

**Freddie Mac Default Fee Appeal System**

**Authorized User Roles Form – For Use by Servicers Only**

Please see completion instructions in this Form 903

**Freddie Mac Servicer Name:** \_\_\_\_\_

**All Applicable Servicer Numbers:** \_\_\_\_\_

This Freddie Mac Default Fee Appeal System Authorized User Roles Form ("Form 903") and any Addendum to the Default Fee Appeal System Authorized User Roles Form ("Form 903A") (individually or collectively "User Roles Form") identify Servicer's employees that have been: (i) authorized by Servicer to use the Default Fee Appeal System (each an "Authorized User") and (ii) assigned to the user role(s) described herein ("User Role") to perform the servicing activities associated with such User Role(s). By virtue of Servicer's submission of a User Roles Form to Freddie Mac, executed by Servicer's authorized officer, Servicer is certifying, representing and warranting to Freddie Mac that the Authorized User(s) assigned to the User Role(s) in this 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>4 Digit PIN:</b> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>Address:</b>	
<b>City/State/Zip:</b>	
<b>Phone Number:</b>	<b>Fax Number:</b>
<b>E-mail address (mandatory):</b>	

Add/ Change User:	Delete User:	Assigned Authorized User(s) Enter Name(s), E-mail Address(es), Phone Number(s) and PIN(s):	Assigned Authorized User Roles Mark or check applicable boxes to assign Authorized User(s) to User Role(s):
<input type="checkbox"/>	<input type="checkbox"/>	<b>Name:</b> _____ <b>E-mail:</b> _____ <b>Phone:</b> _____ <b>4 Digit PIN:</b> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> Default Fee Appeal Specialist
<input type="checkbox"/>	<input type="checkbox"/>	<b>Name:</b> _____ <b>E-mail:</b> _____ <b>Phone:</b> _____ <b>4 Digit PIN:</b> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> Default Fee Appeal Specialist
<input type="checkbox"/>	<input type="checkbox"/>	<b>Name:</b> _____ <b>E-mail:</b> _____ <b>Phone:</b> _____ <b>4 Digit PIN:</b> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> Default Fee Appeal Specialist
<input type="checkbox"/>	<input type="checkbox"/>	<b>Name:</b> _____ <b>E-mail:</b> _____ <b>Phone:</b> _____ <b>4 Digit PIN:</b> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> Default Fee Appeal Specialist

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 903 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 903 by Freddie Mac executed by me in writing.

**Servicer's Vice President or higher ranking officer must execute this Form 903 and any attached Form 903A.**

Authorized Signature: \_\_\_\_\_ Title: \_\_\_\_\_  
Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

**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)**

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**REQUIREMENTS FOR MANAGING ACCESS TO FREDDIE MAC DEFAULT FEE APPEAL SYSTEM**

**Servicer shall:**

- Safeguard User IDs, passwords, PINs and all other confidential means of access (“Confidential Means of Access”) to the Default Fee Appeal System.
- Adopt and implement minimum security standards to prevent the loss, theft or unauthorized disclosure or use of User IDs, passwords, PINs or other Confidential Means of Access to and information in the Default Fee Appeal System.
- 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 Default Fee Appeal System- 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 Default Fee Appeal System.

**INSTRUCTIONS AND REQUIREMENTS FOR ASSIGNING EMPLOYEES TO USER ROLE:**

- This Authorized User Form must be executed by 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 External Servicing 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 Default Fee Appeal System, 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 Default Fee Appeal System.
- If an Authorized User does not log in and use the Default Fee Appeal System 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 903A to this Form 902 to add additional Authorized User(s).

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Please see completion instructions in this Form 903

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

Add/ Change User	Delete User	Assigned Authorized User(s) Enter Name(s), E-mail Address(es), Phone Number(s) and PIN(s):	Assigned Authorized User Roles Mark or check the applicable boxes to assign Authorized User(s) to User Role(s):
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<b>Name:</b> Chris Sample <b>E-mail:</b> Sample@sample.com <b>Phone:</b> 212-555-1234 <b>4 Digit PIN:</b> 0704= Birth Date (e.g. July 4 <sup>th</sup> = 0704)	<input type="checkbox"/> Default Fee Appeal Specialist

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

User Roles	User Roles Activities
External Servicing Administrator	<ul style="list-style-type: none"> <li>Submits Authorized User 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>
Default Fee Appeal Specialist	<ul style="list-style-type: none"> <li>Imports and/or submits foreclosure related compensatory fee appeal requests</li> <li>Retrieves, views and prints foreclosure related compensatory fee appeal activity and reports</li> </ul>