



Asset Management and Operations Contact List

If you need help finding the right Freddie Mac representative to answer your servicing question, use the email box or phone number provided for each area of servicing.

SERVICER AND DATA MANAGEMENT	
<i>Mailbox</i>	<i>Use this for:</i>
mf_data_mgmt@freddiemac.com	<ul style="list-style-type: none"> Property Reporting System (PRS)-related property assessment issues Property specific data changes (name, units, etc.) Late Assessment Review Reports Pre-securitized loan financial update related questions Pre-securitized loans site inspection contact information Servicer contact updates DMS document delete requests
mf_loan_compliance@freddiemac.com	<ul style="list-style-type: none"> Repair Agreement questions (Radon, Termite, etc.) K-Deal Compliance related questions/concerns Hazard loss notifications & updates (upload to DMS first, use notification tool in DMS) Natural disaster notifications

INSURANCE COMPLIANCE	
<i>Mailbox</i>	<i>Use this for:</i>
mf_data_mgmt@freddiemac.com	Business-related questions on insurance
mf_loan_compliance@freddiemac.com	Technical-related questions regarding ICT (Insurance Compliance Tool)

SELLER/SERVICER ELIGIBILITY	
<i>Mailbox</i>	<i>Use this for:</i>
multifamily_eligibility@freddiemac.com	<ul style="list-style-type: none"> Annual Certification Reports (Forms 16M, 17M, and 1110M) Seller/Servicer Change Notifications (Form 1107M) Agreement for Subsequent Transfers of Multifamily Servicing (Form 981M) Custodial account related inquiries (P&I Accounts, Reserve Accounts, And Disbursement Clearing Accounts) Master & Special Servicer Annual Certification Documents <ul style="list-style-type: none"> Annual Statement as to Compliance Annual Independent Public Accountant's Servicing Report Notifications of corrective action of issues identified in Seller/Servicer Audit Report

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SPECIAL SERVICING	
<i>Mailbox</i>	<i>Use this for:</i>
mf_structured_transactions@freddiemac.com	<ul style="list-style-type: none"> Questions related to TEBS and/or cash structured deals, revolvers and credit facilities. Participation Certifications, bonds and credit enhancements, Seniors Housing, Targeted Affordable, Lease-Up, Moderate Rehab, Value-Add and unstabilized properties Transaction requests for all the above related items* Post-closing items required per Commitment* DMS document delete requests for the above <p>*Upload to DMS. Once upload is complete, click the File Submission tab and select "Submit to Asset Management Post Closing Transaction > Structured Transactions (Non-Cash loans)" in the drop-down menu to automatically notify Freddie Mac of the files you submitted in DMS.</p>
mf_spi_hedge@freddiemac.com	Hedge-related matters
mf_borrower_transactions@freddiemac.com	<ul style="list-style-type: none"> Transaction requests for portfolio and warehouse conventional loans, as well as loans for which Freddie Mac is the Master Servicer* Guidance Requests* Intercreditor Agreements to be signed by Freddie Mac as Master Servicer* DMS document delete requests for the above Loan Extension Requests Form 1101 submissions <p>* Upload to DMS. Once upload is complete, click the File Submission tab and select "Submit to Asset Management Post Closing Transaction > Borrower Transactions (Cash loans)" in the drop-down menu to automatically notify Freddie Mac of the files you submitted to DMS.</p>

SURVEILLANCE	
<i>Mailbox</i>	<i>Use this for:</i>
mf_surveillance@freddiemac.com	<ul style="list-style-type: none"> Risk-rating related questions Assessment (AIE/QIE, AIF, LMF) completion questions Freddie Mac in house inspection inquiries In house inspector requirements waivers Post inspection deferred maintenance updates
mf_securitization_notices@freddiemac.com	Notices regarding K-Deal loans post-securitization (applies to any notices required per the PSA including borrower consent and assumption requests, change in servicer, 17g-5 notices, etc.)

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MASTER SERVICING	
<i>Mailbox</i>	<i>Use this for:</i>
mf_master_servicing@freddiemac.com	All questions and notices on deals where Freddie Mac is the Master Servicer.
mf_master_servicer_KP02@freddiemac.com	<ul style="list-style-type: none"> All questions and notices on all KP deals where Freddie Mac is the Master Servicer Monthly Investor Reporting Packages for the KP deals where Freddie Mac is the Master Servicer
mf_master_servicer_KT@freddiemac.com	<ul style="list-style-type: none"> All questions and notices on all KT deals where Freddie Mac is the Master Servicer Monthly Investor Reporting Packages for the KT deals where Freddie Mac is the Master Servicer
mf_master_servicer_KX01@freddiemac.com	<ul style="list-style-type: none"> All questions and notices on all KX deals where Freddie Mac is the Master Servicer Monthly Investor Reporting Packages for the KX deals where Freddie Mac is the Master Servicer
mf_master_servicer_sbl@freddiemac.com	<ul style="list-style-type: none"> All Surveillance-related questions and notices on all SBL deals that have not yet securitized All questions and notices on all SBL deals where Freddie Mac is the Master Servicer Monthly Investor Reporting Packages for the SBL deals where Freddie Mac is the Master Servicer

ADMINISTRATIVE MANAGER	
<i>Mailbox</i>	<i>Use this for:</i>
mf_administrative_manager_fund@freddiemac.com	All questions and notices on Investment funds for which Freddie Mac is the Administrative Manager.

MULTIFAMILY OPERATIONS LOAN ACCOUNTING TRUSTEES	
<i>Mailbox</i>	<i>Use this for:</i>
mfla_trustees@freddiemac.com	<ul style="list-style-type: none"> Tender option notices Manual Bond draw notifications from Trustees Rate notifications from remarketing agents Bond Wire Request System (BWRS) request/changes Trustees' submissions of wiring instructions Submission of CME templates Escrow/Reserves templates Delinquency reports Variable rate notifications SWAP default notices

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MULTIFAMILY LOAN ACCOUNTING/PAYOFF		
Mailbox: mfopsloanacctpayoffs@freddiemac.com		Payoff Fax: (571) 382-4878
Contact	Phone	Email
Sherry Stanard, <i>Manager</i>	(703) 714-2863	sherry_stanard@freddiemac.com
Primary Payoff Representatives		
Filicia Hicks, <i>Team Lead</i>	(703) 714-2897	filicia_hicks@freddiemac.com
Winston Burrows	(703) 714-2913	winston_burrows@freddiemac.com
Jamie Moore	(703) 714-3045	jamie_moore@freddiemac.com

MULTIFAMILY LOAN ACCOUNTING/INVESTOR REPORTING		
Mailbox: mfla@freddiemac.com		Loan Accounting Fax: (703) 714-3002
Contact	Phone	Email
Carl McLaughlin	(703) 714-3803	carl_mclaughlin@freddiemac.com
Mark Ciarrocchi	(703) 714-3307	mark_ciarrocchi@freddiemac.com
Sherry Stanard	(703) 714-2863	sherry_stanard@freddiemac.com
Mitch Friedman	(312) 407-7406	mitchell_friedman@freddiemac.com
Valerie Parker	(703) 714-2631	valerie_parker@freddiemac.com
Dawn Wells	(703) 714-3212	dawn_wells@freddiemac.com
Steve Dillon	(703) 714-2691	steven_dillon@freddiemac.com
Primary Loan Accounting/Investor Reporting Representatives		
Audrey Williams	(703) 714-2859	audrey_williams@freddiemac.com
John Dixon	(312) 407-7381	john_dixon@freddiemac.com
Patricia Venn	(703) 714-3342	patricia_venn@freddiemac.com
June Sutherland-John	(703) 714-3599	june_sutherland-john@freddiemac.com
Rose Thomas	(571) 382-4857	rose_thomas@freddiemac.com
Tracy Russell-Watkins	(312) 407-7402	tracy_russell-watkins@freddiemac.com
Ben Bullock	(703) 714-2637	benjamin_bullock@freddiemac.com
Sherry Bell	(312) 407-7441	sherry_bell@freddiemac.com
Navid Eizadi	(703) 714-2819	navid_eizadi@freddiemac.com
David Huynh	(703) 714-2629	david_huynh@freddiemac.com
Jenny Lawrence	(703) 714-3263	jenny_lawrence@freddiemac.com
Jenelle Cooper	(703) 714-3729	jenelle_cooper@freddiemac.com
Pamela Warren	(703) 714-3726	pamela_warren@freddiemac.com
Andrew Perez	(703) 714-3118	andrew_perez@freddiemac.com

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MULTIFAMILY OPERATIONS SPECIAL TRANSACTION ACCOUNTING	
<i>Mailbox</i>	<i>Use this for:</i>
mfsta@freddiemac.com	<ul style="list-style-type: none"> Remarketing agent notices Electronic bond draw request

MULTIFAMILY LOAN ADMINISTRATION		
Purchase Team mf_purchase_boarding_mgrs@freddiemac.com	<ul style="list-style-type: none"> Refund Good Faith Deposit Review Final Deliver Documents Send pre/post letters Authorize Purchase of loans (Conventional & SBL) and Loans/Bonds (Structured) 	
<i>Contact</i>	<i>Area</i>	<i>Phone</i>
Beverly Muse	Conventional & SBL	(703) 714-3033
Terri Dove	Conventional & SBL	(703) 714-3751
Tina Lama	Conventional & SBL	(703) 714-3357
Mary Ellen Slavinkas	Structured & Large Pools	(703) 714-2799
Catherine Seng	Structured & Large Pools	(703) 714-2718
Post Purchase Team mf_post_purchase@freddiemac.com	<ul style="list-style-type: none"> After purchase, follow-up on outstanding documents Send monthly open exception report to Seller Prepare mortgage files 	
<i>Contact</i>	<i>Phone</i>	
Mary Ellen Slavinkas	(703) 714-2799	
Mary Arabit	(703) 714-2808	
Loan Sales Team	<ul style="list-style-type: none"> Deliver Mortgage File and Servicing File to the Trustee and Master Servicer Send open exception report to specific securitizations Coordinate assignment of Trustee loan documents 	
<i>Contact</i>	<i>Phone</i>	
Mary Ellen Slavinkas	(703) 714-2799	
Kristen Lee	(703) 714-2792	

OTHER RESOURCES	
	<i>Use this for:</i>
<u>Seller/Service Webpage</u>	Online Resource Center organized by Seller/Service functions, provides access to information that you need to do business with Freddie Mac.
mf_service_desk@freddiemac.com or (866) MultiFM (1-866-685-8436)	Technical support