



We make home possible®

Borrower Notifications FAQs

Q: Why did I receive this notification letter from Freddie Mac?

A: By law, we're required to notify you that your mortgage was sold to us. The letter includes more information about your mortgage as part of our continued efforts to promote long-term, successful homeownership.

Q: Why did my lender sell my mortgage to Freddie Mac?

A: We provide funds to lenders by purchasing mortgages from them. This creates a continuous source of mortgage funds that allows homebuyers to obtain financing. We maintain requirements for the mortgages we purchase through lenders/Servicers. These activities allow us to fulfill our mission of providing liquidity, stability and affordability to the nation's residential housing market. The selling of your mortgage to Freddie Mac has no bearing, in any way, to the homeowner, your loan, or your specific loan obligations.

Q: Do I need to take action on this notice?

A: No. This notice requires no action on your part. It is for informational purposes only. We recommend that you file your borrower notification letter with your other mortgage documents.

Q: Should I send my mortgage payments to Freddie Mac?

A: No. There is no change to the way you make your mortgage payment. You must continue to send your payments to the company listed on your mortgage statement.

Q: Do I contact Freddie Mac if I have questions about my mortgage payment?

A: No. If you have questions about your mortgage or mortgage payment, please contact your Servicer using the contact information in the notification letter you received from Freddie Mac or on your mortgage statement.

Q: Why is the balance in the letter different than the balance on my mortgage payment?

A: The original principal balance reflected on the notice was provided by your mortgage originator to Freddie Mac when your mortgage was originally sold to us. Any subsequent payments are not reflected in this notice. For more information on your current unpaid principle balance or your mortgage, please contact your Servicer using the contact information in the notification letter you received from Freddie Mac or on your current mortgage statement.

Q: Does Freddie Mac allow making or applying partial payments to my mortgage?

A: Your mortgage Servicer can answer any questions you have about your mortgage or mortgage payment. You can reach your Servicer using the contact information in our notification letter or on your mortgage statement.

Q: Will I continue to receive correspondence from Freddie Mac?

A: Freddie Mac relies on our Servicers to keep borrowers informed on issues related to their mortgage. However, if there is a regulatory requirement or government mandate, Freddie Mac may be required to notify you.

TRUST NOTIFICATION LETTERS (ex. Guaranteed Senior Subordinate)

Q: Freddie Mac has already sent me a similar borrower notification letter. Why am I receiving another?

A: You received a second borrower notification letter because your mortgage was sold into a trust after it was sold to us. Section 404 of the *Helping Families Save Their Homes Act of 2009* requires certain mortgage purchasers to notify borrowers in writing of the sale, transfer, or assignment of their mortgage.

Q: Do I need to take action on this notice?

A: No. This notice requires no action on your part. The sale of your mortgage to a trust does not affect any terms or conditions of the mortgage, deed of trust, or note. The notification letter is for your information. We do recommend that you file your borrower notification letter with your other mortgage documents.

Q: Why did Freddie Mac sell my mortgage to a trust?

A: We sell mortgages into trusts to reduce the potential risk to Freddie Mac and taxpayers. The sale will also help bring private capital back into the mortgage credit markets. The trusts issue securities backed by similar mortgages to an underwriter for sale to investors. The proceeds from the sale are transferred to Freddie Mac, which uses those funds to purchase additional mortgages. The sale of your mortgage to Freddie Mac does not affect your loan or your specific loan obligations.

Q: What is a trust?

A: A trust is a legal relationship created to hold and protect property for the benefit of others. Freddie Mac routinely creates trusts to hold and protect the loans backing its mortgage-backed securities.

Q: Can I have my mortgage removed from the trust?

A: No. Freddie Mac's transfer of your mortgage to a trust does not, in any way, change your mortgage rights or obligations. Your Servicer must continue to service your mortgage in accordance with Freddie Mac's servicing requirements and applicable law. If you have questions about the ownership, your mortgage, or a trust, please contact your Servicer using the contact information in the notification letter you received from Freddie Mac or on your mortgage statement.

Q: Who actually owns my mortgage, Freddie Mac or the trust?

A: The trust indicated on your notification letter owns your mortgage. Freddie Mac is the trustee of that trust. A trustee is an individual or organization who manages assets for the benefit of another.

Q: What does your letter mean where it states that Freddie Mac is no longer the owner of my mortgage but is a trustee of the trust?

A: The trust owns your mortgage, but authorizes Freddie Mac to act on behalf of the trust in certain matters.