 Due Date Calendar for Monthly Reporting and Drafting: June – December](#). Highlights the 2019 due dates for loan-level transactions, drafting, and electronic default reporting (EDR) for June through December. Refer to this calendar to ensure you are reporting timely under the new Investor Reporting Change Initiative requirements [Servicing Applications Sign Up Form](#). An online form to request access to the Servicer Performance Profile and the secured training and education resources on The Learning Center.



[Transfer of Servicing Process Flows](#). Detailed process flows that highlight the Subsequent Transfer of Servicing, and Intra-Servicer processes.



[Transfer of Servicing Process Flows Learning Clip](#). Provides an overview of the Subsequent Transfer of Servicing, and Intra-Servicer processes.



## Investor Reporting Change Initiative

[Cutover Process Quick Reference](#). Outlines how to report during the cutover, when to remit funds, and when Freddie Mac will draft funds. Additional information on other servicing-related activities impacted by the cutover process is also provided.



[Investor Reporting Change Initiative: Customer Integration Testing Overview](#). Provides an overview of the Customer Integration Testing (CIT) process and related changes coming to the Service Loans application.



[Investor Reporting Change Initiative: Cutover Process](#). Learn about the timeline, transition reporting, and remittance activities during and after the cutover period.



[Investor Reporting Change Initiative Overview](#). Understand the investor reporting changes and effectively plan your strategy for the upcoming May 2019 transition.



[Resolving Loan-Level Edits Quick Reference Guide: Draft Version for Use with CIT Only](#). Identifies and explains each loan-level edit and warning code that you may receive as you participate in Customer Integration Testing (CIT); and outlines any required actions for resolution, if applicable.




[Service Loans User Guide: Draft Version for Use with CIT Only](#). Provides detailed instructions for reporting your servicing data via the Service Loans application as you participate in Customer Integration Testing (CIT).





[Test Document Repository \(TDR\) Reference Guide](#). Instructions for documenting your Customer Integration Testing experience in the TDR.





## Service Loans Application


[Introduction to Service Loans](#). Learn how to access, navigate, and perform your servicing reporting activities in the Service Loans application. 

[Introduction to the Service Loans Application](#). An introduction to the Service Loans application functionality associated with investor reporting, default reporting, and reporting foreclosure sale and deed-in-lieu activity. 


[Investor Reporting Using Service Loans](#). Introduces your investor reporting staff to the Service Loans application functionality to help complete your monthly reporting to Freddie Mac. 


[Investor Reporting Using Service Loans: An Introduction to View Outbound and View Custom Reports](#). Introduces you to extracting investor reporting loan-level data that can assist you with research and correcting data errors. 

[Investor Reporting Using the Service Loans Application](#). Learn about the Service Loans application functionality for your Freddie Mac investor reporting responsibilities, including how to enter and correct loan-level transactions, how to export activity, and how to access reports. 

[Service Loans User Guide](#). Detailed instructions on reporting your servicing data via the Service Loans application. 


## Custodial Accounts

[Reconciling Custodial Accounts](#). Teaches the basics of the custodial account P&I reconciliation process. 


[Identifying Principal and Interest Custodial Account Variances](#). Learn how to identify common causes of P&I custodial account variances and how to resolve them. Participants should know how to complete the custodial account reconciliation worksheets before attending this webinar. 


[Understanding Custodial Accounts User Guide](#). Explains the Freddie Mac custodial account requirements. 


## Investor Reporting and Remitting

[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 new Seller/Servicers who retain servicing to the primary responsibilities of reporting and remitting monthly mortgage activity. 


[Introduction to Freddie Mac Investor Accounting Responsibilities](#). Describes the primary investor reporting and remitting responsibilities for your Freddie Mac portfolio. 

[Investor Accounting: Loan-Level Transactions](#). Explains what to report and remit for the most common loan-level transactions. 

[Investor Accounting Reports](#). Explains how to read the Freddie Mac Investor Accounting reports. 

[Resolving Loan-Level Edits for Performing Loans](#). Learn how to use your Freddie Mac daily edit reports to resolve reporting and remitting errors and preventing the same errors in future cycles. 

[Investor Accounting and Default Reporting Requirements for the Flex Modification](#). Provides the investor accounting and default reporting requirements for Flex Modifications before, during, and after the trial period. 

[Mortgage Fraud Prevention Resources](#). Provides a list of several mortgage fraud prevention resources that may provide you with helpful information. 

[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](#). Learn how and when to remit funds to Freddie Mac and how to read the Seller/Servicer Remittance Analysis.



## Servicer Performance Profile

[Servicer Success Scorecard](#). Introduces Freddie Mac's Servicer Success Scorecard, a confidential report that details your servicing performance for default management and investor reporting.



[Freddie Mac Servicing Success Program: Reference Guide](#). Provides information on the various components of the Servicing Success Program, including the Freddie Mac Servicer Success Scorecard.



[Manager Series Reports Reference Guide](#). Information on how to access and understand the Manager Series Reports.

