

Bulletin

To: Freddie Mac Servicers

October 9, 2024 | 2024-14

SUBJECT: SERVICING UPDATES

This Guide Bulletin announces:

- **Resolve®**
 - The refactoring of sections impacted by the [Resolve update](#)
 - The retirement of [Servicing tools](#) – **December 9, 2024**
 - Updates related to make-whole [pre-foreclosure sales](#) – **December 9, 2024**
 - Revised short sale and [Freddie Mac Flex Modification® imminent default rules](#) – **December 9, 2024**
- **Freddie Mac Flex Modification**
 - A clarification related to [Freddie Mac Flex Modification](#) interest rate determination requirements
- **Acknowledgment Agreements**
 - Updates to Acknowledgment Agreements in connection with [Servicing Contract Rights](#)

EFFECTIVE DATE

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

RESOLVE

Refactoring of impacted Resolve sections

To improve the ease of use of our Guide, we have refactored multiple sections that will be impacted by the future Resolve update to enhance readability. No existing requirements were changed as a result of this new formatting.

Guide impacts: Sections 2404.2, 8801.5, 9202.12, 9204.4, 9206.7, 9208.3, 9208.8, 9209.2, 9209.3, 9209.7, 9209.8, 9210.4, 9210.5, 9301.38, 9301.43, 9401.8, 9601.1 and 9603.13

Retirement of Servicing tools

Effective December 9, 2024

In Bulletin 2024-G, we announced December 9, 2024 as the mandatory effective date for Servicers to begin using Resolve to:

- Process charge-offs and deeds-in-lieu of foreclosure;
- Report the results of foreclosure sales;
- Settle third-party foreclosure sale transactions; and
- Use the custom modification functionality to process non-delegated workouts such as bankruptcy cramdowns, court-mandated modifications, etc

With this Bulletin, we are updating the Guide to reflect the transition from Workout Prospector® to Resolve. Additionally, with Workout Prospector and the Foreclosure Sale Reporting tool scheduled to be retired on December 20, 2024, we are removing references to both systems throughout the Guide.



Servicers may refer to [Resolve Online Help](#) and [Resolve Training](#) for additional details on processing workout options, reporting foreclosure sale results and settling third-party foreclosure sale transactions through Resolve.

Guide impacts: Sections 2404.2, 8301.9, 8301.10, 8302.17, 8303.13, 8303.14, 8303.25 through 8303.27, 8601.30, 8601.32, 8801.5, 9202.12, 9204.4, 9208.8, 9209.2, 9209.3, 9209.5, 9209.7, 9209.8, 9210.1, 9210.3 through 9210.5, 9301.38, 9301.42, 9301.43, 9401.8, 9603.1, 9603.9, 9603.10, 9603.13, 9701.7, 9701.10, Exhibits 86, 86A, 88 and Glossary

Make-whole pre-foreclosure sales

Effective December 9, 2024

We are updating Section 9208.8 to state that upon receipt of the required documentation to support a make-whole pre-foreclosure sale, within 5 Business Days of receipt, Freddie Mac will review the documentation and contact the Servicer directly with the appropriate decision.

Guide impact: Section 9208.8

Short sale and Freddie Mac Flex Modification imminent default rules

Effective December 9, 2024

We are updating Sections 9208.3 and 9206.7 to reflect that, based on data provided by the Servicer, Resolve will calculate a Borrower's housing expense-to-income ratio and evaluate in accordance with imminent default requirements.

Guide impacts: Sections 9206.7 and 9208.3

FREDDIE MAC FLEX MODIFICATION

In Bulletin 2024-E, we announced enhancements to the Freddie Mac Flex Modification. With this Bulletin, we are clarifying that the Freddie Mac Flex Modification interest rate determined for the Trial Period Plan offer must be the same interest rate used to establish the terms of the modification agreement (i.e., the rate does not change when converting from Trial Period Plan to settlement of the Flex Modification).

Guide impact: Section 9206.10

ACKNOWLEDGMENT AGREEMENTS

To streamline negotiations and increase transparency with Seller/Servicers that enter into Acknowledgment Agreements with Freddie Mac in connection with Servicing Contract Rights financing transactions, we have implemented the following updates:

- Added two separate Acknowledgment Agreement Incorporated Provisions, each of which applies to a distinct type of financing transaction:
 - Exhibit 33C, Acknowledgment Agreement (Cashflow) Incorporated Provisions
 - Exhibit 33D, Acknowledgment Agreement (Combination) Incorporated Provisions
- Renumbered current Exhibit 33C, [Form of] Limited Power of Attorney ([Secured Party][Servicer]), and Exhibit 33D, [Form of] Limited Power of Attorney ([Servicer]), as Exhibits 33E and 33F, respectively
- Added more specificity to existing language
- Updated additional exhibits to be consistent with other Guide provisions

Guide impacts: Sections 1101.2, 3603.1, 9701.23, Exhibits 30, 31, 33A, 33B, 33C, 33D, 33E, 33F, 103 and Glossary

GUIDE UPDATES SPREADSHEET

For a detailed list of the Guide updates associated with this Bulletin and the topics with which they correspond, access the Bulletin 2024-14 (Servicing) Guide Updates Spreadsheet via the Download drop-down available at <https://guide.freddiemac.com/app/guide/bulletin/2024-14>.



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,

A handwritten signature in black ink, which appears to read "Mike Reynolds". The signature is written in a cursive style and ends with a long horizontal flourish.

Mike Reynolds

Vice President, Head of Servicing