Freddie Mac

Bulletin

TO: Freddie Mac Servicers March 13, 2019 | 2019-6

SUBJECT: SERVICING UPDATES

This Guide Bulletin announces:

Servicer requirements for REO properties

- Updates to our requirements to eliminate many property management activities required of Servicers for REO properties **– July 15, 2019**

Servicer Success Scorecard

- Servicer Success Scorecard changes, including the methodology for annual rankings

Freddie Mac Servicer Honors and Rewards Program

- Introduction of Freddie Mac Servicer Honors and Rewards Program (SHARP)℠, our new rewards and recognition program based on Servicer performance results – **New**

Investor Reporting Change Initiative

- Updates and reminders related to our Investor Reporting Change Initiative – **May 1, 2019**

Additional Guide updates

- Further updates as described in the Additional Guide Updates section of this Bulletin

EFFECTIVE DATE

All of the changes announced in this Bulletin are effective immediately unless otherwise noted.

SERVICER REQUIREMENTS FOR REO PROPERTIES

Effective for all Freddie Mac Mortgages with a foreclosure sale held, or a deed-in-lieu of foreclosure executed, on or after July 15, 2019 and all active REO properties as of July 15, 2019

Currently, Guide Chapter 9603 requires Servicers to assist Freddie Mac with the disposition of the REO property. The Servicer is required to manage the property post-foreclosure sale by securing the property and performing monthly inspections until the Property Condition Certificate (PCC) completion date. The Servicer is also required to pay property taxes and homeowners association (HOA)/Planned Unit Development (PUD) assessments and advance payments to superior lienholders until there is an REO sale pending.

We're eliminating many Servicer responsibilities for activities required during the REO holding period, regardless of any confirmation or redemption period. As part of our commitment to Reimagine Servicing, we're simplifying processes and reducing costs for Servicers where possible. These changes will reduce post-foreclosure steps and minimize the advancement of expenses by Servicers.

Reduced requirements for REO activities

Once the foreclosure sale is held/or a deed-in-lieu of foreclosure (DIL) is executed, the Servicer must notify Freddie Mac of the foreclosure sale results/DIL completion via the Freddie Mac Service Loans application, no later than the Business Day immediately following the date of the foreclosure sale or the date the executed DIL is received. Unless the Servicer is notified otherwise, once the Servicer has completed this reporting, the Servicer will no longer have the responsibility for the following REO activities, regardless of any confirmation or redemption periods:

- Securing, maintaining, inspecting and winterizing the property
- Paying property taxes, special assessments and HOA or PUD dues incurred, leasehold estate and Cooperative Unit fees and assessments
- Paying utility bills incurred on an REO property, post-foreclosure sale
- Marketing, rehabilitating and selling the REO

Servicer requirements for REO activities

Servicers are responsible for filing and concluding property insurance claims, if applicable. Currently, Servicers must cancel existing insurance policies on the PCC completion date. With these changes, Servicers will now cancel the existing property insurance policies 14 days after the foreclosure sale or DIL has been reported to Freddie Mac. In some cases, Freddie Mac may instruct the Servicer to maintain property insurance (even if the property is vacant and has no claimable damage). If Freddie Mac makes this request, the Servicer must continue the insurance coverage until Freddie Mac notifies the Servicer that Freddie Mac has sold the REO.

Servicers remain responsible for the following activities:

- Filing and concluding FHA, RHS and VA claims, if applicable
- Referring all inquiries and offers regarding purchase of the REO to Freddie Mac at 800-972-7555 within one Business Day of the inquiry or offer
- Fulfilling all requests made by Freddie Mac, including attorney selection. If the Servicer requires the assistance of an attorney in fulfilling any of the obligations set forth by Freddie Mac, the Servicer must use an attorney who meets the criteria in Guide Section 9501.3.

The Servicer is no longer required to monitor for the PCC or the sale pending status after the foreclosure sale. In order to submit claims timely, the Servicer may review the status of the REO by monitoring the REO Overview report, accessible via the "REO" tile of the Servicer's Servicer Performance Profile (refer to Guide Exhibit 88) or call the Customer Support Contact Center at 800-FREDDIE to obtain this information.

If the result of a foreclosure sale reported to Freddie Mac needs to be corrected or removed, Servicers should refer to Section 9301.39, to ensure that the title vests to the appropriate party in the event a rollback has been processed and/or the foreclosure sale has been rescinded. This is essential for successfully managing REO properties.

Guide updates

We are updating Sections 8403.2, 8601.30 through 8601.32, 9202.12, 9301.26, 9603.1, 9603.4, 9603.8, 9603.10 through 9603.14, 9701.5 through 9701.7, 9701.9, 9701.10 and Exhibit 57 to reflect these changes to our REO requirements.

SERVICER SUCCESS SCORECARD

In Bulletin 2018-26, we introduced annual rankings in the Servicer Success Scorecard. While we began calculating annual rankings on January 1, 2019, they have not yet been reflected on the Servicer Success Scorecard.

We are announcing that a Servicer's annual ranking, if applicable, will be reflected on the Servicer's June 2019 scorecard, which will be published at the end of July 2019. Additionally, we are providing specificity in determining annual rankings.

For additional information about the Servicer Success Scorecard, refer to Section 3501.2 and the **Servicer Success Program** web page.

Annual rankings methodology

Currently, a Servicer in Group 1, 2, or 3 that has a ranking in all the required default management metrics for its respective rank group receives an overall monthly ranking within its rank group (a "monthly ranking"). In addition to a monthly ranking, such Servicer may now receive an overall ranking within its rank group for that calendar year (an “annual ranking”), as described below. (Note: Servicers in Groups 1 and 2 may receive an annual ranking beginning with their January performance; however, a Servicer is Group 3 will not receive an annual ranking until the Servicer has received at least six monthly rankings during that calendar year.)

A Servicer’s annual ranking will be calculated and updated monthly, as applicable, until finalized with December’s performance for the calendar year (a “final annual ranking”). To calculate an annual ranking, Freddie Mac uses the metric weighting described in Bulletin 2018-26, and such annual ranking calculation is based on a Servicer’s performance in the default management metrics for every month for which monthly rankings were received during the measured calendar year. For a Servicer to receive a final annual ranking, the Servicer must have received at least six monthly rankings for that calendar year.

The following table illustrates the annual rankings methodology for each rank group:

<table>
<tr><th>Rank groups</th><th>Default management metrics required to determine overall rankings (i.e., monthly and annual ranking), with metric weighting[1]</th><th>Annual ranking calculation[2, 3]</th><th>Final annual ranking</th></tr>
<tr><td>Group 1 (Servicers Servicing 200,000 or more Freddie Mac Mortgages)</td><td>• Transition from 30 to 60+ (40%)
• Cure Efficiency (20%)
• Retention Efficiency (20%)
• Liquidation Efficiency (5%)
• 6-Month Modification Performance (5%), and
• Total Timeline Trend (10%)</td><td rowspan="2">Servicers in Groups 1 and 2 may begin to receive an annual ranking beginning with their January performance.
Annual ranking calculation is based on the total months’ performance in the default management metrics during that calendar year for which monthly rankings were received.
For example, if a Group 1 or Group 2 Servicer received monthly rankings in ten of the 12 calendar months, the annual ranking will be based on the total performance of those ten months.</td><td rowspan="3">For a Group 1, Group 2 or Group 3 Servicer to receive a final annual ranking, they must have received at least six monthly rankings for that calendar year.</td></tr>
<tr><td>Group 2 (Servicers Servicing between 75,000 and 199,999 Freddie Mac Mortgages)</td><td rowspan="2">• Transition from 30 to 60+ (40%)
• Cure Efficiency (30%), and
• Retention Efficiency (30%)</td></tr>
<tr><td>Group 3 (Servicers Servicing between 20,000 and 74,999 Freddie Mac Mortgages)</td><td>A Servicer in Group 3 may begin to receive an annual ranking only after it has six monthly rankings.
Annual ranking calculation is based on the total months’ performance in the default management metrics (at least six months of performance) during that calendar year for which monthly rankings were received.
For example, if a Group 3 Servicer received monthly</td></tr>
</table>

Rank groups	Default management metrics required to determine overall rankings (i.e., monthly and annual ranking), with metric weighting[1]	Annual ranking calculation[2, 3]	Final annual ranking
		rankings in ten of the 12 calendar months, the annual ranking will be based on the total performance of those ten months.	
Group 4[4] (Servicers Servicing less than 20,000 Freddie Mac Mortgages)	N/A	N/A	N/A

[1] To calculate the actual performance, create the synthetic portfolio and determine the ranking for each metric, there must be at least 20 Mortgages that fit the parameters for the denominator of each metric.

[2] Annual ranking will be calculated and updated monthly, as applicable, until finalized with December's performance for the calendar year.

[3] Annual rankings will begin being reflected in the Servicer Success Scorecard:

- For Groups 1 or 2, at the same time as the *first* monthly ranking during that calendar year
- For Group 3, at the same time as the *sixth* monthly ranking during that calendar year

[4] As a reminder, Servicers in Group 4 will not receive a monthly or annual ranking within their rank group.

Guide impacts: Sections 3501.2, 9301.47 and Glossary J-Q

FREDDIE MAC SERVICER HONORS AND REWARDS PROGRAM

Freddie Mac continues refining our Servicer performance management techniques, such as our Servicer Success Scorecard, to better reflect Servicer performance and market conditions. As announced in our **March 4, 2019 Single-Family News Center article**, the Freddie Mac Servicer Honors and Rewards Program (SHARP) SM is our new rewards and recognition program based on Servicer performance results, and is a component of the **Freddie Mac Servicer Success Program**.

Freddie Mac SHARP is part of our Reimagine Servicing initiative, which is centered around the Servicer experience. Freddie Mac SHARP offers rewards and public recognition to top-performing Servicers. The rewards and recognition recipients are determined using eligible Servicers' final annual rankings (see annual ranking methodology under **Servicer Success Scorecard** above). (Note: If the Servicer does not receive a final annual ranking, the Servicer is not eligible for this program.)

We have added Section 3501.2(c) to include a reference to Freddie Mac SHARP in the Guide. For full program details, including Servicer eligibility and the specific rewards and recognition, see the **Freddie Mac Servicer Honors and Rewards Program** web page.

Guide impact: Section 3501.2

INVESTOR REPORTING CHANGE INITIATIVE

Effective May 1, 2019

As previously announced, the Freddie Mac Investor Reporting Change Initiative (Initiative) will be implemented in May 2019. Based on feedback from Servicers and our industry partners, and lessons learned through client integrated testing, we are revising and clarifying our requirements related to the following to help ensure Servicers are ready to interact with Freddie Mac systems when the Initiative-related requirements becomes effective on May 1, 2019:

- Compensatory fees
- Servicer Success Scorecard
- Custodial Account and Escrow account monthly reconciliations
- 910E edit
- Requests for SCRA interest rate differential adjustments
- Matured payoffs
- Reinstatements
- Alternate accounting reporting method
- Upcoming Initiative milestones

Compensatory fees

In Bulletin 2017-15, we announced that Freddie Mac would not assess certain compensatory fees for May 2019 reporting activity. To allow Servicers sufficient time to adjust to the new investor reporting requirements as the Initiative is implemented, Freddie Mac will expand this transition period and not assess the following compensatory fees for May through August 2019 reporting activity:

- EDR noncompliance (see Section 8303.38)
- Unreported transactions and loan simulation (see Section 8303.39)
- Aged data errors (see Section 8303.40)
- Next month late reported payoff noncompliance (see Section 8303.41)
- Draft delay (Payoffs and nonsufficient funds) (see Section 8303.42)
- Contract noncompliance and contract change (see Section 8303.43)

Servicer Success Scorecard

In Bulletin 2018-14, we announced updates to certain metrics in the Investor Reporting section of the Servicer Success Scorecard and stated that this section of the Servicer Success Scorecard would be suppressed on the May 2019 and June 2019 scorecards, which will be published at the end of June 2019 and July 2019, respectively.

However, to allow Servicers continued visibility into their performance and the opportunity to proactively identify and resolve potential problems not specifically related to implementation of the Initiative, we have decided not to suppress that the "Investor Reporting" section of the Servicer Success Scorecard. Should Servicers notice data they believe to be inaccurate they should contact their Freddie Mac account representative. As previously announced, the investor reporting metrics will not impact the May 2019 and June 2019 scorecards.

As announced in Bulletin 2018-14, the "Loan Level Reporting Compliance" and "Cash Deficiency" investor reporting metrics will become effective on July 1, 2019 with the results and impacts reflected on the Servicer's July 2019 scorecard, which will be published at the end of August 2019.

Additionally, the "Aged Edits Past 30+ Days" metric will be updated to include new edits introduced with the Initiative and will exclude any edits associated with mortgage modifications that settled in the current Accounting Cycle. Servicers should refer to the **Freddie Mac Servicer Success Program Reference Guide**, which will be updated prior to implementation of the Initiative, for additional details on these changes.

As a clarification, the "Aged Edits Past 30+ Days" metric will be reflected on May 2019 and June 2019 scorecards but will not impact a Servicer's scorecard during this period. For the July 2019 scorecard, we will reset the age of all edits. Starting with the August 2019 scorecard, published at the end of September 2019, the age of edits will accrue as normal. Because edits are only reflected as negative when they accrue over 60 days, there will be no negative edits reflected on a Servicer's scorecard until the October 2019 scorecard, which will be published at the end of November 2019.

Custodial Account and Escrow account monthly reconciliations

In Bulletin 2017-4, we announced certain changes to Form 59 that would cause Servicers to reconcile their Custodial Account starting with the *prior* Accounting Cycle ending bank balance. Based on Servicer feedback and results from client integration testing, we are updating Form 59 to streamline the PI Reconciliation worksheet. We are retaining the Cash Receipts, Cash Disbursement and Current Cycle Variance worksheets available on the version of Form 59 in effect prior to the May 1 effective date, to allow Servicers to reconcile their Custodial Account based on the *current* Accounting Cycle ending bank balance.

Additionally, we have made a minor update to Form 59E to include the Accounting Cycle for which the account is being reconciled.

Guide impacts: Forms 59 and 59E

910E edit

Once the Initiative is implemented, Freddie Mac will validate the principal and interest Servicers report in each loan-level transaction against the principal and interest (P&I) constant in Freddie Mac systems. If there is an inconsistency between what is reported and the P&I constant the Servicer will receive a 910E edit. To help Servicers avoid this edit when applying the Servicemembers Civil Relief Act (SCRA) interest rate cap and processing prepayments following a recast or ARM interest rate adjustment we are updating certain reporting requirements in the Guide.

SCRA interest rate cap

To avoid a 910E edit when applying the interest rate cap provision of the SCRA, after a Servicer lowers the interest rate to 6%, the Servicer must continue to report, and Freddie Mac will draft, the contractual P&I payment due to Freddie Mac each month. Section 8503.7 outlines the process Servicers must follow to receive the SCRA interest rate subsidy on eligible Mortgages.

We are updating the Guide to reflect that the Servicer must continue to report the contractual P&I payment and deposit the full contractual monthly payment into the Servicer's Freddie Mac Custodial Account each month.

Guide impact: Section 8503.7

ARM rate changes

To avoid a 910E edit after calculating a Borrower's new monthly payment following an ARM interest rate adjustment, Servicers must not report loan-level transactions with the new monthly payment prior to the Payment Rate Change Date. However, prepayments received prior to the Payment Rate Change Date may be reported if the Index for the DDLPI that corresponds to the prepayment is available.

Guide impact: Section 8502.2

Partial prepayments

To avoid a 910E edit when processing a recast following a partial prepayment (curtailment), Servicers must report Loan Level Reporting exception code 91 (Recast) in the Accounting Cycle containing the due date of the new Mortgage P&I monthly payment. If a prepayment(s) with the modified P&I constant is received prior to the date the Mortgage P&I monthly payment changes, the Servicer must apply the payment in accordance with the Security Instrument. The Servicer must not report the payment to Freddie Mac prior to the date the Mortgage P&I monthly payment changes, unless all contractual payments with the pre-modified P&I constant have previously been reported.

Guide impact: Section 8103.7

Requests for SCRA interest rate differential adjustments

We are updating Exhibit 72 to reflect that when submitting requests for SCRA interest rate differential adjustments, Servicers should now refer to the Accounting Cycle for which the credit is applied in the YYYYMM format (e.g., July 2019 would be 201907).

Guide impact: Exhibit 72

Matured payoffs

In Bulletin 2017-15, we announced that once the Initiative is implemented, if a Mortgage matures and a matured payoff is not reported in the month in which the Mortgage matures, Freddie Mac would draft the payoff amount on the first day of the Accounting Cycle following the maturity date or exercise its right to require the Servicer to repurchase the Mortgage.

We are updating this requirement to state that if a Mortgage matures and a matured payoff is not reported in the month in which the Mortgage matures, Freddie Mac will simulate a payoff transaction for the Mortgage as of the first calendar day of the month following the maturity date. The proceeds will post to the Draft Report and will be drafted on the second Business Day after Freddie Mac simulates the matured payoff transaction.

Payoff proceeds for matured payoffs reported within two Business Days of the exception date will continue to be drafted five Business Days after the exception date. When reported more than two Business Days after the exception date, proceeds will be drafted the second Business Day after the payoff transaction was successfully processed. (Note: Payoffs reported more than two Business Days after the exception date are considered to be reported late and may be subject to compensatory fees.)

Guide impact: Section 8303.3

Reinstatements

Currently, when Servicers accept full or partial reinstatement, or post a monthly P&I payment pursuant to a Trial Period Plan for a Mortgage that was reported to Freddie Mac as 30 days or more delinquent or in foreclosure in the prior month, they must report default action code 20 (Reinstatement (Full or Partial)).

Once the Initiative is implemented:

- When accepting a full reinstatement, Servicers will only be required to report default action code 20 if the Mortgage was reported in foreclosure the prior month
- Reporting default action code 20 will no longer be required when accepting a partial reinstatement

Guide impact: Section 9203.6

Alternate accounting reporting method

In Bulletin 2017-4, we removed the alternate accounting reporting method from Section 8301.4 and Exhibit 61. Generally, after the Initiative is implemented, Servicers must use the net yield accounting method to account for Freddie Mac-owned Mortgages. However, we are retaining the alternate accounting reporting method in Section 8301.4 and Exhibit 61 to allow Servicers to utilize the alternate accounting reporting method when instructed to do so by Freddie Mac or where applicable law prohibits the use of the net yield method.

Guide impacts: Section 8301.4 and Exhibit 61

Upcoming Initiative milestones

As the May 2019 implementation of the Initiative draws closer, we would like to remind Servicers of the following two important milestones that will occur prior to implementation:

Temporary moratorium on Subsequent Transfer of Servicing

As noted in Bulletins 2017-4 and 2017-15, once the Initiative is implemented, the Subsequent Transfer of Servicing (STOS) Effective Date of Transfer will move from the 16th day of the month to the first day of the month. To facilitate this transition, we implemented a temporary moratorium on STOS activities which began on January 1, 2019 and will continue through May 12, 2019. During this period, Servicers are not able to submit STOS approval requests with Effective Dates of Transfer of April 16, 2019, May 16, 2019 or June 1, 2019. On or after May 13, 2019, Servicers can submit STOS requests with an Effective Date of Transfer of July 1, 2019.

Note: Newly-funded Mortgages with Concurrent Transfers of Servicing and Mortgages sold through Cash-Released XChange℠ are not affected by this temporary moratorium.

Form 1132A, Authorization for Automatic Transfer of Funds from a Principal and Interest Custodial Account Through the Automated Clearing House (ACH)

As highlighted in Bulletin 2017-15, Servicers must complete, execute and submit Form 1132A to Freddie Mac to authorize Freddie Mac to draft monthly P&I payments and payoff proceeds from a Servicer's designated Custodial Account.

The deadline to submit Form 1132A was February 28, 2019. If a Servicer has not already submitted its Form 1132A, it must complete, execute and submit the form to Freddie Mac via e-mail at **cashcollections@freddiemac.com** as soon as possible.

It is imperative that Freddie Mac has received and approved a Servicer's Form 1132A prior to implementation of the Initiative on May 1, 2019. Without an approved Form 1132A, Freddie Mac will not be able to draft monthly P&I payments and payoff proceeds from the Servicer's designated Custodial Account. If Freddie Mac is unable to draft monthly P&I payments or payoff proceeds from the Servicer's designated Custodial Account on the P&I, or as applicable, Payoff, Draft Date the Servicer may be subject to adverse action.

To assist Servicers in accurately completing Form 1132A, we recently updated the form with clarifying language in the notary section of Part D of the form and created a **video tutorial** with step-by-step instructions for completing the form and avoiding common errors.

ADDITIONAL GUIDE UPDATES

Post-settlement data corrections

Variance calculations

Effective July 1, 2019

To ensure post-settlement data corrections are accurate, we are updating the Guide to require Servicers to submit the calculation used to determine the variance in the comment section of Form 1205, and to provide any additional documentation to support the requested adjustment.

Guide impacts: Sections 8303.10, 8303.11, 8303.13, 9206.18, 9208.8, 9210.5 and 9601.3

Grace period for contract noncompliance and contract change compensatory fee

Effective September 1, 2019

To encourage timely submission of post-settlement data corrections, we are implementing a grace period for the contract noncompliance and contract change compensatory fee. We will not assess this fee on post-settlement data correction requests submitted within 60 days of the date the initial adjustment is posted to the Detail Adjustment Report, or in the case of mortgage modifications, within 60 days of the close of the Freddie Mac Accounting Cycle.

Guide impact: Section 8303.43

12-month occupancy waiver requests

The Fannie Mae/Freddie Mac Single-Family Uniform Security Instrument requires a Borrower to occupy the Mortgaged Premises within 60 days of executing the Security Instrument and continue to occupy the Mortgaged Premises as a Primary Residence for at least one year after the date of occupancy, unless otherwise agreed to in writing with the lender.

In response to Servicer inquiries, we are providing guidance on requesting Freddie Mac approval to waive this requirement in new Section 8405.1.

When Freddie Mac approval is required, Servicers must document the Borrower's request and forward a recommendation to Freddie Mac via e-mail to **shortsales@freddiemac.com**. Freddie Mac will review the request, supporting documentation and the Servicer's recommendation, and notify the Servicer of its approval or denial of the request. The Servicer must maintain the Borrower's request, supporting documentation, if applicable, and Freddie Mac's decision in the Mortgage file.

Guide impact: Section 8405.1

Bankruptcy legal fee

We are clarifying our reimbursement requirements for the bankruptcy legal fee when filing the Mortgage Proof of Claim Attachment (Official Form 410A).

If the Official Form 410A must be filed with the Proof of Claim (Official Form B410), Servicers can be reimbursed up to an additional $300. This legal fee includes preparation and/or review, as required for filing the Official Form 410A.

Guide impact: Exhibit 57A

Borrowers in Trial Period Plans prior to entering forbearance plans

In Bulletin 2018-9, we consolidated our short-term, long-term and unemployment forbearance plan offerings into a single streamlined offering. As a result of this change we are updating Section 9206.11(b)(iii) to more closely align with the requirements in Section 9203.15 related to Borrowers who are in Trial Period Plans prior to entering into forbearance plans.

Guide impact: Section 9206.11

Seller/Servicer Certificates of Incumbency

As announced in Bulletin 2019-4, we updated our Certificate of Incumbency (COI) forms for Seller/Servicers' convenience as follows:

- Retitled Form 988SF-1 to Form 988SF and updated the form to expand its use to limited liability companies. With this change, we no longer require Form 988SF-2 for limited liability companies or the attorney letters, and we deleted that form.
- Revised Forms 988SF and 989SF to make the forms easier to complete
- Enabled Seller/Servicers to identify more Authorized Users than a single Form 988SF or Form 989SF can accommodate by submitting more than one form (in lieu of the special addendum form previously required), if they:
    - Indicate on each form (in ink if convenient) that it is part of a series, such as "Form 1 of 2"
    - Deliver them simultaneously and, when delivering more than one form by e-mail, use a single PDF for them all, and
    - Acknowledge that all such Forms 988SF or 989SF so submitted constitute one and the same instrument
- For both Forms 988SF and 989SF, identified Sellers' and Servicers' Authorized Users in one section

We also deleted Forms 988ASF and 989ASF, as they are no longer necessary. While Seller/Servicers may continue to submit the old COI forms, Freddie Mac will not make them available.

Property insurance

Effective March 13, 2020; however, Seller/Servicers may implement immediately

As announced in Bulletin 2019-5, to strengthen our insurer rating requirements, we updated the Guide to require a minimum A.M. Best Financial Strength Rating of B+/III for U.S. insurers (or reinsurers).

11th District Cost of Funds Index retirement

As announced in Bulletin 2019-5, the 11th District Cost of Funds Index (11th District COFI) is scheduled for retirement in January 2020. At a future date, we will provide instructions to Servicers on the substitute index for 11th District COFI ARMs that are being serviced for Freddie Mac.

GUIDE UPDATES SPREADSHEET

For a detailed list of the Guide updates associated with this Bulletin and the topics with which they correspond, refer to the Bulletin 2019-6 (Servicing) Guide Updates Spreadsheet available at **http://www.freddiemac.com/singlefamily/guide/docs/bll1906_spreadsheet.xls**.

CONCLUSION

If you have any questions about the changes announced in this Bulletin, please contact your Freddie Mac representative or call the Customer Support Contact Center at 800-FREDDIE.

Sincerely,

Yvette W. Gilmore
Vice President
Servicer Relationship and Performance Management