

INSTRUCTIONS FOR SUBMITTING REQUEST FOR ASSISTANCE

IF YOU DO NOT PROVIDE THE DOCUMENTATION OUTLINED HERE, WHICH WILL BE NEEDED TO COMPLETE YOUR REQUEST, IT WILL DELAY OUR PROCESSING OF YOUR REQUEST AND MAY CAUSE IT TO BE RETURNED TO YOU.

1. All properly documented requests are processed as quickly as possible, usually within 10 to 12 business days. However, additional time may be required when certain information is not provided on your request form, including, a Freddie Mac nine digit loan number is not provided; or if extensive research is needed to identify a loan and determine the current loan status.

We therefore recommend that you allow up to at least **2 weeks** (or 14 business days) for your request to be researched, processed and mailed back to you.

2. All executed documents are returned via U.S. Mail to the address you provide. If you prefer that the documents be returned via overnight mail, you must provide a preaddressed overnight package billed to the receiver.
3. **Prepare and mail appropriate documents for Federal Home Loan Mortgage Corporation for signature** to address above. We DO NOT accept documentation by facsimile. Many recording jurisdictions will not accept executed faxes.
 - **Freddie Mac cannot prepare the documents on behalf of Borrowers**, however we will do our best to assist Borrowers with the preparation of documentation when the original servicing institution is no longer in business.
 - Freddie Mac can sign documents only as Beneficiary.
 - In Deed of Trust states, we can execute a Request for Reconveyance and/or Substitution of Trustee. The Trustee must be named and Freddie Mac cannot sign as or be named as Trustee.
 - Recording information section of document must be completed.
 - Signature block may be left blank and we will fill in with the name of the available signatory.
 - For Georgia paid in full loans please provide a Cancellation of Security Deed. We cannot execute Quitclaim Deeds.
4. Include a completed Request for Assistance Form for each loan, which includes:
 - Borrower name (Name of borrower who took out the loan in question)
 - Complete property address: street address, city, state and zip code
 - Original Note date (date the borrower signed the mortgage)
 - Date Mortgage Paid Off
 - Original Loan amount
 - Reason for Requesting Assistance (Description of problem which needs resolution)
 - If a closing date is pending for a sale or refinance, provide the closing information in the Reason for Requesting Assistance Section. We cannot guarantee to meet the closing date, but will make an effort to expedite your request.
5. Include photocopies of the recorded Mortgage/Deed of Trust, all Assignments or Deeds, showing Book and Page, and/or a title report indicating complete chain and showing any gaps
6. Include copies of any relevant supporting documentation that may help identify the loan or that may indicate that the loan has been paid in full such as payoff statements, cancelled checks, closing statements, or any indications of subsequent loans on the subject property which would have paid off the loan in question.

Thank you for your cooperation.

REQUEST FOR ASSISTANCE FORM

INSTRUCTIONS:

- Please complete this form in its entirety
- Mail (or eMail) this form and any documents prepared for Freddie Mac signature to the address above
- Provide copies of all recorded Mortgage/Deed of Trust, all Assignments or Deeds, showing Book and Page, and/or a title report indicating complete chain of title and/or showing any gaps
- All properly documented requests will be processed as quickly as possible, usually within 10 to 12 business days.
- In the event extensive research is required, please allow up to 14 business days to process your Request for Assistance.
- Your signed documents will be returned to the address you provide via US Postal Service, unless you provide a postage paid Overnight Courier envelope (UPS, FedEx, etc.)

MORTGAGE INFORMATION:

Freddie Mac Loan Number:

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Borrower(s) Name on Mortgage: _____

Property Address on Mortgage:

Street _____

City _____

State _____ Zip _____

Date Mortgage Originated: _____

Date Mortgage Paid Off: _____

Original Loan Amount: \$ _____

REASON FOR REQUESTING ASSISTANCE:

REQUESTED BY:

Date: _____

Contact: _____

Company: _____

Address: _____

Telephone: _____

Signature: _____



REMINDER!
PLEASE ENCLOSE THE DOCUMENT YOU NEED
FREDDIE MAC TO SIGN AND THE SUPPORTING
DOCUMENTATION REQUESTED ABOVE TO
AVOID DELAYS IN PROCESSING