

Asset Management & Operations

Customer Compliance Management



Erlita Shively
Senior Director

Audit

Manage the Operational and Legal counterparty risk involving Seller/Service (pre-securitization) and Primary Servicers (post-securitization) for the purchase, servicing, and securitization of Multifamily loans in an effective and efficient manner.

Servicer Compliance

Manage risk relating to the purchasing and servicing of Multifamily loans by reviewing and monitoring counterparty compliance to the Guide and PSA. Mitigate risk to Freddie Mac through the review of PSA prior to closing; monitor and fulfill compliance reporting responsibilities

Counterparty Credit Risk Management (CCRM)

Manage Counterparty Credit Risk related to Multifamily counterparties engaged in the purchase, servicing and securitization of Multifamily loans in an effective and efficient manner.

Real Estate Appraisal

Provide guidance to Seller/Service, Freddie Mac underwriters, and appraisal vendors of our appraisal expectations and requirements. Continue to provide innovative solutions to appraisals issues for new initiatives and to refine existing appraisal industry best practices.

Guide

Manage the communication of changes to Freddie Mac's Seller/Service requirements and the Freddie Mac Servicing Standard.



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Contact CCM
if you have questions

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if you have questions



Audit

- Perform audits of Sellers (aka Primary Servicers)
- Review Seller applications & process Seller organizational changes
- Work with our Master Servicers to ensure they are well informed of Sellers' compliance to Servicing Standards
- Process voluntary terminations & portfolio seizures & transfers of servicing



Servicer Compliance & CCRM

- Perform Counterparty financial analysis and reports, monitor financial standing and manage to exposure limits
- Manage Seller Custodial Accounts & Letter Agreements
- Ensure Sellers use qualified Depository Institutions to hold funds on FM's behalf
- Manage CCM workflow tracking (i.e. pipeline)
- Manage CME Sub-Servicer monthly, quarterly and annual certifications & FRE Master Servicer/ Special Servicer annual certifications & attestations
- Facilitate Rating Agency Reviews
- Support Seller applications/terminations and organizational change processes



Real Estate Appraisal

- Review third-party real estate appraisals to provide feedback to the appraisers, to Seller/Servicers, and to FM UW to improve the quality of appraisal reports
- Build on appraisal development and content discussions from annual Appraisal Forums (2015 to present)
- Research and publish the Quarterly Benchmark Capitalization Rate surveys
- Provide appraisal training and educational opportunities to stakeholders



Guide

- Work with business areas, Credit Policy Group and Legal to amend the Multifamily Seller/Servicer Guide
- Compose Guide Bulletin Cover Letters / other documents to communicate Guide amendments to S/Ss
- Manage publication of official Guide content to AllRegs & mf.freddiemac.com
- Support development of Guide-related Forms and Exhibits
- Manage requirements for the AMO Training Curriculum
- Support new product initiatives, and external rollout of products/ policies as needed