Bulletin 2019-19

TO: Freddie Mac Sellers

SUBJECT: FREDDIE MAC SERVICING GATEWAY

As part of Reimagine Servicing℠, we are listening to Servicers and taking action to address their needs and priorities. In response to Servicer feedback about the challenges involved accessing Freddie Mac Servicing Tools on different platforms, we are proud to announce Servicing Gateway – one platform, one login, one doorway to most Freddie Mac Servicing Tools.

Beginning November 25, 2019, Servicing Gateway will feature a unified portal that offers a single sign-on for most of our Servicing Tools, as well as enhanced navigation and workflow to most Servicing Tools and related resources.

On November 25, 2019, the Freddie Mac Service Loans application will be retired, and many of its functions will be available as separate Servicing Tools accessible via Servicing Gateway. In some cases, these former functions will be renamed as shown in the table below:

Functions within the Service Loans application:	Will be available as new Servicing Tools in Servicing Gateway as:
Loan Level Reporting	Loan Level Reporting
Transfer of Servicing	Servicing Transfer Manager (name change)
Foreclosure Sale Reporting/Deed-in-lieu	Foreclosure Sale Reporting (name change)
Electronic Default Reporting (EDR)	EDR (name change)
Cash Manager	Cash Manager
Real Estate Value Pricing	Real Estate Value Pricing

We are updating the Guide to replace references to the Service Loans application with the names of the new Servicing Tools. Our Single-Family website will also reflect the new names and other impacts and feature a new Servicing Gateway page with important information on getting started as of November 25.

Note: The following items currently available in the Service Loans application will not be replicated in Servicing Gateway:

- **Freddie Mac Exclusionary List:** Servicers will need to access the Freddie Mac Exclusionary List via https://www.freddiemac.com/slearnctr/slearnctr/npl_qr/exclusionarylist.xls
- **List of delegated MIs:** Servicers will need to access the list of delegated MIs via https://sf.freddiemac.com/general/delegated-mortgage-insurance-companies

The following is a complete list of the Servicing Tools that will be accessible via Servicing Gateway using a single sign-on process (except for those noted with an asterisk):

SERVICING GATEWAY

Investor reporting	Non-performing loans	Reporting insights	Data corrections
- Cash Manager - Loan Level Reporting - Servicing Transfer Manager	- Attorney Data Reporting System* - BPOdirect®* - Default Fees Appeal System - EDR	Servicer Performance Profile	- Post-Fund Data Corrections - Servicing Data Corrections

- Foreclosure Sale Reporting
- Reimbursement System*
- Real Estate Value Pricing
- Workout Prospector®

*Although these particular Servicing Tools may be accessed via the Servicing Gateway, single sign-on capability will not be available for these tools in the initial Servicing Gateway release in November 2019 but will be supported in a subsequent release. Users will still need to log into these Servicing Tools separately until further notice.

POST-FUND DATA CORRECTIONS

The Post-Fund Data Corrections tool is used by Seller/Servicers who need to correct data entered into Loan Selling Advisor® for Mortgages delivered to Freddie Mac. Post-Fund Data Corrections has been available to those Freddie Mac Seller/Servicers who entered into a one-time software agreement and obtained access management IDs and passwords for their employees. With its addition to Servicing Gateway and the Guide, Seller/Servicers will no longer need to enter into the Post-Fund Data Correction Tool Agreement, which will be retired from our website. However, Seller/Servicers will need to use *Form 907, Post-Fund Data Correction Tool Authorized User Role Form*, to gain access to manage IDs and passwords for their employees. Access management requirements for Post-Fund Data Corrections may be updated in a future Bulletin.

SERVICING DATA CORRECTIONS

In Bulletin 2018-18, we announced that Servicers must begin using Servicing Data Corrections no later than November 18, 2019. To align with the launch of Servicing Gateway, we are delaying the mandatory adoption of Servicing Data Corrections to November 25, 2019. However, Servicers may continue to use Servicing Data Corrections prior to November 25, 2019 if they are operationally ready to do so.

SERVICING GATEWAY LICENSES

We are updating the Guide's licensing provisions governing the access and use of the Servicing Tools accessible via Servicing Gateway, including:

- Adding system specific licenses for all of the Servicing Gateway systems in revised Guide Chapter 2404
- Updating Chapters 2405 and 2406 to reflect system-specific licenses for Servicing Tools without single sign-on capability
- Creating new Chapter 2407 for certain Servicing Tools (i.e., Excluded Servicing Tools) accessible via Servicing Gateway that are licensed to by third-party system providers
- Creating new Chapter 2408 to reflect certain requirements related to the Servicing Tools that are not related to the licensing of the tools

ACCESS

Beginning November 25, 2019, the transition to Servicing Gateway should be a seamless experience for all Servicers. For an interim period, the legacy Servicing Tools will redirect users to the Servicing Gateway login page. Users will be able to utilize their existing Servicing Tool credentials to log in to the unified portal, where they will be able to access most of the newly created Servicing Tools. In a future Guide Bulletin we will provide instruction on how to navigate to the Servicing Gateway login page.

Access management requirements for Servicing Tools accessed through the Servicing Gateway for new users will be updated in a future Bulletin.

ADDITIONAL RESOURCES

Training will begin in early November. Register for the new "Entering the Servicing Gateway: Access Your Servicing Tools" webinar to learn all about the new Servicing Gateway.

We will post additional information when it becomes available on the Servicing Gateway web page. Servicers should visit the web page periodically for the latest news, a summary of the reports that are available in particular Servicing Tools, frequently asked questions and training opportunities.

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 2019-19 (Servicing Gateway) Guide Updates Spreadsheet via the Download dropdown available at https://guide.freddiemac.com/app/guide/bulletin/2019-19.

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
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Servicer Relationship and Performance Management