

Customer Compliance Management



Erlita Shively
Senior Director

Audit

Manage counterparty risk (Operational and Legal) involving Seller/Service providers and Primary Service providers in regards to the purchase, servicing, and securitization of Multifamily loans in an effective and efficient manner.

Eligibility

Manage counterparty risk (Credit and Regulatory) of various counterparties relating to the purchase, servicing, and securitization of Multifamily loans as well as managing risk associated with our role as Master Servicer.

Real Estate Appraisal

Provide guidance to Seller/Service providers and appraisal vendors of our appraisal expectations and requirements, and contribute to national best practice standards for multifamily appraisal services.

Guide

Provide up-to-date purchase program requirements and represent Freddie Mac's Servicing Standard via the Seller/Service provider Guide.



Erik Larson
Audit Manager



Jim Jagemann
Eligibility Manager



Marty Skolnik
MF Appraisals Director



Ann Richardson
Product Mgmt Senior



Marshall Kass
Audit Senior



Deb Hall
Eligibility Senior



Vacant
MF Appraisals Senior



Tracey Merrill
Product Mgmt Senior



Steven Cato
Audit Senior



Jong-myon Kim
Eligibility Senior



Paige Lawson
Eligibility Associate



Gilbert Shelton
Audit Senior



Emily Russell
Eligibility Professional



Matthew Ogundeyi
Audit Professional



Franklin Hernandez
Eligibility Professional



Samina Shaikh
Audit Professional



Alex Wood
AMO Rotational Analyst

Want to find out more?
Contact CCM

Customer Compliance Management



Audit

- Perform audits of Seller/Service (aka Primary Service)
- Review Seller/Service applications & process Seller/Service organizational changes
- Work with our Master Service to ensure they are well informed of Seller/Service compliance to Servicing Standards
- Process voluntary terminations & portfolio seizures & transfers of servicing



Eligibility

- Perform Counterparty financial analysis and reports, monitor financial standing and manage to exposure limits.
- Manage Seller/Service Custodial Accounts & Letter Agreements
- Ensure Seller/Service use qualified Depository Institutions to hold funds on FM's behalf
- Manage CCM workflow tracking (i.e. pipeline)
- Manage Seller/Service & CME Master Service/ Special Service annual certifications
- Facilitate Rating Agency Reviews
- Support Seller/Service application and organizational change processes



Real Estate Appraisal

- Review third-party real estate appraisals to provide feedback to the appraisers and Seller/Service to improve the quality of appraisal reports used for MF Underwriting
- Address and build on the 2015 Appraisal Forum Takeaways
- Develop & execute the APR program
- Provide appraisal training and educational opportunities



Guide

- Work with business areas, Credit Policy Group and Legal to update the Multifamily Seller/Service Guide
- Write Guide Bulletin cover letters and publish on FreddieMac.com and AllRegs
- Maintain Audit Issues document in conjunction with Guide changes
- Manage development of annual AMO Training Curriculum and supporting metrics
- Support external rollout of Credit Policies
- Produce and publish quarterly CCM newsletter