Optigo[®] Lender Roadmap

April 2025



Thank you for your interest in becoming a Freddie Mac Multifamily Optigo[®] lender (seller/servicer). We hope you find this Roadmap helpful.

Please note that the submission of interest window is between January 1 and September 30 of each year, with approved lenders announced in the second quarter of the following year. Freddie Mac's decision to enter into a Multifamily seller/servicer relationship with any lender is at Freddie Mac's sole discretion.

Although an applicant may satisfy Freddie Mac's multifamily eligibility criteria and/or any other criteria relevant to specific products or program, it does not guarantee approval as an Optigo lender and prospective applicants should not expect to be approved automatically.

Our Roadmap describes the two primary phases: our Prescreen Process and the Application Process.

Prescreen Process

Assess Eligibility	Contact Freddie Mac	Complete Optigo [®] Prescreen Form	Prescreen Review and Assessment	Next Steps
Review Freddie Mac Multifamily Seller/Servicer <u>Guide Chapter 3</u> to assess the minimum qualifications, including the financial thresholds, for an approved Freddie Mac Multifamily Optigo lender (seller/servicer). Ensure these requirements are satisfied before proceeding further.	Interested lenders who believe their organization can meet our standards can submit the Notification of Interest web form on the Multifamily website. Learn about our <u>product types</u> . <i>Within 10 business days</i> <i>following receipt of the</i> <i>Notification of Interest</i> If Freddie Mac agrees to move forward, we will send an interested applicant an Optigo [®] Prescreen Form.	Interested applicants must submit the completed Optigo Prescreen Form with supporting documentation, together with the \$5,000 non-refundable Prescreen Review Fee.	Within 60 days Freddie Mac may request an interview with the applicant's team. Freddie Mac will notify the applicant in writing of the outcome of the assessment.	Approved Prescreen applicants will continue to the application stage (<i>next page</i>) to address requirements regarding financial, servicing and operational matters.

3

Application Process

Transition from Prescreen to Application	Apply	Application Review and Decision	Approval Letter and Relevant Agreements	Submit Required Documentation and Forms	Form Processing and Customer Training
 3-5 business days following completion of Prescreen Freddie Mac will reach out to the applicant's Point of Contact (POC) to explain the application process. We will then email the application forms to the POC. Pay the nonrefundable \$50,000 application fee. 	2-4 weeks Complete the application forms and submit all requested supporting documentation to the Counterparty Transactions mailbox. See page 4 for examples of key items to be addressed in the application. Note: A complete application will generally expedite the process.	 60 days of receipt of a complete application Respond to requests for additional documentation in a timely manner. On-Site Visit Freddie Mac representatives will visit the applicant's offices to evaluate the applicant's servicing and operational capabilities through loan testing and interviews. Decision-making Upon completion of our application review, Freddie Mac will notify the applicant in writing of our 	1-2 weeks If the application is approved, Freddie Mac will provide the applicant with an Approval Letter and Selling and Servicing Agreement.	2 weeks Return the fully executed Approval Letter, Selling and Servicing Agreement, and any required forms within the time periods set forth in the Approval Letter. Establish required custodial accounts with a financial institution that meets Freddie Mac Multifamily's ratings requirements.	60 days from receipt of completed forms Complete servicer-specific education modules in Optigo Academy and lender-specific training. Receive access to Freddie Mac systems.

Note: All time frames are estimates only and actual time frames may vary.

decision.

4

Application Process

Example Items Freddie Mac

The following are examples of key items that will be requested during the application process:

- Description of your business plan and ability to scale
- Resumes of key principals, managing executives and key personnel along with a proposed employee organizational chart
- Historical origination and servicing volumes for the relevant product types
- Evidence of fidelity bond and errors and omission coverage to meet Freddie Mac requirements
- Description of corporate and individual ownership and ownership charts containing the applicant up through the applicant's ultimate parent
- Latest three (3) years of audited financial statements of entity and financial statements from the last five (5) quarters
- Financing arrangements, including proposed warehouse financing agreements
- Comprehensive multifamily origination, underwriting, servicing, and asset management policies and procedures
- Evidence of a robust servicing technology platform with the ability to manage, analyze and report on loan data
- Anti-fraud, information security, and vendor risk management policies and procedures
- Business continuity, technical resiliency and disaster recovery plans along with evidence of recent testing and results

Standard Approval Conditions

Administrative Forms	Custodial Accounts	Custodial Accounts Titling	New Optigo Lenders Only	TAH-Specific Approval Conditions	SBL-Specific Approval Conditions
Submit required administrative forms to establish the lender in Freddie Mac's systems	Submit required documentation for Freddie Mac custodial accounts, including: • Letter Agreements • Wire Transfer Authorization • Form W-9	Provide bank statements evidencing that all custodial accounts titles conform to Freddie Mac requirements	Fulfill specific Optigo lender requirements, including contracting for access to the Optigo Happy [®] underwriting platform	Fulfill specific requirements for TAH forward business, including appointment of a Chief Architect / Engineer	Fulfill specific SBL requirements, including posting SBL collateral

- Certificate of
 Incumbency
- Letters of Authorization

6

Freddie Mac may impose additional conditions in connection with its approval of an Optigo lender. The following are examples of additional approval conditions that might be required; but please note that actual approval conditions may not be limited to these examples:

- Take training, provided by Freddie Mac, addressing any areas deemed necessary
- Fill staffing vacancies and/or provide a staffing plan to identify how the applicant will operate efficiently
- Construct new, and/or update existing, policies and procedures related to areas of deficiency
- Operate under a probationary period
- Engage an approved Freddie Mac sub-servicer
- Provide enhanced or more frequent financial reporting
- Attest that the applicant has read/reviewed the Freddie Mac Multifamily Seller/Servicer Guide