



Single-Family News

Online Updates from Your Freddie Mac Team

November 2008

What's New

- [New effective date for changes to credit requirements previewed on October 17.](#)

In our October 17 Seller advisory e-mail, we previewed changes to our credit requirements that will be finalized and published in a *Single-Family Seller/Service Guide* (Guide) Bulletin later this month. In order to give you additional time to implement these changes and clear mortgages in your pipeline, we are announcing that these new requirements will be effective for mortgages with Freddie Mac settlement dates on or after **March 1, 2009** rather than February 2, 2009, as previously announced.

- [Freddie Mac base conforming loan limits are unchanged for 2009; Higher loan limits in certain high-cost areas.](#)

For 2009 we are maintaining the base conforming loan limits at the 2008 levels and increasing the conforming loan limits for certain high-cost areas based on the Federal Housing Finance Agency's November 7 announcement.

- [Requirements announced for higher "super conforming" loan limits.](#)
With the [October 17 Guide Bulletin](#) [PDF 183K], we provided detailed pricing and credit requirements for mortgages with higher conforming loan limits in certain high-cost areas, which we've termed "super conforming" mortgages.
- [Visit our new online Avoiding Foreclosure Resource Center.](#)
We've made it easier for you to access the resources you need to find the right solutions for your borrowers in default. Check out our new Avoiding Foreclosure Resource Center, a one-stop shop for key tools and information about workout options and alternatives to foreclosure.

Recent Guide Updates

- [October 17 Guide Bulletin announces updates to pricing and credit requirements](#) [PDF 183K].

The October 17 Guide Bulletin provided detailed requirements for our recently previewed pricing and credit changes, and also announced additional changes to our credit terms that address underwriting standards that promote long-term homeownership for borrowers and liquidity for Sellers, while maintaining a sustainable secondary market business model.

- [October 20 Guide Bulletin improves process efficiencies](#) [PDF 144K].

The October 20 Guide Bulletin announced changes to our selling and servicing requirements to ensure you are able to do business with us efficiently. We removed references to GoldWorks® from the Guide with the retirement of the GoldWorks network. In addition we extended the deadline for the mandatory use of loan instruments with the Fannie Mae/Freddie Mac tagline on every page to May 1, 2009; however, loan originators should implement the version of the form with the tagline on each page as soon as it is available from their forms vendor.

Originate and Underwrite Loans

- [Preparing for the retirement of Loan Prospector® versions 2.1, 2.0, and 2.0 one-way.](#)

On March 15, 2009, Freddie Mac will retire versions 2.1, 2.0 and 2.0 one-way of Loan Prospector. If you are using any of these versions, read about Loan Prospector's new feedback messages, available on December 7, 2008, that will help you in the transition, and get an overview of key features of current versions of Loan Prospector.

In This Issue...

What's New

- [New effective date for requirement changes previewed on October 17](#)
- [2009 conforming loan limits](#)
- [Requirements announced for higher "super conforming" loan limits](#) [PDF 183K]
- [Visit our new online Avoiding Foreclosure Resource Center](#)

Recent Guide Updates

- [October 17 Guide Bulletin announces updates to pricing and credit requirements](#) [PDF 183K]
- [October 20 Guide Bulletin improves process efficiencies](#) [PDF 144K]

Originate and Underwrite Loans

- [Preparing for the retirement of Loan Prospector® versions](#)
- [Elimination of Accept Plus Documentation Level in Loan Prospector](#)

Service Loans

- [Contacting Freddie Mac if a workout closes after a foreclosure sale](#)
- [Mortgages affected by Hurricane Ike in Texas and Louisiana](#)
- [Helping borrowers avoid foreclosure – the basics](#)
- [Pursue loss mitigation options with borrowers during bankruptcy](#)

Important Reminders

- [Protecting your borrowers' personal data](#)
- [New Fair and Accurate Credit Transactions Act requirements](#)
- [Final reminder: GoldWorks® retirement on November 30](#)
- [Thanksgiving Day schedule for systems and customer service](#)

Valuable Tools, Resources and Training

- [Overview of October announcements and Guide changes](#)
- [Training on Freddie Mac technology](#)

[Elimination of Accept Plus Documentation Level in Loan Prospector.](#)

As announced in our October 17, 2008 advisory email, on December 7, 2008, we will eliminate the Accept Plus Documentation Level in Loan Prospector. Learn more about the elimination of the Accept Plus Documentation Level, including managing your pipeline loans.

Service Loans

- [New e-mail box to contact Freddie Mac if a workout closes after a foreclosure sale is reported.](#)
As announced in our October 20, 2008 Bulletin, for the convenience of our Servicers, we created a new e-mail box for you to be able to immediately inform us if you become aware of an approved and closed workout after you have reported the foreclosure sale results to us. The new e-mail box is Lossmit_Reorollback@freddiemac.com.
- [Temporary suspension of foreclosure sales for mortgages affected by Hurricane Ike in Texas and Louisiana.](#)
To assist borrowers impacted by Hurricane Ike, in our October 8, 2008 advisory e-mail, we announced a set of temporary servicing requirements for delinquent mortgages secured by properties located in Texas and Louisiana in "eligible disaster areas."
- [Helping borrowers avoid foreclosure – the basics.](#)
At this critical time for the market and homeowners, we're responding to our shared market challenges with options to enable homeowners to keep their homes whenever possible during financial hardships. In this article we provide a quick refresher of important points to remember while helping borrowers who are in default.
- [Pursue loss mitigation options with borrowers during bankruptcy.](#)
As homeowners struggle with the turbulent housing and financial markets, Servicers should remember that they must continue to pursue loss mitigation options with a delinquent borrower even when notice is received of a bankruptcy filing. Communicating the availability of loss mitigation options to the borrower's counsel should be part of your bankruptcy monitoring process.

Important Reminders

- [Minimize your information security risks by protecting your borrowers' personal data.](#)
As a reminder, Freddie Mac requires Sellers and Servicers to comply with all applicable privacy laws and regulations as they pertain to Freddie Mac-owned mortgages. Be sure that you are taking the appropriate steps required to adopt policies and procedures to safeguard your borrowers' protected personal information in accordance with all applicable laws and as outlined in the Guide.
- [New Fair and Accurate Credit Transactions Act \(FACTA\) requirements now in effect.](#)
On November 1, 2008, new FACTA "red flag" identity theft requirements, which include provisions related to address discrepancy flags in consumer credit reports, went into effect.
- [Final reminder: GoldWorks® retirement on November 30.](#)
On November 30, 2008, the private Freddie Mac GoldWorks network managed by AT&T will be retired. To ensure Sellers and Servicers are prepared for the GoldWorks retirement, read how to request disconnection from the GoldWorks network and where to find the technology tools previously available on GoldWorks.
- [Thanksgiving Day schedule for systems and customer service.](#)
Review our [systems availability and customer service schedule](#) for the Thanksgiving Day holiday.

Valuable Tools, Resources and Training

- [Overview of October announcement and Guide changes.](#)
To assist you in implementing the pricing and credit changes we announced in October, we're conducting a web conference that provides an overview of these changes and their effective dates. Register for a session most convenient for you.
- [Training on Freddie Mac technology that you can easily access.](#)
Are you new to Freddie Mac's technology? Or do you need a refresher on the use of Loan Prospector® or the selling system? Take advantage of recorded training sessions on the Learning Center that you can easily access and complete at your own pace and convenience.



Single-Family News

Online Updates from Your Freddie Mac Team

[Back to Single-Family News Cover](#)

November 2008

Freddie Mac base conforming loan limits are unchanged for 2009; Higher loan limits in certain high-cost areas

For 2009 we are maintaining the base conforming loan limits at the 2008 levels and increasing the conforming loan limits for certain high-cost areas based on the [Federal Housing Finance Agency's \(FHFA\) announcement](#) [PDF] on November 7, 2008.

Base conforming loan limits

The base conforming loan limits for 2009 will remain at the following current levels:

Number of Units	Maximum Base Conforming Loan Limits for Properties NOT Located in Alaska, Hawaii, Guam & U.S. Virgin Islands	Maximum Base Conforming Loan Limits for Properties Located in Alaska, Hawaii, Guam & U.S. Virgin Islands
1	\$417,000	\$625,500
2	\$533,850	\$800,775
3	\$645,300	\$967,950
4	\$801,950	\$1,202,925

High-cost area loan limits

Last month we announced our requirements for the new higher loan limits in certain high-cost areas as set forth in the *Housing and Economic Recovery Act of 2008* (HERA).

HERA raises the conforming loan limits in certain high-cost areas (where 115 percent of the area median house price exceeds the applicable base loan limit) to the lesser of 115 percent of the area median home price or 150 percent of the base conforming loan limits. We have termed mortgages that will be purchased under these higher limits as "super conforming" mortgages. Since the base conforming loan limit for one-unit properties remains at \$417,000, the maximum conforming loan limit in designated high-cost areas is \$625,500 for one-unit properties.

The maximum loan limits in designated high-cost areas for properties located in Alaska, Guam, Hawaii, and the U.S. Virgin Islands are higher than the base of \$625,500 for one-unit properties.

In all instances, the loan limits for 2- to 4-unit properties are also higher.

For purposes of determining these high-cost areas, FHFA used a nationwide set of county median home prices estimated by the Federal Housing Administration. See the [FHFA announcement](#) [PDF] for details on the 2009 High-Cost Area Loan Limits and 2009 Loan Limits for All Counties.

Freddie Mac's super conforming mortgages

All Seller/Servicers are eligible to deliver super conforming mortgages provided they comply with Chapter L33 of the *Single-Family Seller/Servicer Guide*. Super conforming mortgages with note dates **on and after October 1, 2008**, are eligible for Freddie Mac settlements **on and after January 2, 2009**.

Effective January 2, 2009, we will purchase super conforming mortgages up to the following

In This Issue...

What's New

[New effective date for requirement changes previewed on October 17](#)

[2009 conforming loan limits](#)

[Requirements announced for higher "super conforming" loan limits](#) [PDF 183K]

[Visit our new online Avoiding Foreclosure Resource Center](#)

Recent Guide Updates

[October 17 Guide Bulletin announces updates to pricing and credit requirements](#) [PDF 183K]

[October 20 Guide Bulletin improves process efficiencies](#) [PDF 144K]

Originate and Underwrite Loans

[Preparing for the retirement of Loan Prospector® versions](#)

[Elimination of Accept Plus Documentation Level in Loan Prospector](#)

Service Loans

[Contacting Freddie Mac if a workout closes after a foreclosure sale](#)

[Mortgages affected by Hurricane Ike in Texas and Louisiana](#)

[Helping borrowers avoid foreclosure – the basics](#)

[Pursue loss mitigation options with borrowers during bankruptcy](#)

Important Reminders

[Protecting your borrowers' personal data](#)

[New Fair and Accurate Credit Transactions Act requirements](#)

[Final reminder: GoldWorks® retirement on November 30](#)

[Thanksgiving Day schedule for systems and customer service](#)

Valuable Tools, Resources and Training

[Overview of October announcements and Guide changes](#)

[Training on Freddie Mac technology](#)

loan amounts:

Number of Units	Maximum Loan Limits for Super Conforming Mortgages*
1	\$ 625,500
2	\$ 800,775
3	\$ 967,950
4	\$1,202,925

** These are the maximum potential loan limits for designated high-cost areas. Actual loan limits for specific high-cost areas may be lower. In addition, the super conforming limits will be higher in certain high-cost areas in Alaska, Guam, Hawaii and the U.S. Virgin Islands.*

Specific maximum LTV/TLTV/HTLTV limits are based on loan purpose, number of units, and occupancy. For designated high-cost areas where the maximum loan limit exceeds \$625,500 for a one-unit property mortgage, the maximum LTV/TLTV/HTLTV ratio is 80 percent. Additional details will be communicated in an upcoming *Single-Family Seller/Service Guide* Bulletin. For more information visit our [Super Conforming Mortgages Web page](#).

Operational impacts

Because the 2009 base conforming loan limits are unchanged from 2008, you can deliver mortgages that are within the base conforming loan limits, with no changes to your operational procedures or processes, including Loan Prospector® assessment and commitment and delivery.

We are in the process of updating Loan Prospector and the selling system to accommodate super conforming mortgages and will provide you additional details about those changes soon.

© 2008 Freddie Mac

Visit our new online Avoiding Foreclosure Resource Center

Since 2001, Freddie Mac default management policies and tools have enabled us to help over 175,000 troubled borrowers keep their homes. At this critical time for the market and homeowners, we have made it easier than ever to access the resources you need to find the right solutions for your borrowers in default.

Use our online [Avoiding Foreclosure Resource Center](#) for one-stop shopping for key tools and information about workout options and alternatives to foreclosure:

- Best practices and job aids
- Materials to educate consumers about foreclosure and fraud
- Information about Freddie Mac default management technology tools
- Instructor-led and web-based training
- Survey findings to help you understand consumer behavior

Put our [Avoiding Foreclosure Resource Center](#) to work today, and let us help you keep more delinquent borrowers in their homes through alternatives to foreclosure. In addition, working to preserve homeownership pays off for you as well through our Workout Incentive Program.

In This Issue...

What's New

[New effective date for requirement changes previewed on October 17](#)

[2009 conforming loan limits](#)

[Requirements announced for higher "super conforming" loan limits](#) [PDF 183K]

[Visit our new online Avoiding Foreclosure Resource Center](#)

Recent Guide Updates

[October 17 Guide Bulletin announces updates to pricing and credit requirements](#) [PDF 183K]

[October 20 Guide Bulletin improves process efficiencies](#) [PDF 144K]

Originate and Underwrite Loans

[Preparing for the retirement of Loan Prospector@ versions](#)

[Elimination of Accept Plus Documentation Level in Loan Prospector](#)

Service Loans

[Contacting Freddie Mac if a workout closes after a foreclosure sale](#)

[Mortgages affected by Hurricane Ike in Texas and Louisiana](#)

[Helping borrowers avoid foreclosure – the basics](#)

[Pursue loss mitigation options with borrowers during bankruptcy](#)

Important Reminders

[Protecting your borrowers' personal data](#)

[New Fair and Accurate Credit Transactions Act requirements](#)

[Final reminder: GoldWorks@ retirement on November 30](#)

[Thanksgiving Day schedule for systems and customer service](#)

Valuable Tools, Resources and Training

[Overview of October announcements and Guide changes](#)

[Training on Freddie Mac technology](#)

Preparing for the retirement of Loan Prospector® versions 2.1, 2.0, and 2.0 One-Way

On March 15, 2009, Freddie Mac will retire the following versions of Loan Prospector®:

- Version 2.1 of the system-to-system access method (S2S2.1*)
- Version 2.0 of the browser access method (2WWX2.0 and 2WDX2.0*)
- Version 2.0 browser one-way access method (1W2.0*)

**Loan Prospector version numbers as they appear in the Results section on the Loan Prospector Feedback Certificate.*

As part of our ongoing effort to ensure that we provide the latest features in Loan Prospector, we are retiring these versions to enable us to focus our resources on the most current versions of Loan Prospector.

To help with the transition, beginning December 7, 2008, if you are using Loan Prospector version 2.1, 2.0 or 2.0 one-way, Loan Prospector will return a new feedback message to notify you of the March 15, 2009, retirement of these versions.

Review the [new feedback message](#) and an [overview of the different Loan Prospector versions](#) [PDF] for key features available in each.

In This Issue...

What's New

[New effective date for requirement changes previewed on October 17](#)
[2009 conforming loan limits](#)
[Requirements announced for higher "super conforming" loan limits](#) [PDF 183K]

[Visit our new online Avoiding Foreclosure Resource Center](#)

Recent Guide Updates

[October 17 Guide Bulletin announces updates to pricing and credit requirements](#) [PDF 183K]
[October 20 Guide Bulletin improves process efficiencies](#) [PDF 144K]

Originate and Underwrite Loans

[Preparing for the retirement of Loan Prospector® versions](#)
[Elimination of Accept Plus Documentation Level in Loan Prospector](#)

Service Loans

[Contacting Freddie Mac if a workout closes after a foreclosure sale](#)
[Mortgages affected by Hurricane Ike in Texas and Louisiana](#)
[Helping borrowers avoid foreclosure – the basics](#)
[Pursue loss mitigation options with borrowers during bankruptcy](#)

Important Reminders

[Protecting your borrowers' personal data](#)
[New Fair and Accurate Credit Transactions Act requirements](#)
[Final reminder: GoldWorks® retirement on November 30](#)
[Thanksgiving Day schedule for systems and customer service](#)

Valuable Tools, Resources and Training

[Overview of October announcements and Guide changes](#)
[Training on Freddie Mac technology](#)

Elimination of Accept Plus Documentation Level in Loan Prospector®

In an October 17, 2008 e-mail to all Freddie Mac Sellers, we previewed new credit requirement changes that we will finalize in a November *Single-Family Seller/Service Guide* (Guide) Bulletin. These changes strengthen underwriting standards for borrower eligibility and provide additional safeguards against layered risk to support sustainable homeownership opportunities.

In particular, these changes include eliminating purchases of all mortgages originated with stated income and/or stated assets, including borrower-selected programs, lender-branded and marketed programs, **and system-selected programs such as Loan Prospector Accept Plus.**

As a result, **on December 7, 2008, we will eliminate the Accept Plus Documentation Level in Loan Prospector.** For all submissions and resubmissions on or after December 7, Loan Prospector will no longer return an Accept Plus Documentation Level.

Learn more about the [elimination of the Accept Plus Documentation Level](#), including managing your pipeline loans.

In This Issue...

What's New

[New effective date for requirement changes previewed on October 17](#)
[2009 conforming loan limits](#)
[Requirements announced for higher "super conforming" loan limits](#) [PDF 183K]

Visit our new online [Avoiding Foreclosure Resource Center](#)

Recent Guide Updates

[October 17 Guide Bulletin announces updates to pricing and credit requirements](#) [PDF 183K]
[October 20 Guide Bulletin improves process efficiencies](#) [PDF 144K]

Originate and Underwrite Loans

[Preparing for the retirement of Loan Prospector® versions](#)
[Elimination of Accept Plus Documentation Level in Loan Prospector](#)

Service Loans

[Contacting Freddie Mac if a workout closes after a foreclosure sale](#)
[Mortgages affected by Hurricane Ike in Texas and Louisiana](#)
[Helping borrowers avoid foreclosure – the basics](#)
[Pursue loss mitigation options with borrowers during bankruptcy](#)

Important Reminders

[Protecting your borrowers' personal data](#)
[New Fair and Accurate Credit Transactions Act requirements](#)
[Final reminder: GoldWorks® retirement on November 30](#)
[Thanksgiving Day schedule for systems and customer service](#)

Valuable Tools, Resources and Training

[Overview of October announcements and Guide changes](#)
[Training on Freddie Mac technology](#)

New e-mail box to contact Freddie Mac if a workout closes after a foreclosure sale is reported

For the convenience of our Servicers, we created a new e-mail box for you to be able to immediately inform us if you become aware of an approved and closed workout after you have reported the foreclosure sale results to us. The new e-mail box, [Lossmit Reorollback@freddiemac.com](mailto:Lossmit_Reorollback@freddiemac.com), was announced in the [October 20 Single-Family Seller/Servicer Guide Bulletin](#) [PDF 144K].

When using this e-mail box, make sure the subject line of the e-mail notification includes the Freddie Mac loan number, the Servicer name and Servicer loan number.

Your e-mail must include the following:

- A statement about whether or not you have received the signed documents and funds.
- A breakdown of the costs, if there are any costs associated with rescinding the sale. If there are costs associated with the rescinding the sale, you must identify the entity paying these costs.
- The borrower's name and property address.

There is no need to include a completed Form 105, *Multipurpose Loan Servicing Transmittal*, with your request since you are providing us with the pertinent information within the body of your e-mail request.

We will respond once we receive your request, and will let you know if additional information is needed.

In This Issue...

What's New

- [New effective date for requirement changes previewed on October 17](#)
- [2009 conforming loan limits](#)
- [Requirements announced for higher "super conforming" loan limits](#) [PDF 183K]
- Visit our new online [Avoiding Foreclosure Resource Center](#)

Recent Guide Updates

- [October 17 Guide Bulletin announces updates to pricing and credit requirements](#) [PDF 183K]
- [October 20 Guide Bulletin improves process efficiencies](#) [PDF 144K]

Originate and Underwrite Loans

- [Preparing for the retirement of Loan Prospector® versions](#)
- [Elimination of Accept Plus Documentation Level in Loan Prospector](#)

Service Loans

- [Contacting Freddie Mac if a workout closes after a foreclosure sale](#)
- [Mortgages affected by Hurricane Ike in Texas and Louisiana](#)
- [Helping borrowers avoid foreclosure – the basics](#)
- [Pursue loss mitigation options with borrowers during bankruptcy](#)

Important Reminders

- [Protecting your borrowers' personal data](#)
- [New Fair and Accurate Credit Transactions Act requirements](#)
- [Final reminder: GoldWorks® retirement on November 30](#)
- [Thanksgiving Day schedule for systems and customer service](#)

Valuable Tools, Resources and Training

- [Overview of October announcements and Guide changes](#)
- [Training on Freddie Mac technology](#)

Temporary suspension of foreclosure sales for mortgages affected by Hurricane Ike in Texas and Louisiana

As always, together we seek ways to offer relief to borrowers needing assistance. Freddie Mac Servicers have disaster relief options that can be made available to borrowers with Freddie Mac-owned mortgages who are affected by weather-related disasters, including the devastation caused by this past September's Hurricane Ike. These disaster relief policies are found in Chapter 68 of the *Single-Family Seller/Servicer Guide*.

In response to feedback from our Servicers, and to further assist borrowers impacted by this storm, we recently announced a set of [temporary servicing requirements](#) for delinquent mortgages secured by properties located in Texas and Louisiana in "eligible disaster areas" impacted by Hurricane Ike. Eligible disaster areas are counties, municipalities and parishes declared by the president of the United States to be major disaster areas where federal aid in the form of individual assistance is being made available.

For more information

- Visit our [Hurricane Ike Relief Web page](#).
- Review our [disaster relief guidance](#).
- Identify which specific areas are included in the Major Disaster Declaration by reviewing the [list of counties, municipalities and parishes on FreddieMac.com](#), and by checking the [Federal Emergency Management Agency Web page](#) for any additional areas added after the date of this communication.
- Contact your Freddie Mac representative or (800) FREDDIE.

In This Issue...

What's New

[New effective date for requirement changes previewed on October 17](#)

[2009 conforming loan limits](#)

[Requirements announced for higher "super conforming" loan limits](#) [PDF 183K]

[Visit our new online Avoiding Foreclosure Resource Center](#)

Recent Guide Updates

[October 17 Guide Bulletin announces updates to pricing and credit requirements](#) [PDF 183K]

[October 20 Guide Bulletin improves process efficiencies](#) [PDF 144K]

Originate and Underwrite Loans

[Preparing for the retirement of Loan Prospector® versions](#)

[Elimination of Accept Plus Documentation Level in Loan Prospector](#)

Service Loans

[Contacting Freddie Mac if a workout closes after a foreclosure sale](#)

[Mortgages affected by Hurricane Ike in Texas and Louisiana](#)

[Helping borrowers avoid foreclosure – the basics](#)

[Pursue loss mitigation options with borrowers during bankruptcy](#)

Important Reminders

[Protecting your borrowers' personal data](#)

[New Fair and Accurate Credit Transactions Act requirements](#)

[Final reminder: GoldWorks® retirement on November 30](#)

[Thanksgiving Day schedule for systems and customer service](#)

Valuable Tools, Resources and Training

[Overview of October announcements and Guide changes](#)

[Training on Freddie Mac technology](#)



Single-Family News

Online Updates from Your Freddie Mac Team

[Back to Single-Family News Cover](#)

November 2008

Helping borrowers avoid foreclosure – the basics

At this critical time for the market and homeowners, we're with you every step of the way, responding to our shared market challenges with options to help homeowners keep their homes whenever possible during financial hardships. Our default management policies provide you with clear and sound guidance, and offer you many options to explore with borrowers. Here is a quick refresher of important points to remember while helping borrowers who are in default.

What if a borrower cannot pay their mortgage?

- Is the borrower the victim of a natural disaster? If the property has been damaged or destroyed by a tropical storm, hurricane, tornado, flood or other natural disaster, follow our guidelines for [disaster relief](#).
- Is the borrower a servicemember on, or recently released from, active duty? There are special financial [relief options](#) in place for servicemembers through the Servicemembers Civil Relief Act (SCRA) and Freddie Mac's own policies.
- Is the borrower eligible for a reinstatement, relief option, or workout? By exploring options and working with the borrower, you can usually find a positive outcome. Relief and workout options can help borrowers reinstate their mortgages and remain in their homes, avoid foreclosure, and reduce the impact of delinquency on their credit rating.
- Review the Guide and our [default management](#) quick references, best practices and publications and determine if the borrower is eligible for a partial or full reinstatement, repayment plan, short- or long-term forbearance or loan modification.
- Refer borrowers who are in default to our [avoiding foreclosure](#) Web page so that they can learn about foreclosure alternatives.

What if a borrower can no longer afford to keep their home?

- Is the borrower eligible for a workout mortgage assumption, make-whole preforeclosure sale, short payoff or deed in lieu of foreclosure? Not every borrower who is experiencing financial hardship can retain ownership of his or her home. When a borrower cannot or does not want to keep their property, you can help the borrower understand the benefits of selling their property, avoiding foreclosure and preserving his or her credit rating.
- Review our Guide, [default management](#) quick references, best practices and publications and determine if the borrower is eligible for a workout mortgage assumption, make-whole preforeclosure sale, short payoff or deed in lieu of foreclosure.
- Refer borrowers to our [avoiding foreclosure](#) Web page so that they can understand foreclosure alternatives.

We reward you for helping borrowers

Our [Workout Incentive Program](#) rewards you for the hard work you do to find the right solution for a borrower. The program is designed to

- Reward you for pursuing workouts and repayment plans
- Complement our array of cutting-edge default management tools
- Encourage you to aggressively pursue alternatives to foreclosure

Put our free, professionally developed materials to work for you

We've created tools – in five languages – to help you let borrowers know to call you *early* and *first* if they begin having difficulty with their mortgage payment. These materials are on our Website, ready for you to download, customize with your own contact information and

In This Issue...

What's New

- [New effective date for requirement changes previewed on October 17](#)
- [2009 conforming loan limits](#)
- [Requirements announced for higher "super conforming" loan limits](#) [PDF 183K]
- [Visit our new online Avoiding Foreclosure Resource Center](#)

Recent Guide Updates

- [October 17 Guide Bulletin announces updates to pricing and credit requirements](#) [PDF 183K]
- [October 20 Guide Bulletin improves process efficiencies](#) [PDF 144K]

Originate and Underwrite Loans

- [Preparing for the retirement of Loan Prospector® versions](#)
- [Elimination of Accept Plus Documentation Level in Loan Prospector](#)

Service Loans

- [Contacting Freddie Mac if a workout closes after a foreclosure sale](#)
- [Mortgages affected by Hurricane Ike in Texas and Louisiana](#)
- [Helping borrowers avoid foreclosure – the basics](#)
- [Pursue loss mitigation options with borrowers during bankruptcy](#)

Important Reminders

- [Protecting your borrowers' personal data](#)
- [New Fair and Accurate Credit Transactions Act requirements](#)
- [Final reminder: GoldWorks® retirement on November 30](#)
- [Thanksgiving Day schedule for systems and customer service](#)

Valuable Tools, Resources and Training

- [Overview of October announcements and Guide changes](#)
- [Training on Freddie Mac technology](#)

logo, print and use. This essential toolkit includes a downloadable **brochure**, **statement stuffers**, and **posters**, for you to

- Post or distribute in your lobby, at home fairs and community events.
- Insert into teller envelopes and monthly statements.
- Run ads in local papers and magazines.

Visit our online [Avoiding Foreclosure Toolkit](#) and download your free *Avoiding Foreclosure* materials.

© 2008 Freddie Mac

Pursue loss mitigation options with borrowers during bankruptcy

As homeowners struggle with the turbulent housing and financial markets, please remember that Servicers must continue to pursue loss mitigation options with a delinquent borrower even when notice is received of a bankruptcy filing. Communicating the availability of loss mitigation options to the borrower's counsel should be part of your bankruptcy monitoring process.

A bankruptcy filing offers you the unique opportunity to learn about the borrower's financial condition, which in turn can further assist you in analyzing the borrower's qualification for certain loss mitigation options. Taking a proactive approach in offering up loss mitigation solutions when the borrower is in bankruptcy is beneficial to both you and the borrower, as it can preserve homeownership while preventing future losses by bringing the mortgage current.

Servicers should consult with their legal counsel regarding the communication of appropriate loss mitigation options available to a borrower who has filed for bankruptcy.

In This Issue...

What's New

[New effective date for requirement changes previewed on October 17](#)
[2009 conforming loan limits](#)
[Requirements announced for higher "super conforming" loan limits](#) [PDF 183K]

[Visit our new online Avoiding Foreclosure Resource Center](#)

Recent Guide Updates

[October 17 Guide Bulletin announces updates to pricing and credit requirements](#) [PDF 183K]
[October 20 Guide Bulletin improves process efficiencies](#) [PDF 144K]

Originate and Underwrite Loans

[Preparing for the retirement of Loan Prospector® versions](#)
[Elimination of Accept Plus Documentation Level in Loan Prospector](#)

Service Loans

[Contacting Freddie Mac if a workout closes after a foreclosure sale](#)
[Mortgages affected by Hurricane Ike in Texas and Louisiana](#)
[Helping borrowers avoid foreclosure – the basics](#)
[Pursue loss mitigation options with borrowers during bankruptcy](#)

Important Reminders

[Protecting your borrowers' personal data](#)
[New Fair and Accurate Credit Transactions Act requirements](#)
[Final reminder: GoldWorks® retirement on November 30](#)
[Thanksgiving Day schedule for systems and customer service](#)

Valuable Tools, Resources and Training

[Overview of October announcements and Guide changes](#)
[Training on Freddie Mac technology](#)

Minimize your information security risks by protecting your borrowers' personal data

Throughout the financial industry there is heightened awareness and greater scrutiny being placed on protecting borrowers' personal information. Ensuring you are vigilant in protecting your borrowers' personal data whether it's for loans you originate, or for loans you service, is vital in managing your customer relationships, as well as for complying with regulatory requirements.

Each time you gather, transmit, or access borrowers' personal data you must manage the security of their information, including ensuring the information is protected from security breaches or other forms of unauthorized access.

As a reminder, Freddie Mac requires all Sellers and Servicers to comply with all applicable privacy laws and regulations as they pertain to Freddie Mac-owned mortgages. Be sure that you are taking the appropriate steps required to adopt policies and procedures to safeguard your borrowers' personal information in accordance with all applicable laws and as outlined in our *Single-Family Seller/Servicer Guide* (Guide).

The Guide also outlines specific requirements for Freddie Mac Servicers as it relates to maintaining the privacy of borrowers' personal information, and taking certain actions in terms of notice and cooperation in the event their data is compromised.

For more information

Refer to Guide Chapters 6, 51, and 53 for details on our privacy-related requirements.

In This Issue...

What's New

[New effective date for requirement changes previewed on October 17](#)

[2009 conforming loan limits](#)

[Requirements announced for higher "super conforming" loan limits](#)
[PDF 183K]

[Visit our new online Avoiding Foreclosure Resource Center](#)

Recent Guide Updates

[October 17 Guide Bulletin announces updates to pricing and credit requirements](#) [PDF 183K]

[October 20 Guide Bulletin improves process efficiencies](#) [PDF 144K]

Originate and Underwrite Loans

[Preparing for the retirement of Loan Prospector® versions](#)

[Elimination of Accept Plus Documentation Level in Loan Prospector](#)

Service Loans

[Contacting Freddie Mac if a workout closes after a foreclosure sale](#)

[Mortgages affected by Hurricane Ike in Texas and Louisiana](#)

[Helping borrowers avoid foreclosure – the basics](#)

[Pursue loss mitigation options with borrowers during bankruptcy](#)

Important Reminders

[Protecting your borrowers' personal data](#)

[New Fair and Accurate Credit Transactions Act requirements](#)

[Final reminder: GoldWorks® retirement on November 30](#)

[Thanksgiving Day schedule for systems and customer service](#)

Valuable Tools, Resources and Training

[Overview of October announcements and Guide changes](#)

[Training on Freddie Mac technology](#)

New Fair and Accurate Credit Transactions Act (FACTA) requirements now in effect

On November 1, 2008, new FACTA "red flag" identity theft requirements, which include provisions related to address discrepancy flags in consumer credit reports, went into effect.

Credit report users are required to implement policies and procedures that enable them to form a "reasonable belief" that a consumer credit report they obtain relates to the consumer for whom they have requested the report, when they receive a notice of address discrepancy.

Therefore, when you obtain a borrower credit report containing a notice of address discrepancy, you must verify the identity of the borrower by:

- Verifying the address with the customer;
- Reviewing internal records;
- Using third party sources; or
- Other reasonable means

If you have questions regarding your responsibilities for complying with these requirements, you should contact your legal counsel.

For more information on these requirements review the [Federal Trade Commission press release](#).

In This Issue...

What's New

[New effective date for requirement changes previewed on October 17](#)

[2009 conforming loan limits](#)

[Requirements announced for higher "super conforming" loan limits](#) [PDF 183K]

[Visit our new online Avoiding Foreclosure Resource Center](#)

Recent Guide Updates

[October 17 Guide Bulletin announces updates to pricing and credit requirements](#) [PDF 183K]

[October 20 Guide Bulletin improves process efficiencies](#) [PDF 144K]

Originate and Underwrite Loans

[Preparing for the retirement of Loan Prospector® versions](#)

[Elimination of Accept Plus Documentation Level in Loan Prospector](#)

Service Loans

[Contacting Freddie Mac if a workout closes after a foreclosure sale](#)

[Mortgages affected by Hurricane Ike in Texas and Louisiana](#)

[Helping borrowers avoid foreclosure – the basics](#)

[Pursue loss mitigation options with borrowers during bankruptcy](#)

Important Reminders

[Protecting your borrowers' personal data](#)

[New Fair and Accurate Credit Transactions Act requirements](#)

[Final reminder: GoldWorks® retirement on November 30](#)

[Thanksgiving Day schedule for systems and customer service](#)

Valuable Tools, Resources and Training

[Overview of October announcements and Guide changes](#)

[Training on Freddie Mac technology](#)



Single-Family News

Online Updates from Your Freddie Mac Team

[Back to Single-Family News Cover](#)

November 2008

Final reminder: GoldWorks® retirement November 30

On **Sunday, November 30, 2008**, the private Freddie Mac GoldWorks® network managed by AT&T will be retired. To ensure Sellers and Servicers are prepared for the GoldWorks retirement, please read this important information:

- You must submit a request to disconnect from the GoldWorks network by **November 15** by completing the online [GoldWorks Disconnection Request form](#).
- We estimate that GoldWorks disconnection requests will be processed internally within two weeks of the submission date. However, you may need to make special arrangements with AT&T to complete your disconnection and return equipment. If this occurs, a disconnection request may take additional time to process.
- Your GoldWorks bill will stop within 30 days of your GoldWorks Disconnection Request form being processed. You will continue to be billed for GoldWorks fees and charges until your disconnection request is processed.
- Once you complete the online GoldWorks Disconnection Request form, the network provider, AT&T, will contact you or the contact name(s) listed on the disconnection request form, to make arrangements to return leased equipment.
- We will continue to assess finance charges on any past due amounts for GoldWorks charges regardless of when GoldWorks is disconnected.
- You may receive a prorated or partial bill if the GoldWorks network is disconnected in the middle of a billing cycle.
- Contact (800) FREDDIE to check your disconnection status, or if you have any questions or need assistance.

Please remember servicing business applications previously located on the GoldWorks network can be found on FreddieMac.com. All Freddie Mac Servicers can visit our [Servicing Technology Tools Web page](#), and use their current user ID and password to access the following servicing business applications:

- Default Reporting ManagerSM
- Expense ManagerSM
- Incentive ManagerSM
- Investor Accounting ManagerSM (including CashWeb and Global Payment Inc.)
- Remedy ManagerSM
- REO Manager®
- Timeline ManagerSM
- Workout Manager®
- Workout Prospector®
- Servicer Performance Profile
- Online Reimbursement System (Freddie Mac's online 104SF/104DC System)

If you're not currently using these tools, setup information is available on the [Servicing Technology Tools Web page](#) or you can contact (800) FREDDIE for more information. In addition, if you need a "refresher" or would like to learn more on how to use these tools and resources please visit the [Servicing section of the Freddie Mac Learning Center](#) for best practice guides, webinars, and upcoming training events.

For more information on the GoldWorks retirement process, please read the [August 2008 Single-Family News article](#).

In This Issue...

What's New

[New effective date for requirement changes previewed on October 17](#)

[2009 conforming loan limits](#)

[Requirements announced for higher "super conforming" loan limits](#) [PDF 183K]

[Visit our new online Avoiding Foreclosure Resource Center](#)

Recent Guide Updates

[October 17 Guide Bulletin announces updates to pricing and credit requirements](#) [PDF 183K]

[October 20 Guide Bulletin improves process efficiencies](#) [PDF 144K]

Originate and Underwrite Loans

[Preparing for the retirement of Loan Prospector® versions](#)

[Elimination of Accept Plus Documentation Level in Loan Prospector](#)

Service Loans

[Contacting Freddie Mac if a workout closes after a foreclosure sale](#)

[Mortgages affected by Hurricane Ike in Texas and Louisiana](#)

[Helping borrowers avoid foreclosure – the basics](#)

[Pursue loss mitigation options with borrowers during bankruptcy](#)

Important Reminders

[Protecting your borrowers' personal data](#)

[New Fair and Accurate Credit Transactions Act requirements](#)

[Final reminder: GoldWorks® retirement on November 30](#)

[Thanksgiving Day schedule for systems and customer service](#)

Valuable Tools, Resources and Training

[Overview of October](#)

Overview of October announcements and Guide changes

In October, we introduced significant changes to our pricing and credit requirements, and provided the requirements for mortgages with higher conforming loan limits in certain high-cost areas which we've termed "super conforming" mortgages. To learn more about these revised and new requirements we invite you to register for our webinar, [Overview of Recent Announcements and Guide Changes](#).

Use this 90-minute web conference as an overview in conjunction with the [October 17 Single-Family Seller/Service Guide Bulletin](#) [PDF 183K], and [Exhibit 19, Post Settlement Delivery Fees](#) [PDF 183K] to become familiar with the key changes and respective effective dates.

We encourage you to also take advantage of the following job aids to assist with the Guide changes:

- [Super Conforming Processing Reminders for Loan Prospector Mortgages](#) [PDF 41K]
- [Maximum LTV, TLTV and HLTV Ratios for Conforming and Super Conforming Mortgages, and Minimum Indicator Score Requirements for Manually Underwritten Mortgages](#) [PDF 511K]

In This Issue...

What's New

[New effective date for requirement changes previewed on October 17](#)

[2009 conforming loan limits](#)

[Requirements announced for higher "super conforming" loan limits](#) [PDF 183K]

[Visit our new online Avoiding Foreclosure Resource Center](#)

Recent Guide Updates

[October 17 Guide Bulletin announces updates to pricing and credit requirements](#) [PDF 183K]

[October 20 Guide Bulletin improves process efficiencies](#) [PDF 144K]

Originate and Underwrite Loans

[Preparing for the retirement of Loan Prospector® versions](#)

[Elimination of Accept Plus Documentation Level in Loan Prospector](#)

Service Loans

[Contacting Freddie Mac if a workout closes after a foreclosure sale](#)

[Mortgages affected by Hurricane Ike in Texas and Louisiana](#)

[Helping borrowers avoid foreclosure – the basics](#)

[Pursue loss mitigation options with borrowers during bankruptcy](#)

Important Reminders

[Protecting your borrowers' personal data](#)

[New Fair and Accurate Credit Transactions Act requirements](#)

[Final reminder: GoldWorks® retirement on November 30](#)

[Thanksgiving Day schedule for systems and customer service](#)

Valuable Tools, Resources and Training

[Overview of October announcements and Guide changes](#)

[Training on Freddie Mac technology](#)

Training on Freddie Mac technology that you can easily access

Are you new to Freddie Mac's technology? Or do you need a refresher on the use of Loan Prospector® or the selling system? We can help with online training sessions on [The Learning Center](#) that you can easily access and complete at your own pace and convenience.

Loan Prospector training resources

Take advantage of the following free, webinars to learn how you can get the most out of Loan Prospector, Freddie Mac's automated underwriting system.

- Get a quick overview of basic information to begin using Loan Prospector with our recorded webinar, [Loan Prospector – How it Works](#).
- Join us for live web-based training, where we offer a more comprehensive look at Loan Prospector's automated underwriting services and the information you need to know to successfully enter data in Loan Prospector and submit your loans. Check out [Getting Started with Loan Prospector – Part 1](#).
- Attend the live web-based training, [Getting Started with Loan Prospector – Part 2](#) for more in-depth information, including details on the different types of Loan Prospector results you'll receive, the validation of the data Loan Prospector used in its assessment, and what these results mean to you.

Selling system training resources

The **Freddie Mac selling system** is our web-based application and your end-to-end solution for cash sales and security swaps. This technology integrates all selling functions - from pricing through delivery, certification, and funding - all on a single platform.

To start your training on the selling system, begin with the recorded webinar, [Introduction to the Selling System](#), which provides information on how to gain access to the system and an overview of the system's functionality.

Once you complete this introductory course, visit the [New Customer Training](#) page for additional training on the various execution options. Choose the sessions that cover the way you do business with Freddie Mac. By choosing one of the following paths, you will be provided with multiple recorded webinars to meet your needs.

- [Mandatory Servicing-Retained](#)
- [Mandatory Servicing-Released](#)
- [Best Efforts Servicing-Retained](#)
- [Best Efforts Servicing-Released](#)
- [Guarantor WAC ARMs](#)
- [Guarantor & MultiLender Fixed-Rate](#)

In This Issue...

What's New

- [New effective date for requirement changes previewed on October 17](#)
- [2009 conforming loan limits](#)
- [Requirements announced for higher "super conforming" loan limits](#) [PDF 183K]
- Visit our new online [Avoiding Foreclosure Resource Center](#)

Recent Guide Updates

- [October 17 Guide Bulletin announces updates to pricing and credit requirements](#) [PDF 183K]
- [October 20 Guide Bulletin improves process efficiencies](#) [PDF 144K]

Originate and Underwrite Loans

- [Preparing for the retirement of Loan Prospector® versions](#)
- [Elimination of Accept Plus Documentation Level in Loan Prospector](#)

Service Loans

- [Contacting Freddie Mac if a workout closes after a foreclosure sale](#)
- [Mortgages affected by Hurricane Ike in Texas and Louisiana](#)
- [Helping borrowers avoid foreclosure – the basics](#)
- [Pursue loss mitigation options with borrowers during bankruptcy](#)

Important Reminders

- [Protecting your borrowers' personal data](#)
- [New Fair and Accurate Credit Transactions Act requirements](#)
- [Final reminder: GoldWorks® retirement on November 30](#)
- [Thanksgiving Day schedule for systems and customer service](#)

Valuable Tools, Resources and Training

- [Overview of October announcements and Guide changes](#)
- [Training on Freddie Mac technology](#)