

If you need help finding the right Freddie Mac representative to answer your servicing question, use the email box or phone number provided for each area of servicing.

## Servicer and Data Management

### [mf\\_data\\_mgmt@freddiemac.com](mailto:mf_data_mgmt@freddiemac.com)

- Property Reporting System (PRS)-related (upload, download) issues
- Property specific data changes (name, units, etc.)
- Late Assessment Review Reports
- Securitized loans financial updates (upload to Document Management System (DMS) first, use notification tool in DMS)\*
- Securitized loans site inspection contact information
- Servicer contact updates
- DMS document delete requests
- Legal Notices

\* After upload to DMS is complete, click the File Submission tab and select “Submit to Data Management” in the drop down menu to automatically notify Freddie Mac of the files you submitted in DMS.

### [mf\\_loan\\_compliance@freddiemac.com](mailto:mf_loan_compliance@freddiemac.com)

- Repair Agreement updates (Radon, Termite, etc.)
- Borrower Certificates (upload to DMS first, use notification tool in DMS)\*
- Monthly Loan Compliance Reports
- K-Deal Compliance related questions/concerns
- Hazard loss notifications & updates (upload to DMS first, use notification tool in DMS)\*
- Natural disaster notifications

\* After upload to DMS is complete, click the File Submission tab and select “Submit to Loan Compliance” in the drop down menu to automatically notify Freddie Mac of the files you submitted in DMS.

## Insurance Compliance

### [mf\\_insurancecompliance@freddiemac.com](mailto:mf_insurancecompliance@freddiemac.com)

- Business related questions on insurance

### [mf\\_service\\_desk@freddiemac.com](mailto:mf_service_desk@freddiemac.com) or (866) MultiFM (1-866-685-8436)

- Technical related questions regarding ICT (Insurance Compliance Tool)

## Seller/Servicer Eligibility

### [multifamily\\_eligibility@freddiemac.com](mailto:multifamily_eligibility@freddiemac.com)

- Annual Certification Reports (Forms 16M, 17M and 1110M)
- Seller/Servicer Change Notifications (Form 1107M)
- Agreement for Subsequent Transfers of Multifamily Servicing (Form 981M)
- Custodial account related inquiries (P&I Accounts, Reserve Accounts, and Disbursement Clearing Accounts)
- Master & Special Servicer Annual Certification documents
  - Annual Statement as to Compliance
  - Annual Independent Public Accountant's Servicing Report
- Notifications of corrective action of issues identified in Seller/Servicer Audit Report

## Special Servicing

### [mf\\_structured\\_transactions@freddiemac.com](mailto:mf_structured_transactions@freddiemac.com)

- Questions related to TEBS and/or cash structured deals, revolvers and credit facilities, Participation Certificates, bonds and credit enhancements, Seniors Housing, Targeted Affordable, Lease-Up, Moderate Rehab, Value-Add and unstabilized properties
- Transaction requests for all of the above and related items (upload to DMS first, use notification tool in DMS)\*
- Post-closing items required per Commitment (upload to DMS first, use notification tool in DMS)\*
- DMS document delete requests for the above

\*After upload to DMS is complete, click the File Submission tab and select "Submit to Asset Management Post Closing Transaction > Structured Transactions (Non-Cash loans)" in the drop down menu to automatically notify Freddie Mac of the files you submitted in DMS.

### [mf\\_spi\\_hedge@freddiemac.com](mailto:mf_spi_hedge@freddiemac.com)

- Hedge-related matters

### [mf\\_borrower\\_transactions@freddiemac.com](mailto:mf_borrower_transactions@freddiemac.com)

- Transaction requests for conventional loans (upload to DMS first, use notification tool in DMS)\*
- DMS document delete requests for the above
- Loan Extension Requests
- Form 1101 submissions

\*After upload to DMS is complete, click the File Submission tab and select "Submit to Asset Management Post Closing Transaction > Borrower Transactions (Cash loans)" in the drop down menu to automatically notify Freddie Mac of the files you submitted in DMS.

## Surveillance

### [mf\\_surveillance@freddiemac.com](mailto:mf_surveillance@freddiemac.com)

- Risk-rating related questions
- Assessment (AIE/QIE, AIF, LMF) completion questions
- Freddie Mac in house inspection inquiries (if inspections are unavailable in PRS/DMS)
- In house inspector requirements waivers
- Post inspection deferred maintenance updates

### [mf\\_securitization\\_notices@freddiemac.com](mailto:mf_securitization_notices@freddiemac.com)

- Notices regarding K Deal loans post-securitization (applies to any notices required per the PSA including borrower consent and assumption requests, change in servicer, 17g-5 notices, etc...)

## Master Servicing

### [mf\\_master\\_servicer@freddiemac.com](mailto:mf_master_servicer@freddiemac.com)

- All questions and notices on deals where Freddie Mac is the Master Servicer

## Consent Request Tracker (CRT) Tool

### [crtenhancements@freddiemac.com](mailto:crtenhancements@freddiemac.com)

- Suggestions for enhancements to CRT

## Multifamily Operations Special Transaction Accounting

### [mfsta@freddiemac.com](mailto:mfsta@freddiemac.com)

- Remarketing agent notices
- Electronic bond draw request

## Multifamily Operations Loan Accounting Trustees

### [mfla\\_trustees@freddiemac.com](mailto:mfla_trustees@freddiemac.com)

- Tender option notices
- Manual Bond draw notifications from Trustees
- Rate notifications from remarketing agents
- Bond Wire Request System (BWRS) requests/changes
- Trustees' submissions of wiring instructions
- Submission of CME templates
- Escrow/Reserves templates
- Delinquency reports
- Variable rate notifications
- SWAP default notices

### Multifamily Loan Accounting/Payoff

[mfopsloanacctpayoffs@freddiemac.com](mailto:mfopsloanacctpayoffs@freddiemac.com)

Payoff fax (571) 382-4878

- Sherry Stanard, Manager (703) 714-2863
- Marcus Valentine, Team Lead (703) 714-3045
- Felicia Hicks, Team Lead (703) 714-2897
- Winston Burrows (703) 714-2913

### Multifamily Loan Accounting/ Investor Reporting

[mfla@freddiemac.com](mailto:mfla@freddiemac.com)

Loan Accounting fax (703) 714-3002

- Sherry Stanard, Manager (703) 714-2863
- Mark Ciarrocchi, Manager (703) 714-3307
- Valeria Parker, Team Lead (703) 714-2631
- Jose Chicas, Team Lead (703) 714-2697
- George Williams, Team Lead (703) 714-3904
- John Dixon\* (703) 714-3140
- Denise Sanchez\* (703) 714-3239
- Elsy Chavez\* (703) 714-2784
- Kevin T. Thomas\* (703) 714-2824
- Audrey Williams\* (703) 714-2859

\*Primary Loan Accounting Representative

### Multifamily Loan Administration

Purchase Team: [mf\\_purchase\\_boarding\\_mgrs@freddiemac.com](mailto:mf_purchase_boarding_mgrs@freddiemac.com)

Document Review: [mf\\_docreviewteam@freddiemac.com](mailto:mf_docreviewteam@freddiemac.com)

### Other Resources

[http://www.freddiemac.com/multifamily/seller\\_servicer/](http://www.freddiemac.com/multifamily/seller_servicer/)

- Online Resource Center organized by Seller/Service functions, provides access to information that you need to do business with us

1-866-MultiFM (1-866-685-8436) or [mf\\_service\\_desk@freddiemac.com](mailto:mf_service_desk@freddiemac.com)

- Technical support