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Service Loans Application

Your online access to investor and default reporting functions.

The Freddie Mac Service Loans application makes it easier for you to service Freddie Mac-owned mortgages. As the primary gateway into Freddie Mac for servicing functions, you have convenient access to system tools and data you need for your investor reporting, including default reporting. This new tool allows multiple users to submit transactions at one time – ultimately providing you with more efficient processes when conducting servicing business with Freddie Mac.

> Key Features

- Available online so you can access the application from any location
- Import/export capabilities that permit batch processing to easily transmit servicing data with notification in a matter of minutes
- Access to online help within the application for just-in-time training to answer your questions while you work
- Provides drop-down menus and calendar windows to make data entry easier.

> Key Benefits

- Allows multiple users to submit transactions at the same time in the same organization
- Offers single point of access to the reports and functions that you are currently accessing in Investor Accounting Manager®, Default Reporting Manager®, Servicer Performance Profile, Servicing Technology Tools page, Detail Adjustment Report and the Remittance Analysis
- Provides access to the Freddie Mac Exclusionary List
- Displays 'Broadcast Messages' on the main Service Loans application screen to offer up-to-date information about the system

IMPORTANT SERVICE LOANS APPLICATION TRAINING RESOURCES

Introduction to Service Loans Webinar	<ul style="list-style-type: none"> • Introduces the Service Loans application functionality • Learn how to: <ul style="list-style-type: none"> ▪ Access and navigate the Service Loans application and online help ▪ Link to related Servicing Technology Tools from main Service Loans application Web page ▪ Review main menu and sub-menu tabs for Loan Activity, Importing, Balloons, Reports and Portfolio Management
Investor Reporting Using Service Loans Webinar	<ul style="list-style-type: none"> • Instructs on how to perform monthly loan-level accounting cutoff and liquidation reporting (i.e. payoffs, third party foreclosure sales etc.). • Learn how to: <ul style="list-style-type: none"> ▪ Submit, view and correct your monthly loan-level transactions including liquidations ▪ Obtain standard and outbound reports to assist you in managing your portfolio
Default Reporting Using Service Loans Webinar	<ul style="list-style-type: none"> • Reviews the functionality for default, foreclosure sale and deed-in-lieu activity. • Learn how to: <ul style="list-style-type: none"> ▪ Submit, view and correct your default, foreclosure sale and deed-in-lieu activity ▪ Obtain standard reports to assist you in managing your portfolio
Balloon Reset Mortgages Using Service Loans Webinar	<ul style="list-style-type: none"> • Discusses how to use the functionality to perform the balloon/reset mortgage processes • Learn how to: <ul style="list-style-type: none"> ▪ Obtain Pre-reset, Early and Required notifications ▪ Report disposition code data ▪ Obtain and submit the Freddie Mac Reset Mortgage Confirmation (Form 1074) ▪ Access the Custodial Certification Schedule-Balloon Loan Modification (Form 1034B) and related reports to manage your balloon/reset mortgage loans
Service Loans User Guide	<ul style="list-style-type: none"> • Offers detailed information about monthly reporting and default management functions using the Service Loans application. • Provides step-by-step procedures for all areas of servicing.
Service Loans Online Help	<ul style="list-style-type: none"> • Online help is available within the application for just-in-time training to answer questions while you work. • Access step-by-step instructions no matter what functions are being performed in the application.

For More Information:

- Access the Service Loans application at https://www.freddiemac.com/service_loans.
- Call 800-FREDDIE.
- Contact your Freddie Mac Service Loans application representative.

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