

## Freddie Mac Service Loans Application Authorized User Roles Form – For Use by Servicers Only

Please see completion instructions in this Form 902

|   |
|---|
| <b>Freddie Mac Servicer Name:</b> _____       |
| <b>All Applicable Servicer Numbers:</b> _____ |

This Freddie Mac Service Loans Application Authorized User Roles Form (“Form 902”) and any Addendum to the Freddie Mac Service Loans Application Authorized User Roles Form, attached hereto (“Form 902A”) (individually or collectively, “User Roles Form”) identify Servicer’s employees that have been: (i) authorized by Servicer to use the Service Loans application (“Authorized Users”) and (ii) assigned to the user roles described herein (“User Roles”) to perform the servicing activities associated with such User Roles. By virtue of Servicer’s submission of a User Roles Form to Freddie Mac, executed by Servicer’s authorized officer, Servicer is representing and warranting to Freddie Mac that the Authorized User(s) assigned to the User Role(s) in the User Roles Form, are authorized by Servicer to perform the servicing activities associated with such User Role(s). Servicer must submit a new User Roles Form to assign, delete or change Authorized User(s) or User Role(s).

|   |       |
|---|-------|
| <b>External Servicing Administrator Name:</b> | _____ |
| <b>Address:</b>                               | _____ |
| <b>City/State/Zip:</b>                        | _____ |
| <b>Phone Number:</b>                          | _____ |
| <b>Fax Number:</b>                            | _____ |
| <b>E-mail address (mandatory):</b>            | _____ |
| <b>4 Digit PIN:</b>                           | □□□□  |

| Add/<br>Change<br>User:  | Delete<br>User:          | Assigned Authorized User(s)<br>Enter Name(s), E-mail Address(es), Phone<br>Number(s) and PIN(s): | Assigned Authorized User Roles<br>Mark or check applicable boxes to assign Authorized User(s) to<br>User Role(s):   |
|--------------------------|--------------------------|--|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Name:</b> _____<br><b>E-mail:</b> _____<br><b>Phone:</b> _____<br><b>4 Digit PIN:</b> □□□□    | <input type="checkbox"/> <b>User Administrator</b><br><input type="checkbox"/> Map Bulk File Analyst<br><input type="checkbox"/> Loan Activity Analyst<br><input type="checkbox"/> FCL – Specialist<br><input type="checkbox"/> FCL – Specialist (Read Only)<br><input type="checkbox"/> Default Loan Activity Analyst<br><input type="checkbox"/> Portfolio Transfer Analyst<br><input type="checkbox"/> FCL_DIL Analyst<br><input type="checkbox"/> Exclusionary List Analyst<br><input type="checkbox"/> Workout – Specialist<br><input type="checkbox"/> Workout – Specialist (Read Only)<br><input type="checkbox"/> Read Only Analyst |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Name:</b> _____<br><b>E-mail:</b> _____<br><b>Phone:</b> _____<br><b>4 Digit PIN:</b> □□□□    | <input type="checkbox"/> <b>User Administrator</b><br><input type="checkbox"/> Map Bulk File Analyst<br><input type="checkbox"/> Loan Activity Analyst<br><input type="checkbox"/> FCL – Specialist<br><input type="checkbox"/> FCL – Specialist (Read Only)<br><input type="checkbox"/> Default Loan Activity Analyst<br><input type="checkbox"/> Portfolio Transfer Analyst<br><input type="checkbox"/> FCL_DIL Analyst<br><input type="checkbox"/> Exclusionary List Analyst<br><input type="checkbox"/> Workout – Specialist<br><input type="checkbox"/> Workout – Specialist (Read Only)<br><input type="checkbox"/> Read Only Analyst |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Name:</b> _____<br><b>E-mail:</b> _____<br><b>Phone:</b> _____<br><b>4 Digit PIN:</b> □□□□    | <input type="checkbox"/> <b>User Administrator</b><br><input type="checkbox"/> Map Bulk File Analyst<br><input type="checkbox"/> Loan Activity Analyst<br><input type="checkbox"/> FCL – Specialist<br><input type="checkbox"/> FCL – Specialist (Read Only)<br><input type="checkbox"/> Default Loan Activity Analyst<br><input type="checkbox"/> Portfolio Transfer Analyst<br><input type="checkbox"/> FCL_DIL Analyst<br><input type="checkbox"/> Exclusionary List Analyst<br><input type="checkbox"/> Workout – Specialist<br><input type="checkbox"/> Workout – Specialist (Read Only)<br><input type="checkbox"/> Read Only Analyst |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Name:</b> _____<br><b>E-mail:</b> _____<br><b>Phone:</b> _____<br><b>4 Digit PIN:</b> □□□□    | <input type="checkbox"/> <b>User Administrator</b><br><input type="checkbox"/> Map Bulk File Analyst<br><input type="checkbox"/> Loan Activity Analyst<br><input type="checkbox"/> FCL – Specialist<br><input type="checkbox"/> FCL – Specialist (Read Only)<br><input type="checkbox"/> Default Loan Activity Analyst<br><input type="checkbox"/> Portfolio Transfer Analyst<br><input type="checkbox"/> FCL_DIL Analyst<br><input type="checkbox"/> Exclusionary List Analyst<br><input type="checkbox"/> Workout – Specialist<br><input type="checkbox"/> Workout – Specialist (Read Only)<br><input type="checkbox"/> Read Only Analyst |

As an officer of the Servicer, I hereby certify, represent and warrant to Freddie Mac and agree that: (i) I am authorized to assign the Servicer's employees named above to the User Role(s) above; (ii) the employees assigned by me to User Role(s) are authorized to perform the activities associated with such User Role(s); (iii) I have assigned such employees by marking or checking the applicable User Role(s) box(es) adjacent to such employees' names above; (iv) this User Roles Form is part of the Servicer's "Purchase Documents," as that term is defined in the Freddie Mac Single-Family Seller/Servicer Guide (the "Guide"); (v) capitalized terms not defined herein have the meaning ascribed to such terms in the Guide; and (vi) receipt of an electronic or paper copy of this Form 902 by Freddie Mac, with a copy or representation of my written signature attached thereto or associated therewith, is as valid, enforceable and effective as receipt of a paper Form 902 by Freddie Mac executed by me in writing.

**Servicer's Vice President or higher ranking officer must execute this Form 902 and any attached Form 902A.**

|                              |  |
|------------------------------|--|
| <b>Authorized Signature:</b> |  |
| <b>Printed Name:</b>         |  |
| <b>Title:</b>                |  |
| <b>Date:</b>                 |  |

Please e-fax the completed form to: 571-382-4940, or e-mail to [Servicing\\_Loans\\_application@freddiemac.com](mailto:Servicing_Loans_application@freddiemac.com)

## REQUIREMENTS FOR MANAGING ACCESS TO FREDDIE MAC SERVICE LOANS APPLICATION

### Servicer shall:

- Safeguard User IDs, passwords, PINs and all other confidential means of access (“Confidential Means of Access”) to the Service Loans application.
- Adopt minimum security standards to prevent the loss, theft or unauthorized disclosure or use of User IDs, passwords, PINs or other Confidential Means of Access and information in the Service Loans application.
- Notify Freddie Mac within one Business Day by e-fax or e-mail to Freddie Mac, at the fax number or mailbox shown on this form, in the event:
  - (i) an Authorized User’s: (A) name changes, (B) position/title changes, (C) employment is terminated, or (D) authorization expires or terminates;
  - (ii) of any loss, theft or unauthorized disclosure or use of any Authorized User’s User ID, password, PIN or any other Confidential Means of Access; and
  - (iii) Servicer has knowledge or reason to believe that an Authorized User’s Confidential Means of Access to the Service Loans application is no longer secure for any reason.
- Indemnify and hold Freddie Mac harmless from and against any and all costs, fees (including legal fees and court costs), losses or damages sustained or incurred by Freddie Mac resulting from Servicer’s (and/or its Servicing Agent’s, if applicable) breach of security resulting in the unauthorized disclosure or use of any User IDs, passwords, PINs or any other Confidential Means of Access to or information in the Service Loans application.

### INSTRUCTIONS AND REQUIREMENTS FOR ASSIGNING EMPLOYEES TO USER ROLES:

- This User Roles Form must be executed by Servicer Vice President or higher ranking officer who is authorized to assign, delete or change Authorized Users or User Roles.
- Servicer must have at least one Authorized User assigned to the User Administrator role.
- Servicer’s Authorized Users may be assigned to act in multiple User Roles.
- In order to have access to the various functional aspects of the Service Loans application, Servicer must assign at least one Authorized User to each User Role.
- Assign the birth date (MMDD) of the Authorized User as her/his PIN. (Do not assign the same PIN to different Authorized Users.) An Authorized User who requests a password reset from 800-Freddie must be able to provide her/his PIN, or risk being locked out of the Service Loans application.
- If an Authorized User does not log in and use the Service Loans application during any 90-day period, such Authorized User may be deactivated by Freddie Mac, in its sole discretion, without notice to Servicer.
- Complete, execute and attach Form 902A to this Form 902 to add Authorized User(s).

The following is an example for completing the User Role assignment sections on this form:

| Add/<br>Change<br>User              | Delete<br>User           | Assigned Authorized User(s)<br>Enter Name(s), E-mail Address(es), Phone<br>Number(s) and PIN(s):   | Assigned Authorized User Roles<br>Mark or check the applicable boxes to assign Authorized User(s) to<br>User Role(s):  |
|-------------------------------------|--------------------------|--|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <b>Name:</b> Chris Sample<br><b>E-mail:</b> Sample@sample.com<br><b>Phone:</b> 212-555-1234<br><b>4 Digit PIN:</b> 0704= Birth Date (e.g. July 4 <sup>th</sup> = 0704) | <input checked="" type="checkbox"/> <b>User Administrator</b><br><input type="checkbox"/> Map Bulk File Analyst<br><input type="checkbox"/> Loan Activity Analyst<br><input type="checkbox"/> FCL – Specialist<br><input type="checkbox"/> FCL – Specialist (Read Only)<br><input type="checkbox"/> Default Loan Activity Analyst<br><input type="checkbox"/> Portfolio Transfer Analyst<br><input type="checkbox"/> FCL_DIL Analyst<br><input type="checkbox"/> Exclusionary List Analyst<br><input type="checkbox"/> Workout – Specialist<br><input type="checkbox"/> Workout – Specialist (Read Only)<br><input type="checkbox"/> Read Only Analyst |

**Description of User Roles and User Role Activities:**

| <b>User Roles</b>                                  | <b>User Roles Activities</b>   |
|--|--|
| User Administrator                                 | <ul style="list-style-type: none"> <li>• Submits User Roles Form, signed by Servicer's Vice President, or higher ranking officer, which assigns, deletes or changes Authorized Users</li> <li>• Serves as primary contact with Freddie Mac for resolving user setup issues</li> <li>• Assists Servicer's Vice President, or higher ranking officer, with receipt and distribution of User IDs to Authorized Users</li> </ul> |
| Loan Activity Analyst                              | <ul style="list-style-type: none"> <li>• Enters, imports and/or submits Performing, Single Loan Activity (Loan Level/Investor Reporting)</li> <li>• Retrieves, views and prints activity reports</li> </ul>  |
| Default Loan Activity Analyst                      | <ul style="list-style-type: none"> <li>• Enters, imports and/or submits Default Loan Activity (EDR Reporting)</li> <li>• Retrieves, views and prints activity reports</li> </ul>   |
| FCL_DIL Analyst (Foreclosure/Deed-in-lieu Analyst) | <ul style="list-style-type: none"> <li>• Enters, imports and/or submits Foreclosure Sale or Deed-in-Lieu activity</li> <li>• Retrieves, views and prints activity reports</li> </ul>   |
| Portfolio Transfer Analyst                         | <ul style="list-style-type: none"> <li>• Enters or imports Portfolio Transfer Requests/Transfer of Servicing (Subsequent Transfer of Servicing/Form 981)</li> <li>• Retrieves, views and prints activity reports</li> </ul>  |
| Map Bulk File Analyst                              | <ul style="list-style-type: none"> <li>• Maps bulk file (Creates custom file)</li> </ul>   |
| Exclusionary List Analyst                          | <ul style="list-style-type: none"> <li>• Has read-only access to the Freddie Mac Exclusionary List</li> </ul>  |
| Workout – Specialist                               | <ul style="list-style-type: none"> <li>• Submit a request, view and search for Minimum Net Proceeds (MNP) and Estimated Market Value (EMV)</li> </ul>  |
| Workout – Specialist (Read Only)                   | <ul style="list-style-type: none"> <li>• View and search for Minimum Net Proceeds (MNP) and Estimated Market Value (EMV)</li> </ul>  |
| FCL – Specialist                                   | <ul style="list-style-type: none"> <li>• Submit a request for, view and search for credit bids</li> </ul>  |
| FCL – Specialist (Read Only)                       | <ul style="list-style-type: none"> <li>• View and search for credit bids</li> </ul>  |
| Read Only Analyst                                  | <ul style="list-style-type: none"> <li>• Retrieves, views and prints activity reports</li> </ul>   |