



HFA Getting Started with Freddie Mac – The HFA White Glove Onboarding Process

Freddie Mac is dedicated to helping Housing Finance Agencies (HFAs) achieve their mission to help meet the affordable housing needs of your state’s residents.

Our HFA White Glove Onboarding Process provides you with unique features, including:

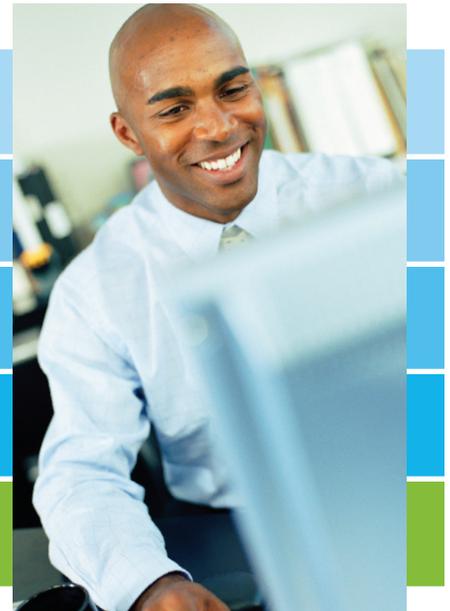
- Streamlined and expedited application process.*
- Reduced application fees.
- Dedicated Freddie Mac representative to help you throughout the process.

We also have HFA-specific training and special HFA-specific pricing for certain products.

Use this document to guide you through the process of getting your agency approved to do business with Freddie Mac.

Get started in **5** key steps:

✓	Pre-Application Process
✓	Prep for and Participate in Onsite Visit
✓	Address Follow-Up Items
✓	Complete Getting Started Checklist and Forms
➤	<i>Start Doing Business with Freddie Mac!</i>



** HFAs with existing Freddie Mac Seller/Service numbers, will be reviewed case by case to determine if any part of the application process can be waived.*

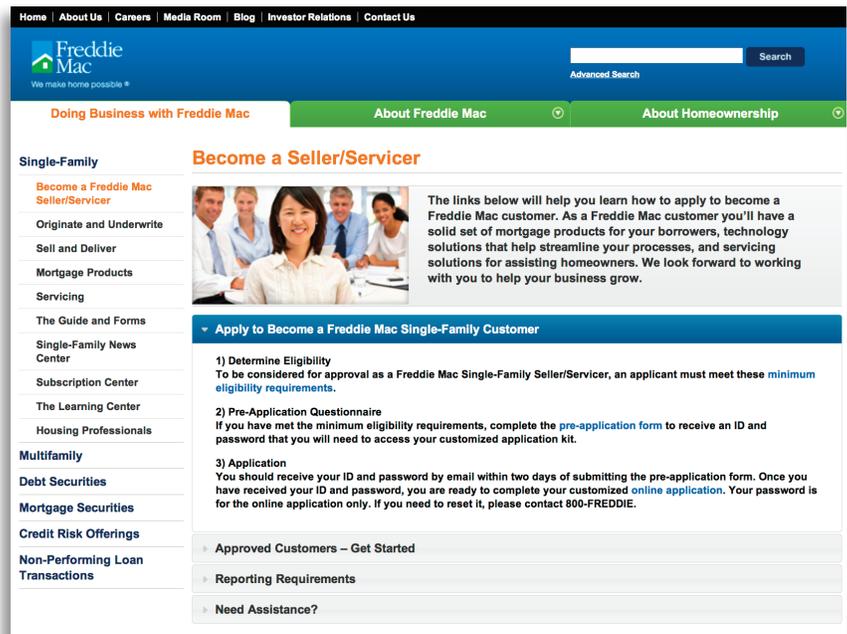


Pre-Application Process

Step 1: Visit FreddieMac.com/singlefamily/doingbusiness and select *Apply to Become a Freddie Mac Single-Family Customer*. Review the minimum eligibility requirements.

Step 2: If you meet the minimum requirements, complete the short online pre-application form.

Step 3: Work with your Customer Relations Manager to schedule Freddie Mac to come for a one-day onsite visit to work with you on integrating your policies and procedures with Freddie Mac (scheduling lead time is typically within 4-8 weeks).



Prep for and Participate in Onsite Visit

If you meet our minimum requirements in the pre-application, you will receive a user ID and password so you can access the full online application. This document requires more detailed information about your company. Reach out to your Customer Relations Manager with any questions.

Rhonda will schedule your Counterparty Operational Risk Evaluation (CORE) onsite visit where a Freddie Mac representative will come to your site and review your loan manufacturing and servicing processes to ensure they meet Freddie Mac's requirements. You'll be able to discuss your technology capabilities and processes to ensure a smooth start in doing business with Freddie Mac.

QUESTIONS?

Your Freddie Mac Customer Relations Manager

If you have any questions about your application or set-up process, please contact Rhonda Kuntzman, in our Customer Relations team.

PHONE
312-407-7492

EMAIL
**New_Applicants@
FreddieMac.com**



Address Follow-Up Items

After the CORE visit, there may be required follow-up actions on your part to ensure compliance with Freddie Mac requirements. Our Customer Relations Managers will be available to help you throughout this process. Your timely response to the follow-up items will help expedite the application process.

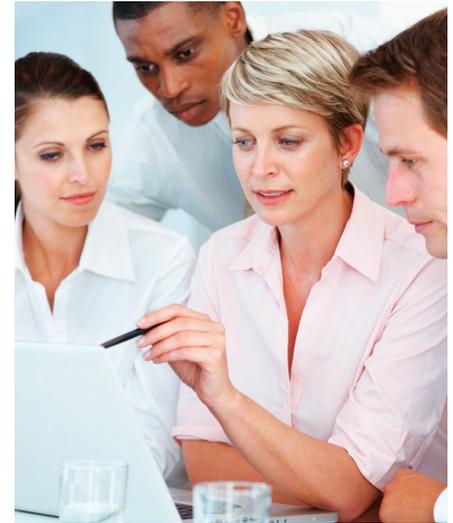
Next steps include:

Step 1: Fill out appropriate sections of the full application, as discussed with the Freddie Mac team. The application process requires a completed Board Resolution Form, so make sure you consider the timing of your next board meeting.

Step 2: Submit completed documents.

Step 3: Address any findings from the onsite visit (depending on the findings and how quickly you can make the changes. This could take six weeks or more).

Freddie Mac will conduct additional due diligence, as needed.



Complete Getting Started Checklist and Forms

Step 1: Once your company is approved, review our quick online *Getting Started with Freddie Mac* tutorial that will guide you through the next steps of getting set-up – including completing the *Get Started Checklist*. These resources are located on the FreddieMac.com *Approved Single-Family Customers – Getting Started Web page* (<http://www.freddiemac.com/learn/nc.html>).

The screenshot shows the Freddie Mac website interface. At the top, there is a navigation bar with links for Home, About Us, Careers, Media Room, Blog, Investor Relations, and Contact Us. Below this is a search bar and a secondary navigation bar with 'Doing Business with Freddie Mac', 'About Freddie Mac', and 'About Homeownership'. The main content area is titled 'Become a Seller/Service' and features a sidebar with a list of categories: Single-Family, Multifamily, Mortgage Securities, Credit Risk Offerings, and Non-Performing Loan Transactions. The main content includes a 'Get Started Checklist' with links to 'Get Started Checklist', 'Next Steps for New Customers tutorial', and 'Selling System Basics tutorial'. It also mentions 'Single Family training and education resources: The Learning Center tutorial' and 'The Single-Family Seller/Service Guide (Guide)'. A 'Quick Tips on Guide Features (video)' and 'AllRegs User Guide (PDF)' are also listed. The page concludes with a statement about interactive resources for navigating every phase of the secondary mortgage process.

Step 2: The online *Get Started Checklist* identifies what documents you need to complete to access our technology systems. When you submit the checklist, the appropriate required forms will be generated. The technology set-up process typically takes 2-3 weeks.

Customize Your Technology Set Up Checklist

Please answer the following questions so that we can determine which forms you need to complete.

- How will you do business with us? (Choose one or both)
 - Servicing Retained
 - Servicing Released
- What kind of organization do you have?
 - Bank, Savings Bank, Savings and Loan Association, Credit Union or Corporation
 - Limited Liability Company (LLC)
 - Limited Partnership
- Will you be using a concurrent transfer of servicing (CTOS)?
 - Yes
 - No
- Will you be using a warehouse line of credit or another arrangement, such as a repurchase agreement or a gestation repurchase agreement, to finance your loans prior to their sale to Freddie Mac?
 - Yes
 - No
- Will the financial custodial accounts be in-house or at another eligible depository?
 - In-house
 - An eligible depository that is not your organization
- Will you utilize a servicer or third party servicing agent?
 - Yes
 - No
- Will you be using Freddie Mac's Designated Custodian, the Bank of New York Mellon Trust Company, N.A. (BNY Mellon) for document custodial services?
 - Yes
 - No
- Are you currently set up in the Uniform Collateral Portal™ (UCDP™) to submit appraisals to Freddie Mac?
 - Yes
 - No
- Are you already set up to use Loan Prospector®?
 - Yes
 - No

[Generate Checklist](#) [Start Over](#)

The forms on the checklist contain “fillable form fields” and can be saved on your computer. We recommend sending all the forms together to the address noted in the instructions. This will help your company to be quickly activated within the Freddie Mac systems.

Your Customized Technology Get Started Checklist

Based on your answers, here are the forms you are required to complete to get set up. You will only be able to do business with us when all the required forms have been submitted and the necessary technology set up has been completed. All forms must be completed in their entirety and returned to Freddie Mac at least three weeks prior to your first loan delivery.

Forms	Description/Requirements	Return Instructions
1. Form 988SF-1 (PDF) Certificate of Incumbency for a Bank, Savings Bank, Savings and Loan Association, Credit Union or Corporation	This requirement identifies the individuals authorized to provide Freddie Mac with instructions (or modify instructions) to transfer funds or securities related to your sale of mortgages to Freddie Mac.	See additional instructions on these forms. Freddie Mac must receive these forms to process any other setup related forms. Return the signed and notarized original Certificate of Incumbency and the Board Resolution (attached as exhibit "A" to the certificate) via overnight mail to: Customer Systems Setup 8250 Jones Branch Drive Mail Stop A2B McLean, VA 22102
2. Form 988ASF (PDF) Addendum to Form 988SF		
Freddie Mac's selling system: Sell and deliver your loans for cash or securities through our web-based selling system. Pricing, commitment, certification and funding are all performed on this single platform. Find out more. The following forms are required in order to access the Freddie Mac selling system:		
Form 483 (PDF) Wire Transfer Authorization	This authorizes and instructs Freddie Mac where to wire funds for loans that you have sold to us. The form must be signed by an authorized employee who is an officer of your organization.	Return the notarized original via overnight mail to: Freddie Mac Customer Systems Setup 8250 Jones Branch Drive Mail Stop A2B McLean, VA 22102
Form 800 (PDF) Selling System User ID & Certification Form	This authorizes us to create user IDs for your employees to access the selling system. The form must be signed by an authorized employee of your organization and is a Vice President or higher.	Return via overnight mail to: Customer System Setup 8250 Jones Branch Drive Mail Stop A2B McLean, VA 22102 Fax: 703-738-1532

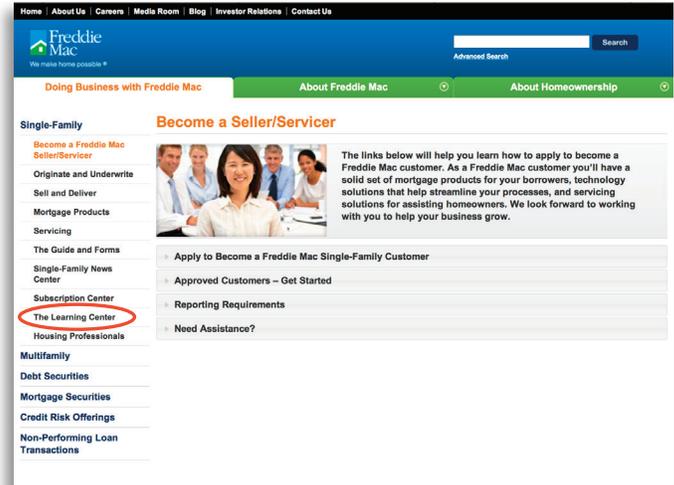
Step 3: Complete the application process, and work with your Freddie Mac Customer Relations Manager to identify specific negotiated terms of business, as appropriate.



Start Doing Business with Freddie Mac!

Once you are approved to start doing business with Freddie Mac, you'll have access to a wide variety of resources to help you with any questions you may have:

- **800-FREDDIE** – Freddie Mac Customer Support Center, 1-800-373-3343.
- **The Learning Center** – Take advantage of our Learning Center on FreddieMac.com for instructor-led and on-demand online training on all aspects of doing business with Freddie Mac, including the use of Loan Product AdvisorSM, Selling SystemSM, and Service Loans application, and selling and delivering loans to Freddie Mac.



QUESTIONS?

If you have any questions during the application and set-up process please contact Rhonda Kuntzman.

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312-407-7492

EMAIL
New_Applicants@FreddieMac.com