

Use this quick reference to locate important resources for workout management. Access to some of the resources requires a Servicing Applications ID and password. To obtain a Servicing Applications ID, complete the Servicing Applications Sign Up Form at: http://www.freddie.com/service/msp/forms_template.html.

General Resources		
Resource	How to Access	How to Use this Resource
Single-Family Seller/Servicer Guide (Guide)	<ul style="list-style-type: none"> Visit FreddieMac.com/singlefamily/. Click AllRegs[®] under Forms and the Guide. 	<ul style="list-style-type: none"> Conduct a keyword search in AllRegs. Consult Guide Directory 5 for e-mail and fax numbers for default activities.
Freddie Mac Website	Visit FreddieMac.com .	Conduct a keyword search.
The Learning Center	<ul style="list-style-type: none"> Visit FreddieMac.com/learn/. Click Servicing. Click Loss Mitigation or Foreclosure and Bankruptcy under Servicing Topics. 	<ul style="list-style-type: none"> Sign up for live training or take one of our recorded tutorials. View and/or print user guides and quick references. Access secured resources* for Servicers at: https://www.FreddieMac.com/slearnctr/npl_gr/special_resources.html#lossmit. <p>*Servicing Applications ID and password required.</p>
Manager Series Reports	<ul style="list-style-type: none"> Visit FreddieMac.com/singlefamily/service/. Under Default Management, select the application you want to access. <ul style="list-style-type: none"> – Workout Manager[®] – Default Reporting ManagerSM – Timeline ManagerSM 	<ul style="list-style-type: none"> Access the reports. Monitor workout progress from submission through settlement. Review loan-level detail information. View and print performance criteria via The Servicing Performance Program selection on the Servicing web page at: http://www.FreddieMac.com/singlefamily/service/.

Workout Resources		
Topic	Recommended Resource	For More Assistance
Workout Prospector [®]	Workout Prospector Users' Guide	<ul style="list-style-type: none"> Workout Prospector training on the Learning Center: <ul style="list-style-type: none"> – Workout Prospector: Streamlining the Modification Process – Workout Prospector: Enhanced Evaluation Process for Liquidation Options Contact 800-FREDDIE.

Workout Resources		
Topic	Recommended Resource	For More Assistance
Workout Pending Approval	<p>Workout Manager Reports</p> <p>To access:</p> <p>From the Servicing page:</p> <ol style="list-style-type: none"> 1. Login to Workout Manager. 2. Click Status Overview. 3. Under File Prep or Negotiation, click <u># of Loans</u>. 4. To see loan-level detail click Load Spreadsheet (More Details). 	<ul style="list-style-type: none"> ▪ Review the Settlement Status Codes Reference Guide for code descriptions and resolution information. ▪ Contact your Freddie Mac Loss Mitigation, Home Retention, or Liquidations Representative.
Workout Pending Settlement (Approved Status)	<p>Workout Manager Reports</p> <p>To access:</p> <p>From the Servicing page:</p> <ol style="list-style-type: none"> 1. Login to Workout Manager. 2. Click Status Overview. 3. Under Settlement, click <u># of Loans</u>. <p>To see loan-level detail click Load Spreadsheet (More Details).</p>	<ul style="list-style-type: none"> ▪ Consult the Settlement Checklists. ▪ Review the Settlement Status Codes Reference Guide for code descriptions and resolution information. ▪ Access the Loss Mitigation Transmittal Worksheet (Form 1128). ▪ Contact your Freddie Mac Inventory Management Representative or 800-FREDDIE.
Workout Prospector Model Release or Workout Cancellation (HAMP Only)	Workout Prospector Users' Guide	<p>Send an e-mail request including the reason for the release or cancellation to: Loss_Mitt_Support@freddiemac.com.</p> <p>Note: Not applicable for Standard Modification.</p>
<i>Detail Adjustment Report (DAR) and Monthly Account Statement (MAS)</i>	<p>Access the following reports via the Service Loans Application:</p> <ul style="list-style-type: none"> ▪ <i>Detail Adjustment Report</i> ▪ <i>Seller/Servicer Remittance Analysis</i> ▪ <i>Monthly Account Statement</i> 	<ul style="list-style-type: none"> ▪ Complete Form 1205, <i>Post Settlement Correction Request</i>, and send it with a detailed explanation to: post_settlement_correction@FreddieMac.com. ▪ Contact your Freddie Mac Inventory Management Representative or 800-FREDDIE.

Workout Resources		
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Rollbacks	Guide Section 9301.39, <i>Rollbacks</i>	<ul style="list-style-type: none"> Send initial e-mail request for the rollback to Reo_Rollback_Request@freddiemac.com. Submit an e-mail request and monitor completion of processing.
Default Reporting	EDR Quick Reference Guide	E-mail questions to EDR@FreddieMac.com or contact your Freddie Mac Default Reporting Representative.
Cash Remittance, Reconciliation, or Investor Reporting	<ul style="list-style-type: none"> Investor Reporting to Freddie Mac Reference Guide Resolving Loan-Level Edits Quick Reference Guide 	Contact your Freddie Mac Investor Reporting Representative.

800-FREDDIE	
800-FREDDIE Capabilities	
<ul style="list-style-type: none"> General inquiries for questions on Loan Origination, Loan Delivery, and Loan Servicing Technical support 	<ul style="list-style-type: none"> Password resets Investor inquiries Fraud Hotline
<ul style="list-style-type: none"> Call 800-FREDDIE and select the Servicing option. Hours of Operation: Monday through Friday, 8 a.m. until 8 p.m. ET. E-mail questions or issues to Servicer_Customer_Support@FreddieMac.com. 	