

Bulletin

TO: Freddie Mac Servicers

February 12, 2025 | 2025-2

SUBJECT: SERVICING UPDATES

This Guide Bulletin announces:

- **Portfolio reconciliation**
 - New reporting requirements for [internal records](#) – **June 1, 2025**
- **Foreclosure**
 - New instructions for submitting third-party [foreclosure sale expenses](#) – **June 2, 2025**
 - A reminder to report accurate [foreclosure sale data](#)
- **Servicing transfers**
 - A clarification regarding responsibilities of a [Transferee and Transferor Servicer](#)
- **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.

PORTFOLIO RECONCILIATION

Effective June 1, 2025

To ensure accurate loan-level records, we are updating Guide Section 8303.5 to establish a requirement for Servicers to reconcile internal records against Freddie Mac investor reporting system records on a monthly basis.

Within 30 days after the end of each Accounting Cycle, the Servicer must reconcile each data element included in the monthly Freddie Mac Trial Balance report (i.e., interest bearing UPB, non-interest bearing UPB, DDLPI, principal and interest constant, Note Rate and Accounting Net Yield (ANY)) to its internal records.

Servicers must prepare a separate monthly reconciliation for each unique Seller/Servicer number on either the online version of new Guide Form 75, *Reconciliation of Mortgage Portfolio*, or a copy that is an exact replica of the form. Upon Freddie Mac's request, the Servicer must be able to provide Freddie Mac with a copy of the completed Form 75, together with any supporting documentation, for up to one year from the date of the related reconciliation worksheet. All documentation must be received by Freddie Mac no later than the requested due date.

To support Servicer adoption of the portfolio reconciliation process, beginning March 1, 2025 through June 30, 2026, Freddie Mac will waive contract noncompliance and contract change compensatory fees. Beginning on July 1, 2026, data corrections identified through the monthly portfolio reconciliation process will be subject to the contract noncompliance and contract change compensatory fee in accordance with Section 8303.43.

Guide impacts: Section 8303.5 and Form 75 (**new**)



FORECLOSURE

Third-party foreclosure sale expenses

Effective June 2, 2025

We are updating Section 9301.43 to instruct Servicers to submit all third-party foreclosure sale related expenses, when total sale proceeds do not exceed total indebtedness, in PAID (Payments Automated Intelligent and Dynamic). Additionally, we are creating a new income code (815066, Stated Surplus) for Servicers to use when the third-party foreclosure sale surplus in Resolve® needs to be updated.

Guide impacts: Section 9301.43 and Exhibit 74

Reporting accurate foreclosure sale data

We have updated Section 9301.38 to remind Servicers that they must ensure all data for all foreclosure sales, including successful third-party bids, entered in the foreclosure sale reporting template and uploaded into Resolve is true, complete and accurate and entered into the system correctly.

Guide impact: Section 9301.38

SERVICING TRANSFERS

To improve the Borrower experience and performance of a Mortgage following a Servicing transfer, we have updated Section 7101.12 to emphasize responsibilities of the Transferee and Transferor Servicer. As of the Effective Date of Transfer, the Transferee Servicer must be able to respond to Borrower inquiries and provide current and accurate account information. It is understood that certain loan-level data may not be immediately available while the Transferee Servicer integrates data, updates their systems and ensures compliance with regulatory requirements. No later than five days after the Effective Date of Transfer, the Transferee Servicer must have completed these actions and be able to process all Servicing and accounting transactions. Throughout the Transfer of Servicing process, which may extend beyond the Effective Date of Transfer, the Transferor and Transferee Servicers must ensure their staff and facilities are adequately prepared to process Servicing and accounting transactions. The Transferor and Transferee Servicers must make reasonable efforts to:

- Resolve disputes to the Borrower's satisfaction when such disputes arise from legitimate Borrower misunderstanding of instructions in the notice of Transfer of Servicing;
- Waive late charges; and
- Make appropriate adjustments to payment and credit records made for misapplied or unapplied payments due to the Transferee Servicer but received by the Transferor Servicer

Guide impact: Section 7101.12

ADDITIONAL GUIDE UPDATES

Property valuations for modifications

Based on the information provided by the Servicer, Resolve will determine the property value of each Mortgage under consideration for a modification. Freddie Mac does not charge a fee for property valuations completed in Resolve. We have updated the list of valuation cost and expenses reimbursable for modifications to remove valuation related expense types.

Guide impacts: Sections 9202.17, 9202.19, 9206.14, 9206.15 and Exhibit 74

New make-whole preforeclosure sale contact information

We have updated the e-mail address in the Directory for make-whole preforeclosure sales from [Post Settlement Correction@FreddieMac.com](mailto:PostSettlementCorrection@FreddieMac.com) to ShortSales@FreddieMac.com.

Guide impact: Directory



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 2025-2 (Servicing) Guide Updates Spreadsheet via the Download drop-down available at <https://guide.freddiemac.com/app/guide/bulletin/2025-2>.

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, appearing to read "Mike Reynolds", with a long horizontal line extending to the right.

Mike Reynolds

Senior Vice President, Head of Servicing