System Administrators Update

March 28, 2012
Agenda

- System administrator’s role and responsibilities
- Update on Freddie Mac Multifamily system and applications
  » What’s new
  » What’s planned
- Actions required from you as system administrator
- How we can help
- Your feedback and questions
System Administrator’s Role

- The System Administrator manages Seller/Servicer employees’ and vendors’ access to Freddie Mac Multifamily software applications necessary to sell and/or service loans

- Freddie Mac Multifamily software applications include:
  - MultiSuite for Assessments/Property Reporting System (PRS)
  - Multifamily Document Management System (DMS)
  - Multifamily Insurance Compliance Tool (ICT)
  - MultiSuite for Investor Reporting
  - Origination and Underwriting System (OUS)
System Administrator’s Responsibilities

- Access provisioning
  » Identify each Seller/Servicer employee or vendor needing access to a particular Freddie Mac Multifamily software application
  » Identify the appropriate authority level of the employee’s or vendor’s access based on the employee’s or vendor’s roles and responsibilities
  » Register the user’s contact information using the processes established by Freddie Mac

- Access de-provisioning
  » Delete, or request to delete, a user’s access when a user leaves the Seller/Servicer’s employment or transitions to a role that no longer requires access to a particular software application, within 30 days of the departure or transition, using the processes established by Freddie Mac
System Administrator’s Responsibilities (cont’d)

- User Verification and Certification

  » Per Section 2.13 of the Guide, by January 31 and July 31 of each calendar year, or more frequently as required by Freddie Mac, the system administrator must:

    - Review and verify the system record for each of its users of any Freddie Mac Multifamily software application
    - Certify to Freddie Mac that each user granted access to a software application is a current employee of the Seller/Servicer, and all user contact information is correct
    - Complete and return to Freddie Mac Form 1148, Freddie Mac Multifamily System Administrator User Verification and Certification Form, to make such certification
System Administrator’s Responsibilities (cont’d)

- User Verification and Certification (cont’d)

  » Per Section 2.13 of the Guide, by January 31 and July 31 of each calendar year, or more frequently as required by Freddie Mac, an authorized officer of the Seller/Servicer must:

    - Certify to Freddie Mac that each of the current system administrators is a current employee of the Seller/Servicer with appropriate application access and authority
    - Certify that all system administrator contact information is correct
    - Complete and return to Freddie Mac **Form 1149**, MultiSuite System Administrator Verification and Certification Form, to make these certifications
Update on Freddie Mac Multifamily Systems

- What’s new:
  - Multifamily ICT implemented January 2012
    - Web-based system for submitting and tracking insurance and waiver information online, replacing the paper Form 1133
  - Multifamily Securities Investor Access (MSIA) launched March 2012
    - Web-based informational resource geared primarily to Freddie Mac securities investors
    - Sellers/Servicers can request individual access
Update on Freddie Mac Multifamily Systems (cont’d)

What’s new (cont’d)

» Redesign of FreddieMac.com website, launched March 12
  – Redesigned FreddieMac.com/Multifamily site replaces MultiSuite® on the Internet portal
  – Any password-protected, secure content is accessible using MultiSuite user ID and password
  – Login session allows users to access multiple secure resources for approximately 1 hour period
  – Application links remain the same; bookmarks to applications will continue to function
  – All other pages and documents within MultiSuite have moved to the new site and have a new URL
Update on Freddie Mac Multifamily Systems (cont’d)

- What’s new (cont’d)
  » Redesign of FreddieMac.com website: [Technical Resources](#)

Access Online Registration here
Update on Freddie Mac Multifamily Systems (cont’d)

- What’s planned:
  
  » Property Reporting System (PRS), scheduled for April 2
    - Single system for servicers to provide assessment and inspection information, submit rent rolls and operating statements; replaces MultiSuite for Assessments
    - Freddie Mac will copy each MultiSuite for Assessments user ID and recreating the same user ID in PRS; users will need to reset their passwords
    - For new users, system administrators will need to create the user ID in Online Registration and then copy that ID into PRS
  
  » Origination and Underwriting System (OUS), LST version 2.1
    - Users will adopt version 2.1 of the Loan Submission Template (LST) in 2012; individuals will be trained in conjunction with their Freddie Mac regional team
  
  » Mortgage Accounting and Reporting System (MARS), scheduled for Q3 2012
    - Initially replaces reporting functions in MultiSuite for Investor Reporting for mortgages only; bonds reporting will be supported in a subsequent phase planned for 2013
Summary: Actions for System Administrators

<table>
<thead>
<tr>
<th>System</th>
<th>Action Required</th>
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<tbody>
<tr>
<td>AllRegs Online</td>
<td>Provide company subscription ID to new users so they may self register on AllRegs.com</td>
</tr>
<tr>
<td>ICT</td>
<td>Action only required to add new/remove users; continue to use the ICT User Access Request form and submit it to <a href="mailto:1133-TechHelp.freddiemac@cmservicing.com">1133-TechHelp.freddiemac@cmservicing.com</a></td>
</tr>
<tr>
<td>MSIA</td>
<td>No action required; application allows individual users to self-register</td>
</tr>
<tr>
<td>DMS</td>
<td>Action only required to add/remove users; continue to use and submit DMS New User Setup and Deactivation form to <a href="mailto:Multifamily_Security@FreddieMac.com">Multifamily_Security@FreddieMac.com</a></td>
</tr>
<tr>
<td>FreddieMac.com/Multifamily</td>
<td>Action only required to add/remove users; continue to use Online Registration to provide/remove user access secure site content</td>
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<tr>
<td>PRS (April 2012)</td>
<td>• No action required for existing users of MultiSuite for Assessments: Freddie Mac will copy each MultiSuite for Assessments user ID and recreate the same user ID in PRS; users will need to reset their passwords</td>
</tr>
<tr>
<td></td>
<td>• Action required for new users: create user ID in Online Registration and copy that ID into PRS</td>
</tr>
<tr>
<td>OUS</td>
<td>No action required; continue to use Online Registration to provide users with access, and add/delete users within OUS</td>
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<tr>
<td>MARS (Q3 2012)</td>
<td>No action required at this time</td>
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<tr>
<td></td>
<td>• Application will provide system administration capability</td>
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<tr>
<td></td>
<td>• Stay tuned for more information</td>
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How We Can Help

- **FreddieMac.com: Technical Resources**
  - New “Administering Multifamily Software Applications” job aid – now available
  - New “PRS System Administrator User Guide” – coming soon

- **Training: Events**
  - PRS user webinar – Monday, April 2, 2:00 pm ET
  - MARS user webinars – to be scheduled this summer

- **Call us: 1-800-FREDDIE (1-800-373-3343)**
Thank you for participating today!