



Consent Request Tracker for the DCH and OTA

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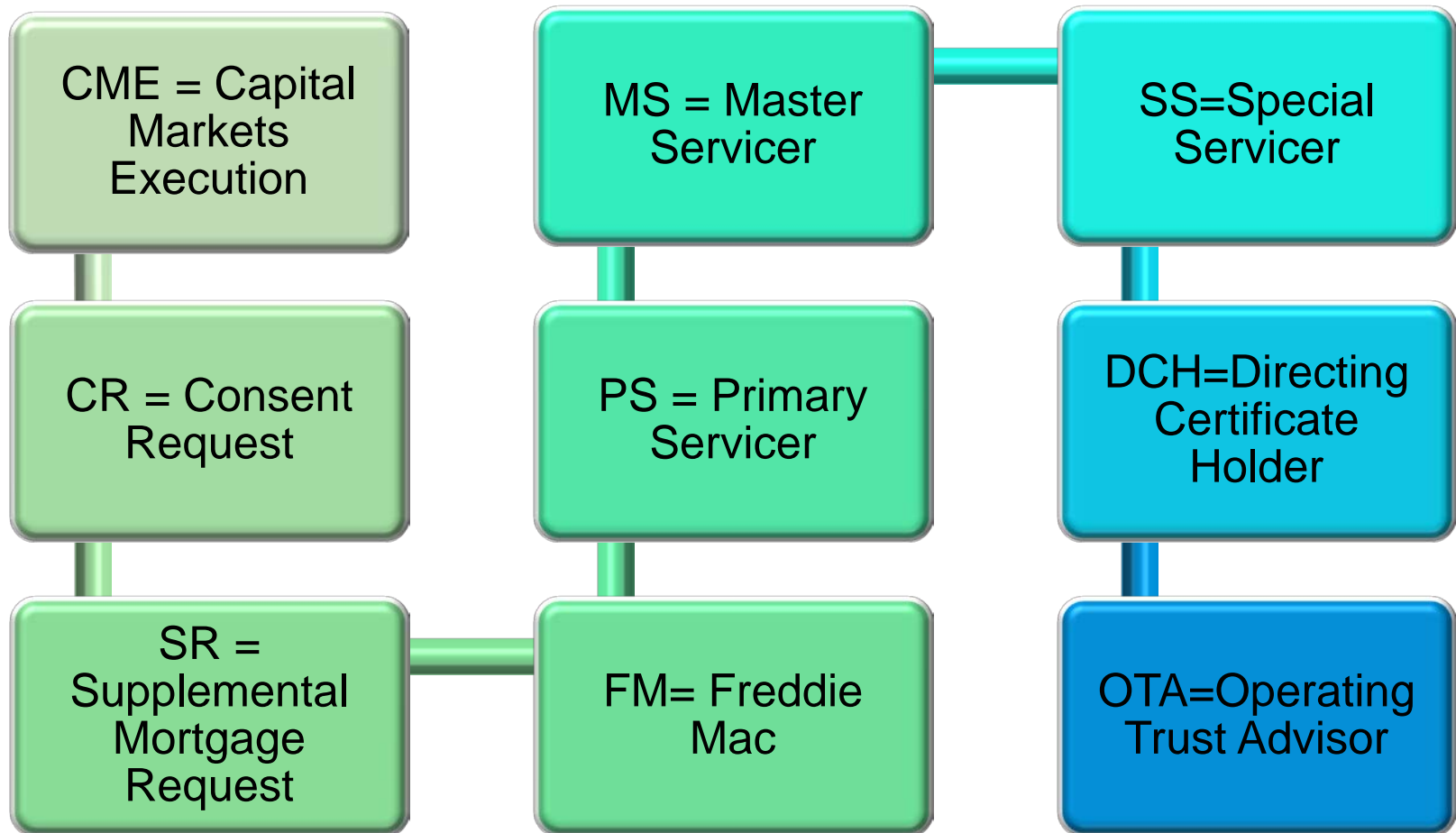
- Purpose of Tool and Benefits
 - » Supports Freddie Mac's strategy of providing a long-term quality borrower experience as one of our key differentiators
 - » Provides a single, shared platform for all parties to a transaction to monitor the progress of Consent Requests from borrowers
 - » Allows all parties to a Consent Request to view information entered by other parties, thereby improving transparency
 - » Improves Freddie Mac's ability to monitor turn-around time on Consent Requests and identify issues earlier in the process

Introduction (Cont'd)

- Key Features of CRT
 - » Web-based application
 - » Security
 - Authentication of internal and external users
 - Servicer system administrators self-register
 - Servicer system administrators register users for their organization
 - » Capabilities
 - Enables all users to view data input by Primary, Master and Special Servicers (collectively the “Servicers”) with respect to any Consent Request to which they are a party, but not data on a Request to which they are not a party
 - Freddie Mac can view all data with respect to all Consent Requests
 - Application does not allow a Servicer to edit another Servicer’s data

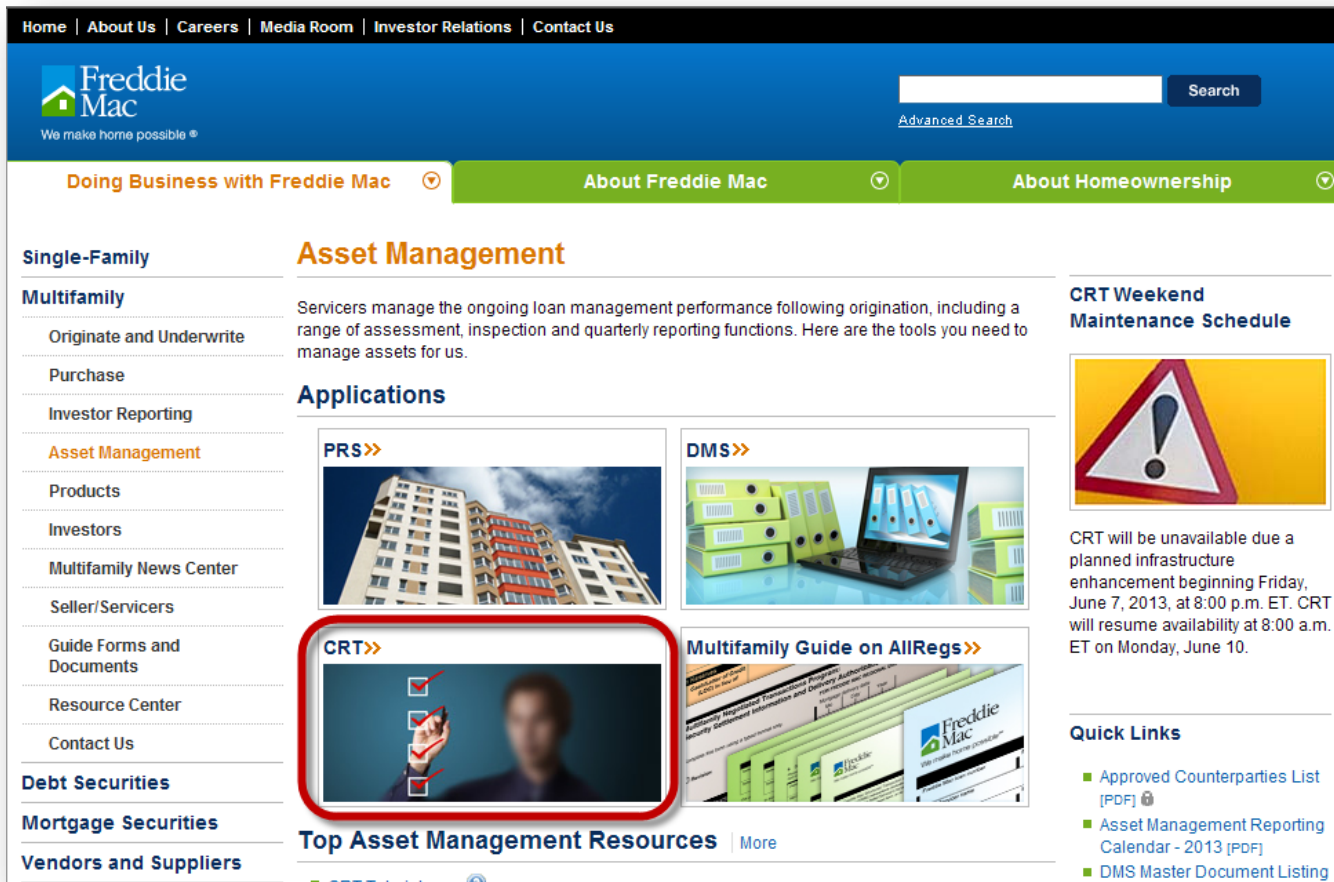
Application Abbreviations

- Many acronyms are used in Consent Request Tracker (CRT):



User Registration

- The Consent Request Tracker tool can be accessed by clicking on the CRT icon on the Asset Management page on Freddiemac.com



The screenshot shows the Freddie Mac website's Asset Management page. The navigation bar at the top includes links for Home, About Us, Careers, Media Room, Investor Relations, and Contact Us. Below the navigation bar, there are three main sections: Doing Business with Freddie Mac, About Freddie Mac, and About Homeownership. The Asset Management section is highlighted, and it contains a sidebar with links for Single-Family, Multifamily, and Debt Securities. The main content area features a section for Asset Management, which includes a description of servicer responsibilities and a list of applications. The CRT icon is highlighted with a red box. To the right of the Asset Management section, there is a CRT Weekend Maintenance Schedule notice and a Quick Links section.

Home | About Us | Careers | Media Room | Investor Relations | Contact Us

Freddie Mac
We make home possible®

Advanced Search

Doing Business with Freddie Mac | About Freddie Mac | About Homeownership

Asset Management

Servicers manage the ongoing loan management performance following origination, including a range of assessment, inspection and quarterly reporting functions. Here are the tools you need to manage assets for us.

Applications

PRS>>> DMS>>> CRT>>> Multifamily Guide on AllRegs>>>

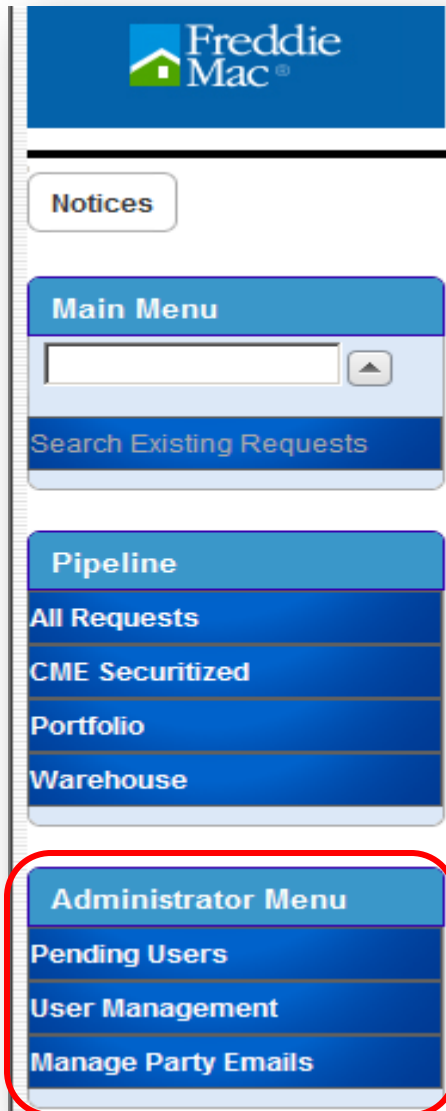
CRT Weekend Maintenance Schedule

CRT will be unavailable due a planned infrastructure enhancement beginning Friday, June 7, 2013, at 8:00 p.m. ET. CRT will resume availability at 8:00 a.m. ET on Monday, June 10.

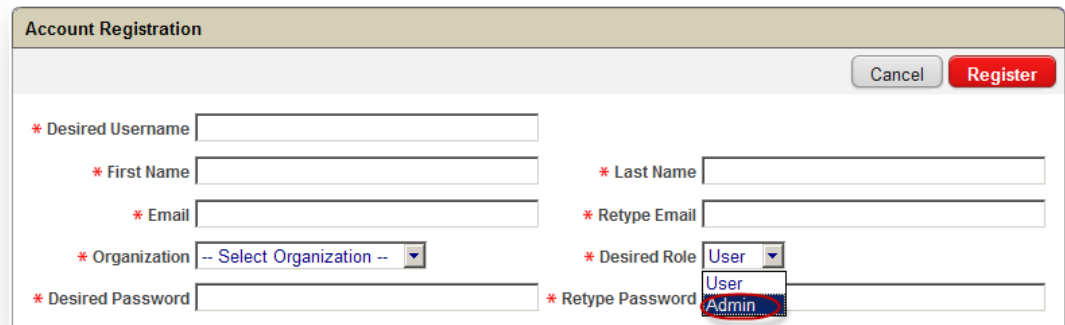
Quick Links

- Approved Counterparties List [PDF]
- Asset Management Reporting Calendar - 2013 [PDF]
- DMS Master Document Listing

User Registration (Cont'd)

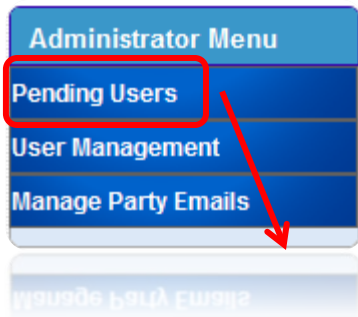


- The first party that should register in CRT for any organization is the designated System Administrator
 - » This party is responsible for reviewing all requests for access to CRT
 - » When registering they will select “Admin” under Desired Role



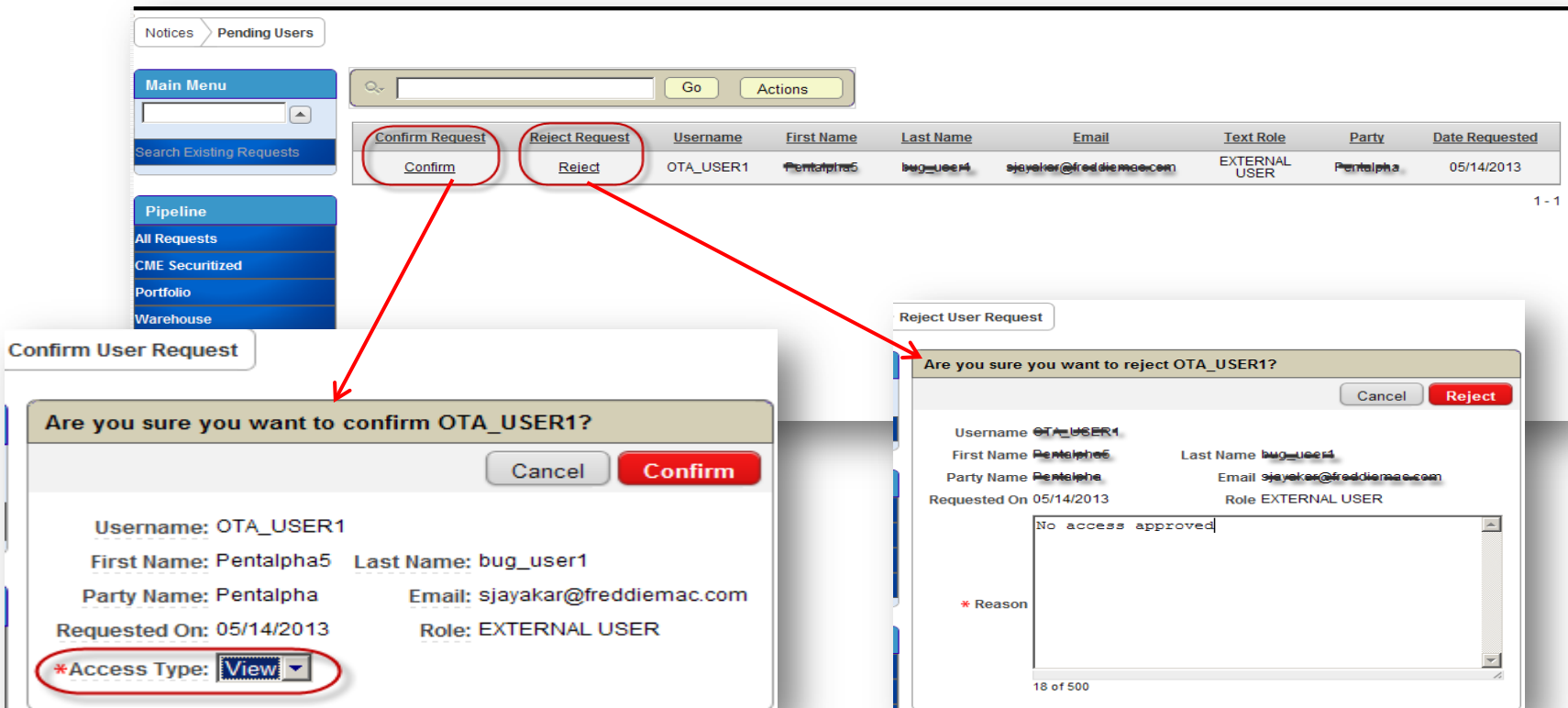
- » They will have access to screens for managing all organizational parties with access to CRT via Administrator Menu on the left side of the screen

User Registration (Cont'd)



- Admin is responsible for confirming or rejecting access requests of other users within their organization

» Access Type defaults to View for OTAs & DCHs



Confirm User Request

Are you sure you want to confirm OTA_USER1?

Cancel Confirm

Username: OTA_USER1
 First Name: Pentalpha5 Last Name: bug_user1
 Party Name: Pentalpha Email: sjayakar@freddiemac.com
 Requested On: 05/14/2013 Role: EXTERNAL USER
 *Access Type: **View**

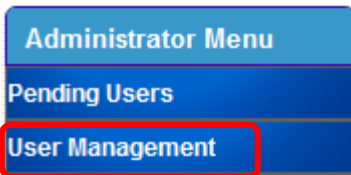
Reject User Request

Are you sure you want to reject OTA_USER1?

Cancel Reject

Username: OTA_USER1
 First Name: Pentalpha5 Last Name: bug_user1
 Party Name: Pentalpha Email: sjayakar@freddiemac.com
 Requested On: 05/14/2013 Role: EXTERNAL USER
 No access approved
 * Reason

User Registration (Cont'd)



- On the User Management screen the Admin is capable of editing a users access information

Home Profile Welcome: PENT_UAT_ADMIN

Consent Request Tracker

Search [] Go Rows 15 Actions

Modify	Username	First Name	Last Name	Email	Role	Party	Created	Locked	Disabled	Access Type
Modify	PENT_UAT_VIEW1	Pentalpha	uat_ota	jennette_arnedome@freddiemac.com	EXTERNAL USER	Pentalpha	05/14/2013	N	N	View
Modify	PENT_UAT_VIEW8	New	User	Kathleen.Hulley@freddiemac.com						Edit

1 - 2 of 2

Never select this

Always select this

User Profile - PENT_UAT_VIEW1

Cancel Update

* First Name Pentalpha

* Last Name uat_ota

* Email jennette_arnedome@freddiemac.com

Party Pentalpha

Current Role EXTERNAL USER

New Role USER

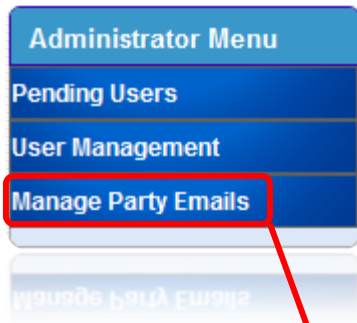
Access Type View

☐ Locked

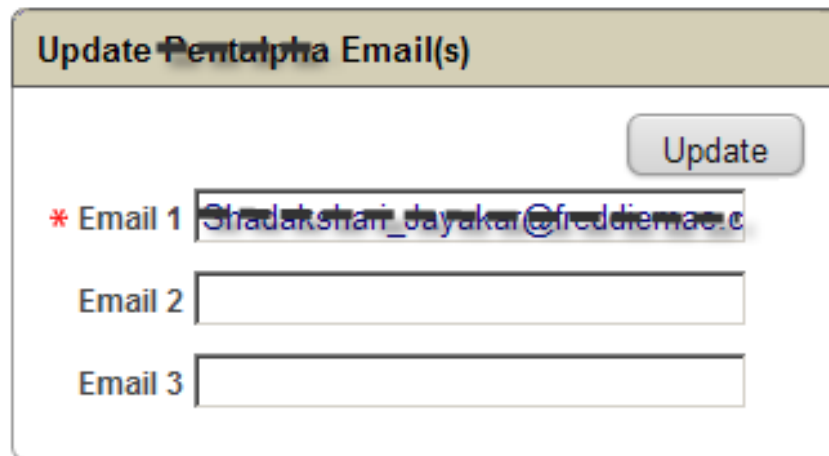
☐ Account Deactivated

- Admin can change first or last name, email address, and roles of users and, unlock, lock or deactivate a user account by clicking on Modify (accounts become locked when a wrong password is used too many times)

User Registration (Cont'd)

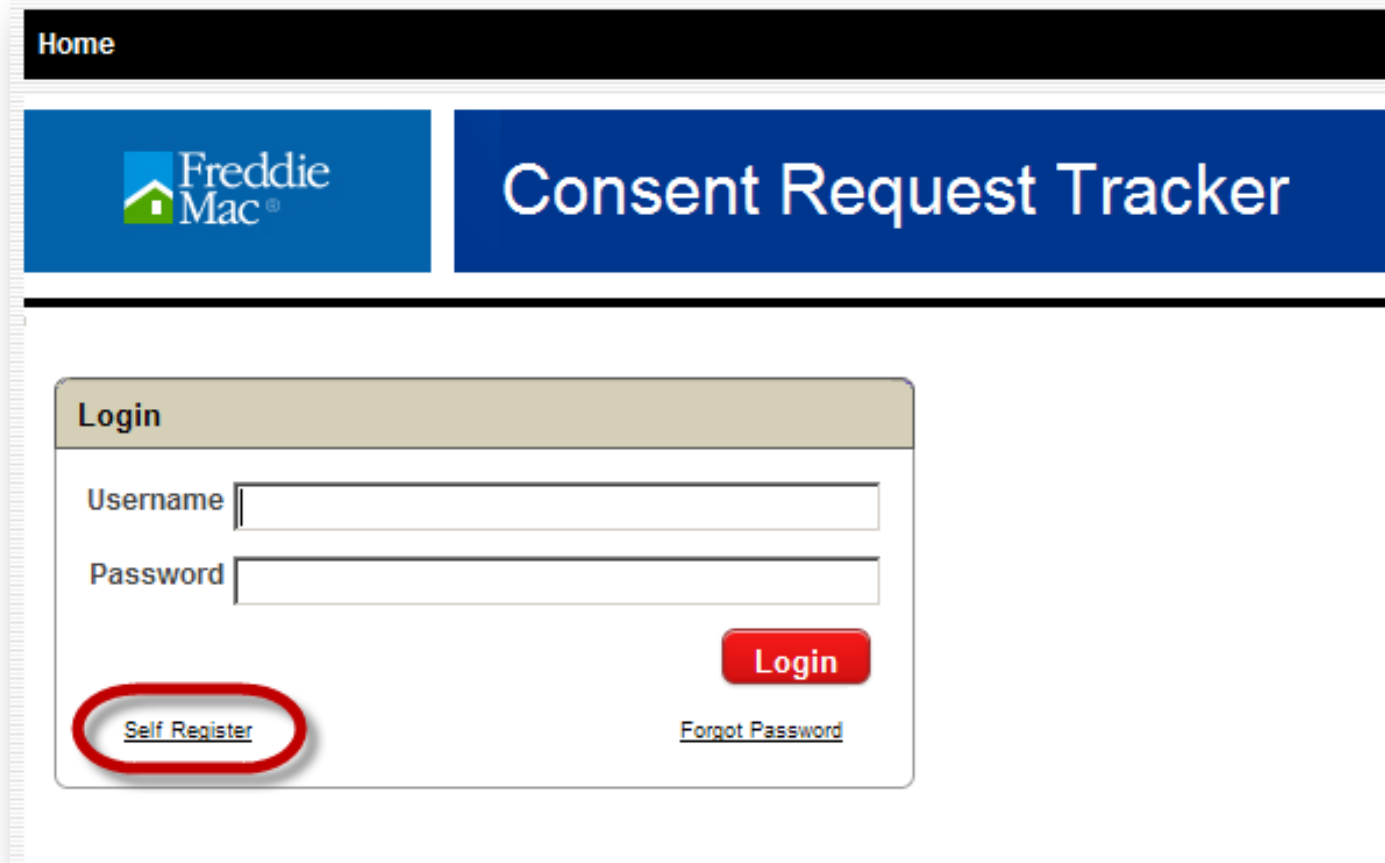


- In Manage Party Emails the Admin will be able to enter and maintain organizational email addresses
 - » The system will hold up to three but each organization should have a minimum of one email address set up in the system

A screenshot of the 'Update Party Email(s)' form. The title bar is olive green with the text 'Update Party Email(s)'. The form has a light gray background. In the top right corner is a gray 'Update' button. Below it are three email input fields. The first field is labeled '* Email 1' and contains the text 'Shadashan_Jayakar@freddiemac.c'. The second field is labeled 'Email 2' and is empty. The third field is labeled 'Email 3' and is empty.

User Registration (Cont'd)

- User initiates registration process
 - » Navigate to the CRT URL: <https://crt.ficonsulting.com> and click the Self Register button



Home

Freddie Mac

Consent Request Tracker

Login

Username

Password

[Self Register](#)

[Forgot Password](#)

Login

User Registration (Cont'd)

- The Account Registration screen below will display
- User completes all information in accordance with the directions on the next slide.

Account Registration

Cancel

Register

* Desired Username

* First Name

* Last Name

* Email

* Retype Email

* Organization

-- Select Organization --

* Desired Role

User

* Desired Password

* Retype Password

Legal Notice

The financial and other information contained in the documents that may be accessed within this portal speaks only as of the date of those documents. The information could be out of date and no longer accurate. Freddie Mac does not undertake an obligation, and disclaims any duty, to update any of the information in those documents. Freddie Mac's future performance, including financial performance, and the performance of the mortgage-related securities found within this portal, are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. The factors that could affect the company's future results are discussed more fully in our reports filed with the SEC and in the offering documents for the related series of mortgage-related securities.

Certain information contained in documents that may be accessed within this portal is provided by third parties. Freddie Mac makes no representations or warranties with respect to any such information and takes no responsibility for supplementing, updating or correcting any such information.

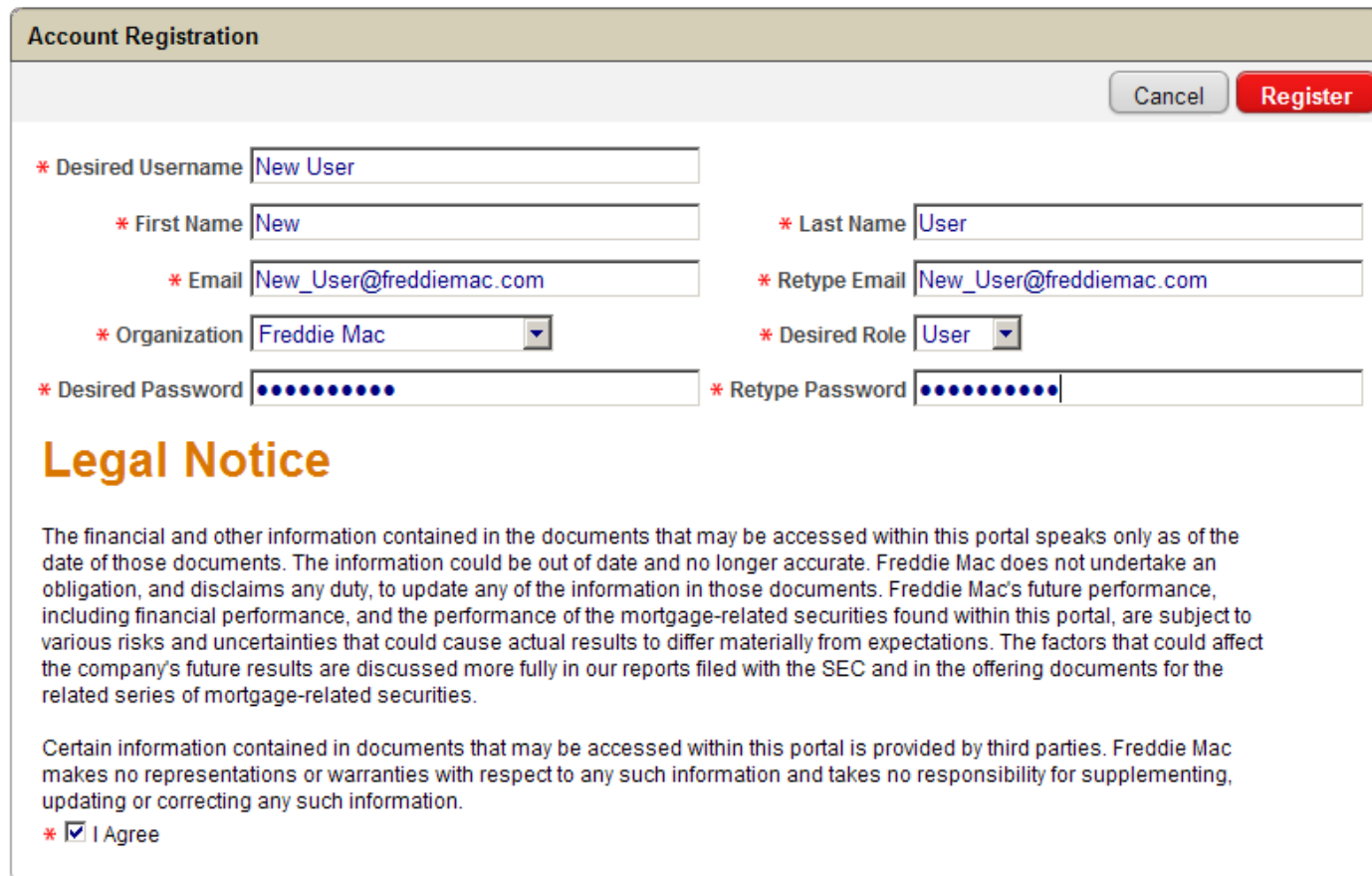
* ☐ I Agree

- Registration Information:
 - » Desired User Name: 6 characters
 - » Enter your first and last name and work email address
 - » Select your organization from the drop-down list
 - » Select the role of “User” from the drop-down list (“Admin” is for Servicer, Freddie Mac, DCH and OTA system administrators only)

- Registration Information (Cont'd):
 - » Enter a password using the following rules:
 - Must be at least 8 characters (letters or numbers)
 - May not contain a complete dictionary word
 - Must contain:
 - At least one special punctuation (*&%^#@%, etc.)
 - At least one uppercase letter
 - At least one lowercase letter
 - Must differ from the one previously used in the last 270 days
 - » Check “I Agree” to agree to terms of use

User Registration (Cont'd)

- Completed Registration Form:



The screenshot shows a web form titled "Account Registration". At the top right are "Cancel" and "Register" buttons. The form contains several fields, each preceded by a red asterisk (*):

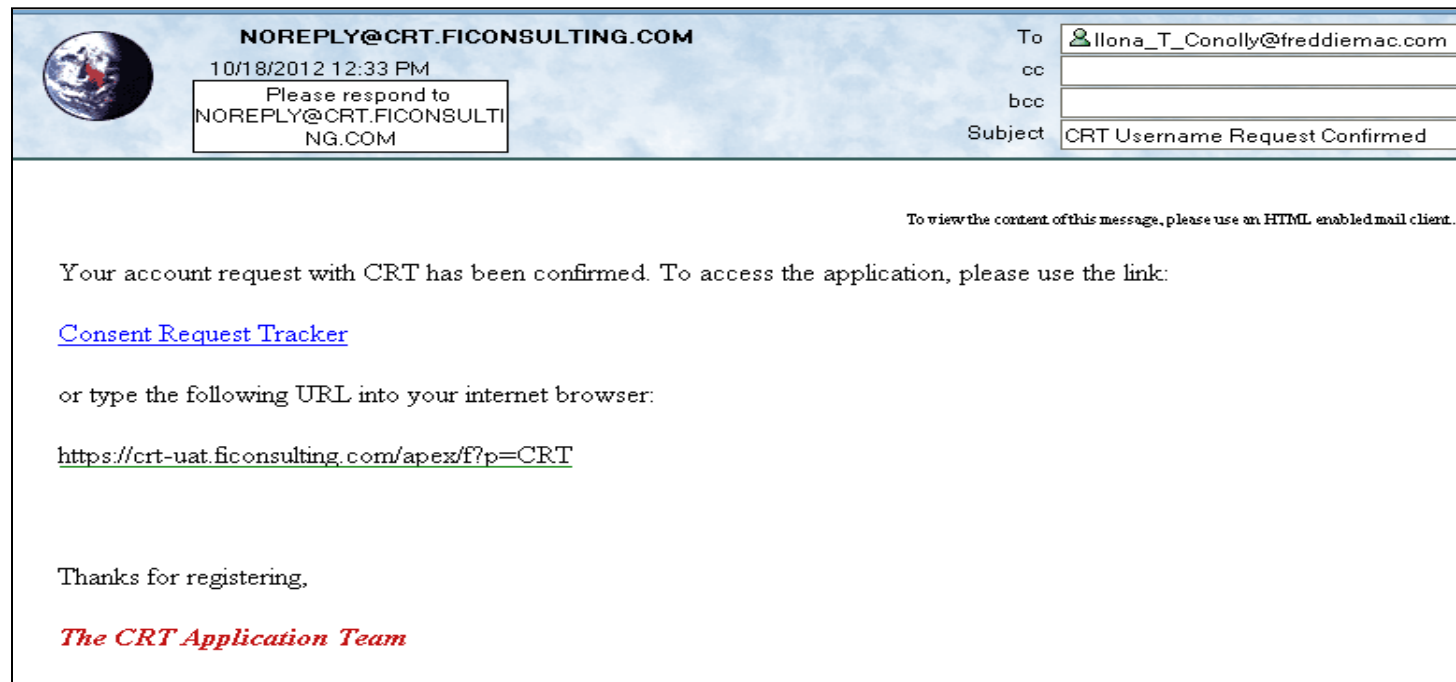
- * Desired Username: Text input with "New User".
- * First Name: Text input with "New".
- * Last Name: Text input with "User".
- * Email: Text input with "New_User@freddiemac.com".
- * Retype Email: Text input with "New_User@freddiemac.com".
- * Organization: Dropdown menu with "Freddie Mac" selected.
- * Desired Role: Dropdown menu with "User" selected.
- * Desired Password: Password input field with 10 dots.
- * Retype Password: Password input field with 10 dots.

Below the form fields is a section titled "Legal Notice" in orange. It contains two paragraphs of text and a checkbox labeled "I Agree" which is checked.

- Click the Register button

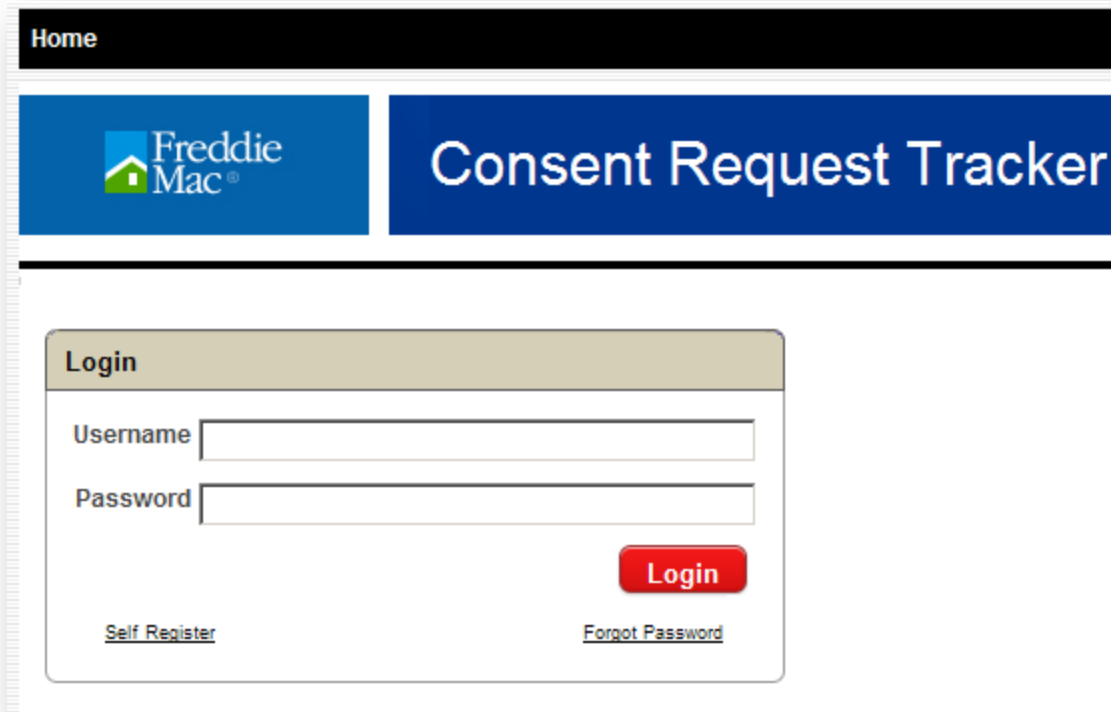
User Registration (Cont'd)

- Your system administrator will receive an email request to approve or reject your registration request
- Once your registration has been approved by the system administrator, you will receive a verification email with a link to activate the user account



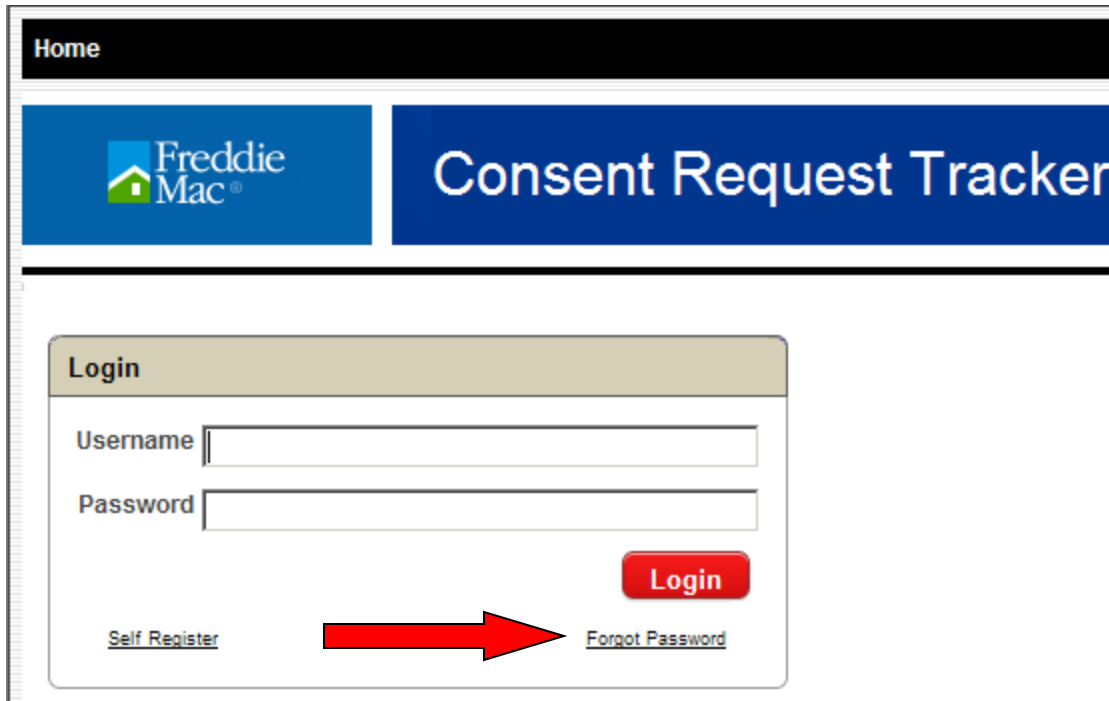
Login

- You will be directed to the CRT login screen (if you have previously registered, navigate to the CRT URL)
- Enter your User Name and Password
- Click on the Login button



The screenshot shows the Freddie Mac Consent Request Tracker login interface. At the top, there is a black bar with the word "Home" in white. Below this is a blue header bar containing the Freddie Mac logo on the left and the text "Consent Request Tracker" in white on the right. The main content area is white and features a "Login" section with a light beige header. Inside this section, there are two input fields: "Username" and "Password". To the right of these fields is a red "Login" button. Below the input fields, there are two links: "Self Register" and "Forgot Password".

- Should you forget your password, click on “Forgot Password”



Home

Freddie Mac


Consent Request Tracker

Login

Username

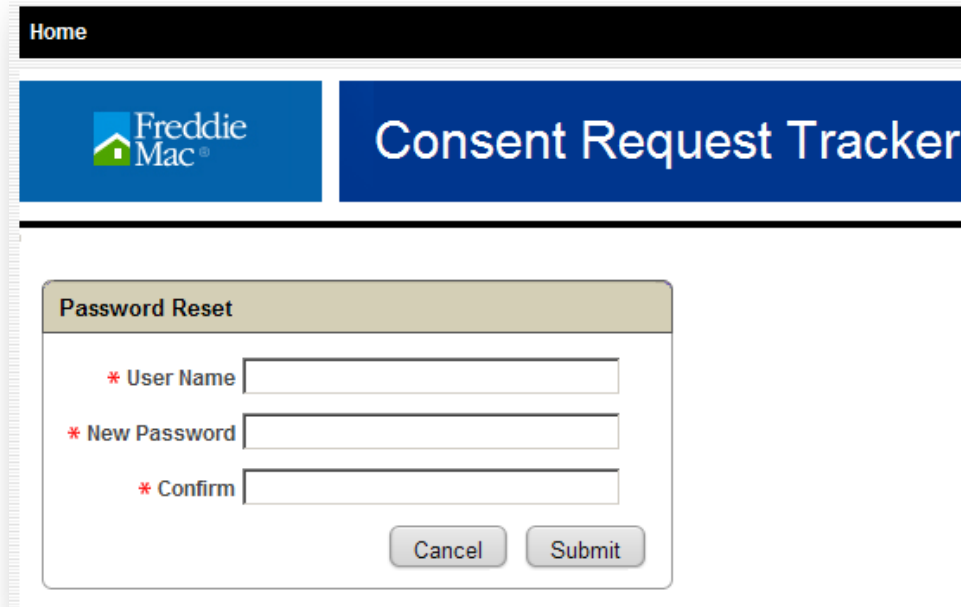
Password

Login

[Self Register](#)  [Forgot Password](#)

Login (Cont'd)

- Enter your User Name and new password; confirm the new password and click Submit

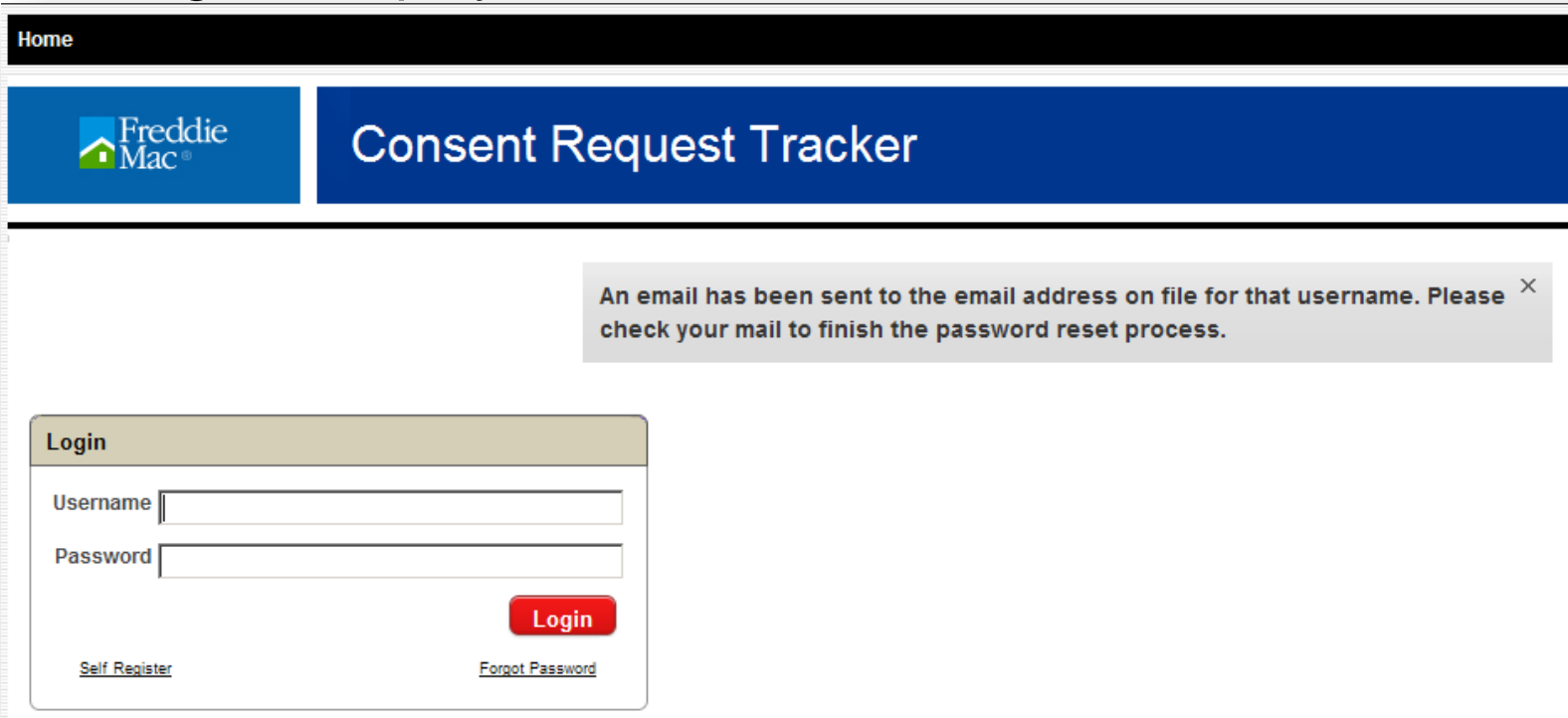


The screenshot shows a web browser window with a black header bar labeled "Home". Below the header is a blue banner with the Freddie Mac logo on the left and the text "Consent Request Tracker" on the right. The main content area features a "Password Reset" form. The form has a title bar and three input fields, each preceded by a red asterisk: "User Name", "New Password", and "Confirm". At the bottom of the form are two buttons: "Cancel" and "Submit".


- After clicking Submit, you will receive a confirmation e-mail with a link
- Click on the link in the e-mail which will direct you to the log-in page

Login (Cont'd)

- You will be directed to the Login Screen where the below message is displayed



Home

 Consent Request Tracker

An email has been sent to the email address on file for that username. Please check your mail to finish the password reset process. ✕

Login

Username

Password

Login

[Self Register](#) [Forgot Password](#)

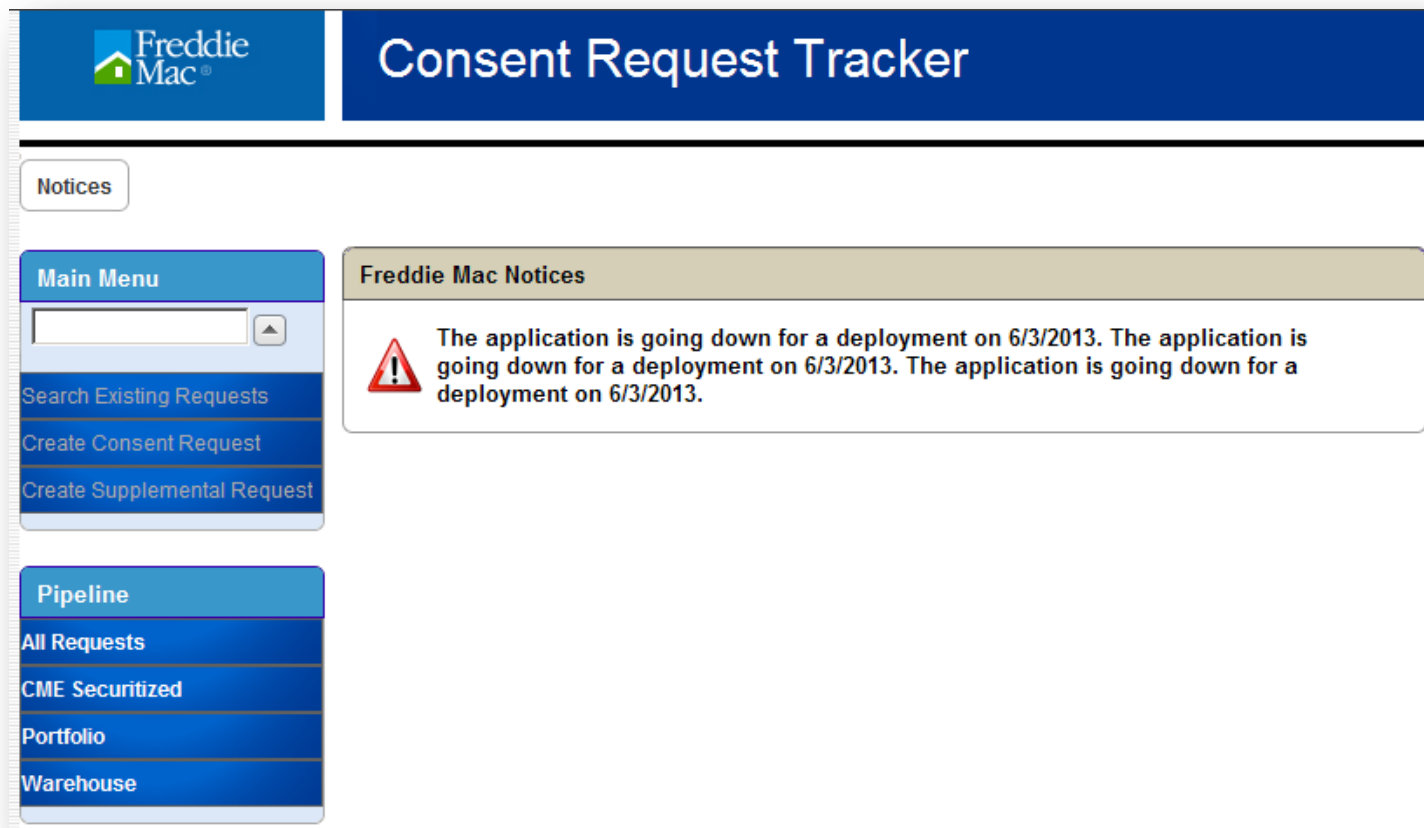
- Enter your User Name and new password
- Click Submit

Navigation

- After successfully logging in, the Notices screen (shown on the next slide) will display
- The Notices screen provides buttons that can be clicked to access the various Consent Request pipelines within the CRT tool
 - » The user will only be able to view Consent Requests to which their organization is a party
 - » For DCH and OTA organizations only Securitized (CME) loans to which you are a party will be accessible
 - » No Freddie Mac Portfolio or Warehouse loans will be available for viewing by the DCH and OTA
 - » The user can also search for a consent request on a particular loan by entering the Freddie Mac loan number in the box under “Main Menu” and clicking “Search Existing Requests”

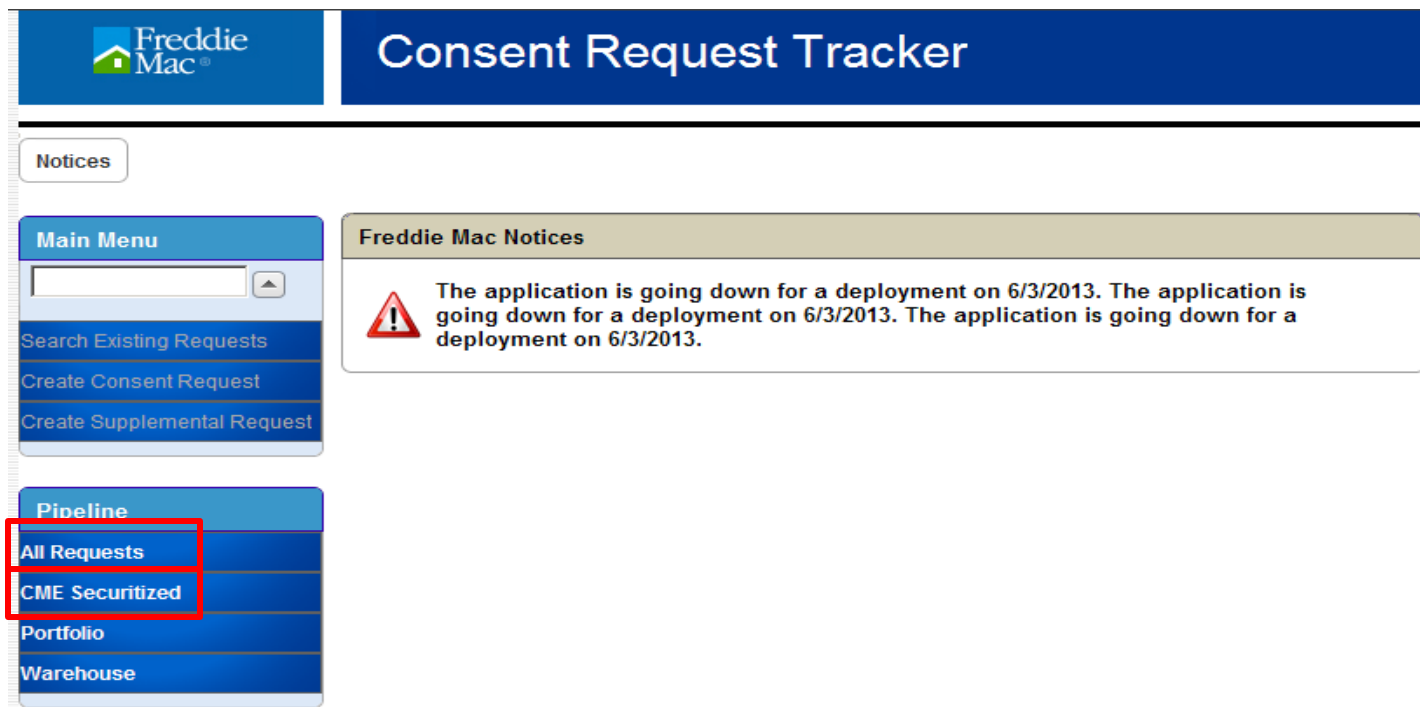
Navigation (Cont'd)

- The default display for the Notices screen lists the various pipelines as well as an Freddie Mac Notices box where global messages will be communicated to all users



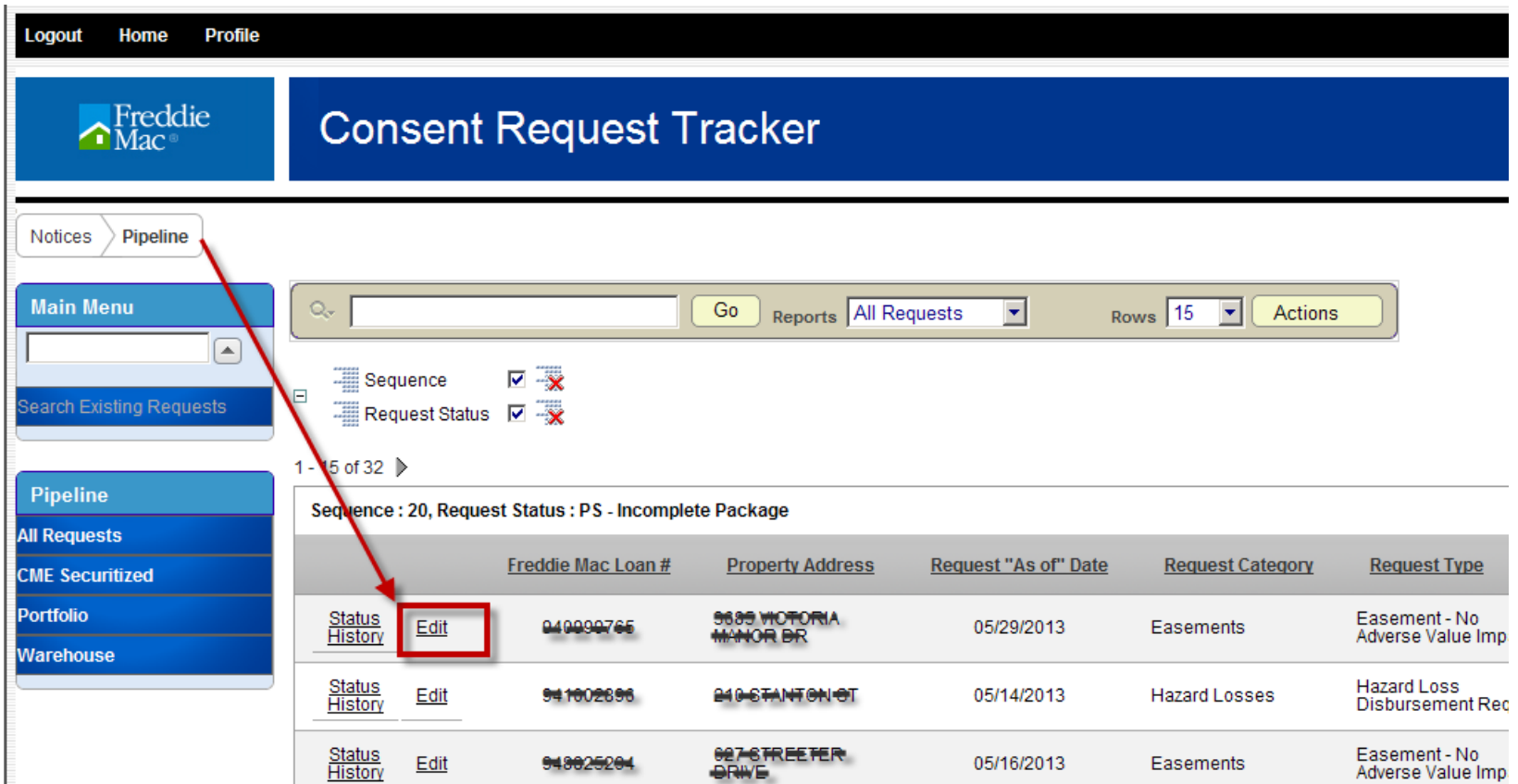
Navigation (Cont'd)

- To view Consent Requests
 - » Click on either the All Requests button or the CME Securitized button
 - » If a Consent Request has been created in the tool, and your organization has been identified as a party to the transaction, it will be viewable on the All Requests or CME Securitized pipelines



Navigation (Cont'd)

- All Requests Screen (Cont'd)
 - » To view an existing Consent Request, click on the Edit Icon next to the loan number




The screenshot shows the Freddie Mac Consent Request Tracker interface. The top navigation bar includes 'Logout', 'Home', and 'Profile'. The main header area displays the Freddie Mac logo and the title 'Consent Request Tracker'. Below the header, there are tabs for 'Notices' and 'Pipeline'. The left sidebar contains a 'Main Menu' with a search bar and a 'Search Existing Requests' button. The 'Pipeline' section is active, showing a list of requests. The table displays the following data:

		Freddie Mac Loan #	Property Address	Request "As of" Date	Request Category	Request Type
Status History	Edit	940999765	9689 VICTORIA MANOR DR	05/29/2013	Easements	Easement - No Adverse Value Imp
Status History	Edit	941602696	240 STANTON ST	05/14/2013	Hazard Losses	Hazard Loss Disbursement Rec
Status History	Edit	943625284	687 STREETER DRIVE	05/16/2013	Easements	Easement - No Adverse Value Imp

Navigation (Cont'd)

- To view the Status History click on the Status History Icon (next to Edit) to view the duration of Consent Request Statuses in days
- Information displayed includes:
 - » New Status, Old Status, As Of dates for both statuses, the party who changed the status and the duration of each

Logout Home Profile
Welcome: PENT_UAT_V



Consent Request Tracker

Notices Pipeline Status History Report

Main Menu

Search Existing Requests

Go
Actions

Fm Loan Num	Request Type	New Status	New 'As Of' Date	Old Status	Old 'As Of' Date	Changed By	Party	Duration
554934412	Related Party Transfer	MS - Final Approved	05/28/2013	PS - Final Approved	05/28/2013	uat_edit1, Wells1	Wells Fargo Bank	> 1
554934412	Related Party Transfer	SS - Final Approved	05/28/2013	MS - Final Approved	05/28/2013	uat_edit1, Keybank1	Keybank	> 1

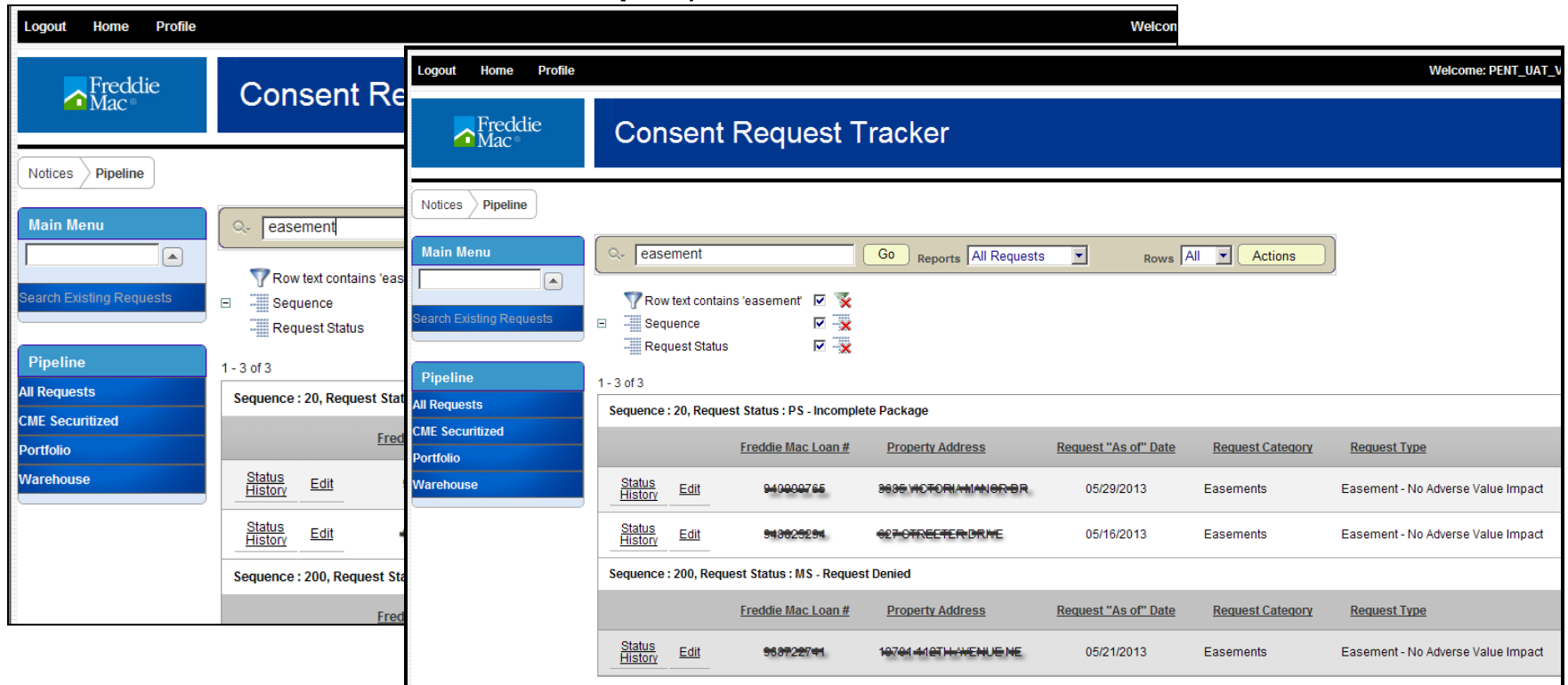
Pipeline
All Requests

1 - 2

Navigation (Cont'd)

■ Search

- » To search, enter the search criteria (“easement” was entered in this example) and click Go



The screenshot displays the Freddie Mac Consent Request Tracker interface. The search bar contains the text "easement" and the "Go" button is highlighted. The results show two sequences of requests, both filtered by the search criteria.

Sequence : 20, Request Status : PS - Incomplete Package

	Freddie Mac Loan #	Property Address	Request "As of" Date	Request Category	Request Type
Status History Edit	940909765	3835 VICTORIA MANOR DR	05/29/2013	Easements	Easement - No Adverse Value Impact
Status History Edit	940929094	4270 FORESTER DR NE	05/16/2013	Easements	Easement - No Adverse Value Impact

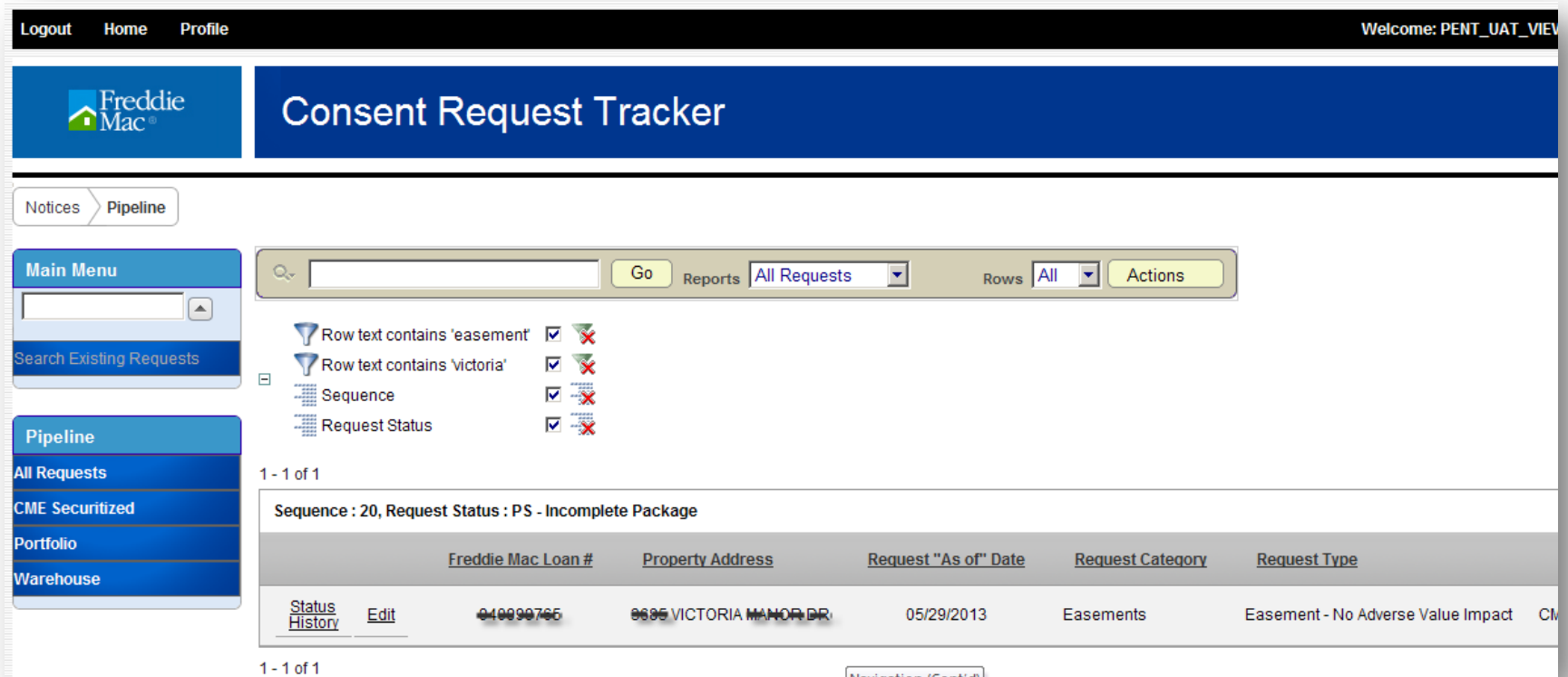
Sequence : 200, Request Status : MS - Request Denied

	Freddie Mac Loan #	Property Address	Request "As of" Date	Request Category	Request Type
Status History Edit	960922741	10704 416TH AVENUE NE	05/21/2013	Easements	Easement - No Adverse Value Impact

- » Only the rows containing the word “easement” will display

Navigation (Cont'd)

- Search (Cont'd)
 - » A search can be refined by adding additional search criteria (in this case “easement” and “victoria” were entered.



The screenshot displays the Freddie Mac Consent Request Tracker interface. The top navigation bar includes links for Logout, Home, and Profile, along with a welcome message for PENT_UAT_VIEW. The main header features the Freddie Mac logo and the title "Consent Request Tracker".

On the left, there is a sidebar with a "Main Menu" section containing a search box and a "Search Existing Requests" button. Below this is a "Pipeline" section with links for "All Requests", "CME Securitized", "Portfolio", and "Warehouse".

The main content area shows a search bar with a "Go" button and a "Reports" dropdown menu set to "All Requests". Below the search bar, there are filters for "Row text contains 'easement'" and "Row text contains 'victoria'", both checked. There are also checkboxes for "Sequence" and "Request Status".

The results section shows "1 - 1 of 1" and a summary: "Sequence : 20, Request Status : PS - Incomplete Package". Below this is a table with the following columns: Freddie Mac Loan #, Property Address, Request "As of" Date, Request Category, and Request Type.

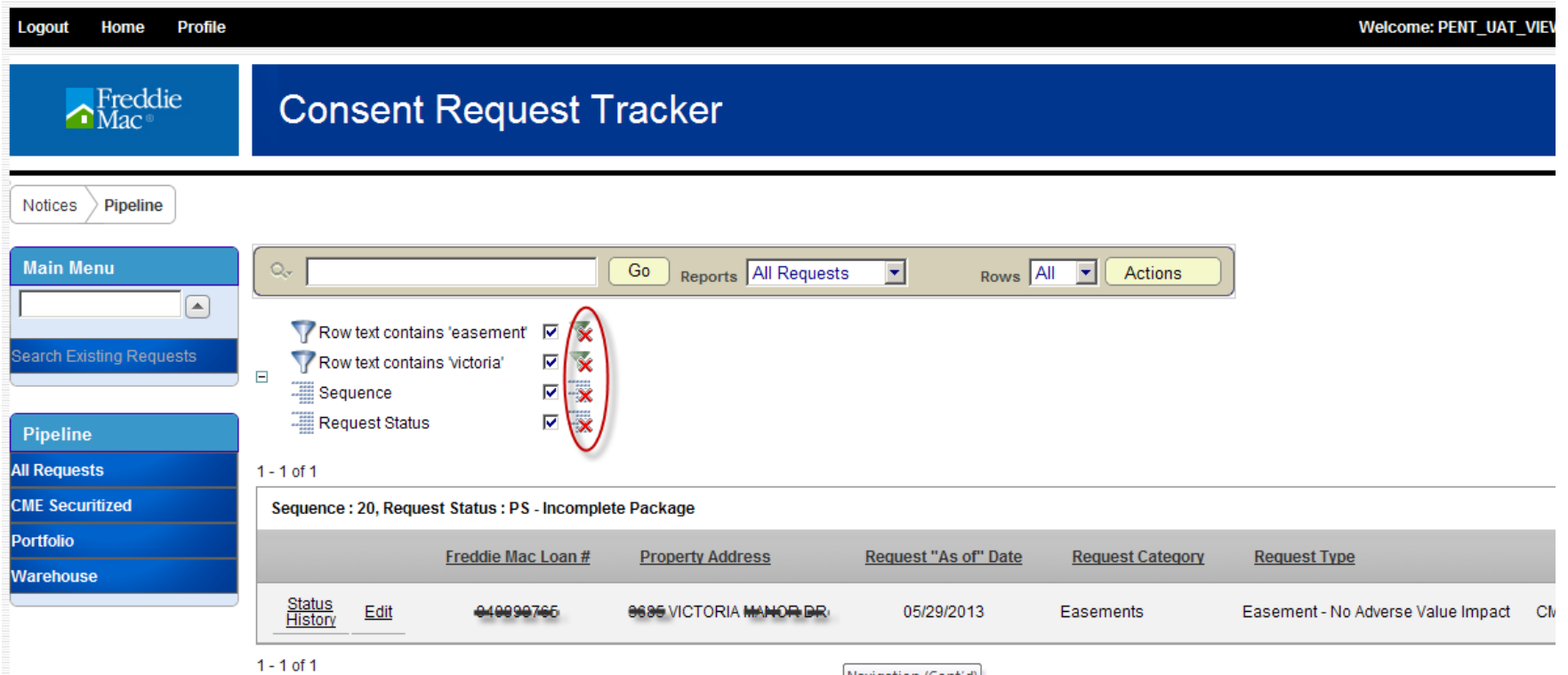
Freddie Mac Loan #	Property Address	Request "As of" Date	Request Category	Request Type
04999745	8635 VICTORIA MANOR DR	05/29/2013	Easements	Easement - No Adverse Value Impact

At the bottom of the table, there are links for "Status History" and "Edit". The page footer shows "1 - 1 of 1" and a "Navigation (Cont'd)" link.

Navigation (Cont'd)

■ Search (Cont'd)

» To eliminate a criteria, simply click on the red “X”



Logout Home Profile Welcome: PENT_UAT_VIEW

Freddie Mac Consent Request Tracker

Notices Pipeline

Main Menu

Search Existing Requests

Pipeline

All Requests

CME Securitized

Portfolio

Warehouse

Search: [] Go Reports: All Requests Rows: All Actions

Row text contains 'easement' [X]

Row text contains 'victoria' [X]

Sequence [X]

Request Status [X]

1 - 1 of 1

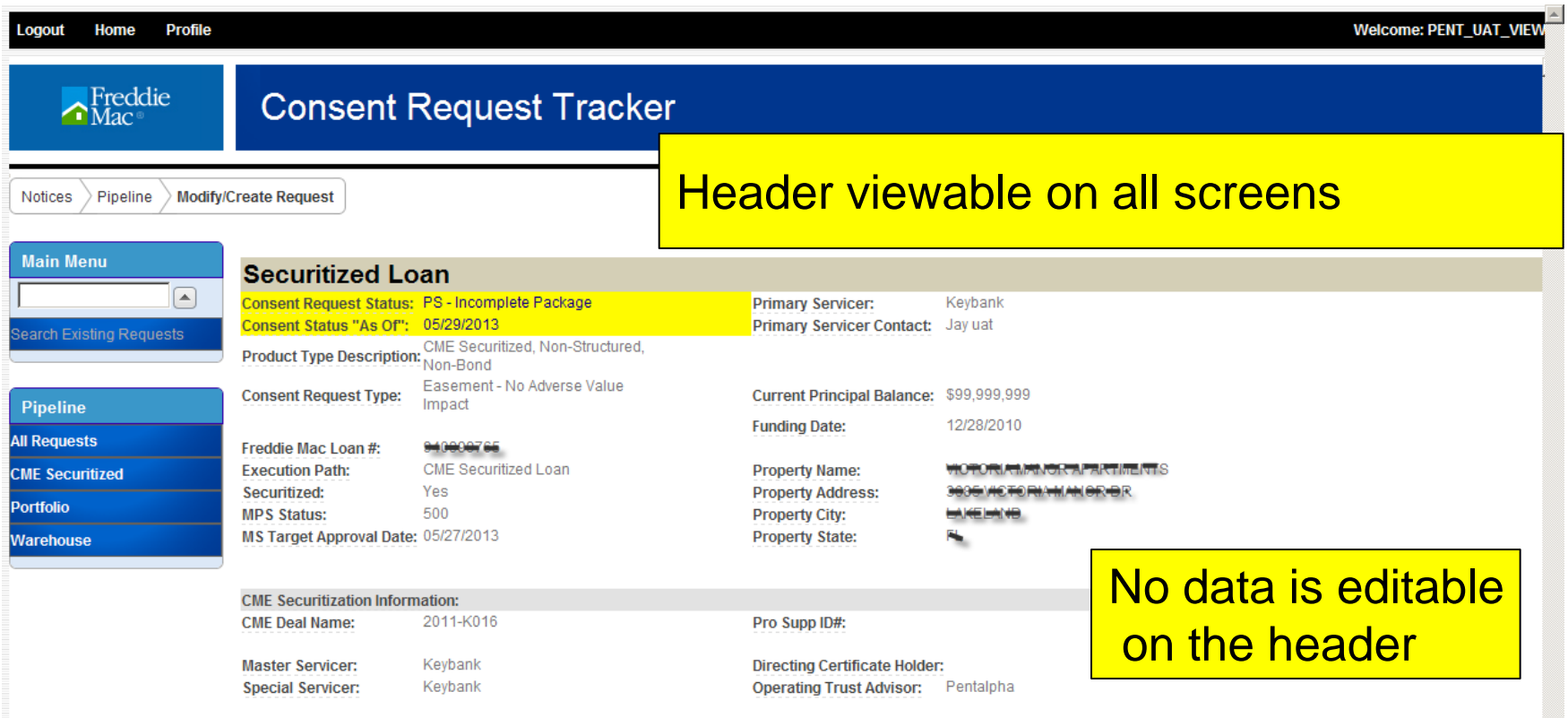
Sequence : 20, Request Status : PS - Incomplete Package

	Freddie Mac Loan #	Property Address	Request "As of" Date	Request Category	Request Type	
Status History	040999765	9635 VICTORIA MANOR DR	05/29/2013	Easements	Easement - No Adverse Value Impact	Cl

1 - 1 of 1

Viewing Consent Request Data

- To view Consent Request specific information click on the Edit Icon on the pipeline next to the appropriate loan number
- The screen below will open



Logout Home Profile Welcome: PENT_UAT_VIEW

Freddie Mac

Consent Request Tracker

Notices Pipeline Modify/Create Request

Main Menu

Search Existing Requests

Pipeline

All Requests

CME Securitized

Portfolio

Warehouse

Securitized Loan

Consent Request Status: PS - Incomplete Package

Consent Status "As Of": 05/29/2013

Product Type Description: CME Securitized, Non-Structured, Non-Bond

Consent Request Type: Easement - No Adverse Value Impact

Freddie Mac Loan #: 940909765

Execution Path: CME Securitized Loan

Securitized: Yes

MPS Status: 500

MS Target Approval Date: 05/27/2013

Primary Servicer: Keybank

Primary Servicer Contact: Jay uat

Current Principal Balance: \$99,999,999

Funding Date: 12/28/2010

Property Name: 3605 AS FORTHMAN BLVD

Property Address: 3605 AS FORTHMAN BLVD

Property City: WASHINGTON

Property State: DC

CME Securitization Information:

CME Deal Name: 2011-K016

Pro Supp ID#:

Master Servicer: Keybank

Special Servicer: Keybank

Directing Certificate Holder: Pentalpha

Operating Trust Advisor: Pentalpha

Header viewable on all screens

No data is editable on the header

Viewing Consent Request Data (Cont'd)

- Below the header are the servicer data entry screens
- Each servicer has a screen to view and enter data that pertains to actions they take related to a specific transaction

Primary Servicer
Master Servicer
Special Servicer

Primary Servicer - CME Securitized Loan

*Primary Servicer: Keybank
*Primary Servicer Contact: Jay uat
*Consent Request Category: Easements
Request Amendment?: No
*Current Sponsor 1: AEW Senior Housing
Current Sponsor 2:
Proposed Sponsor 1:
Proposed Sponsor 2:

Original Servicer at Underwriting: Walker & Dunlop, LLC
*Current Principal Balance: \$99,999,999
*Consent Request Type: Easement - No Adverse Value Impact
Other Consent Request Description:

PS Loan Number:
Master Servicer: Keybank
Special Servicer: Keybank

Pro Supp ID#:
Directing Certificate Holder:
Operating Trust Advisor: Pentalpha

Date of Preliminary Notification:
Date Package Received by PS :
Date Package Deemed Complete by PS:
Date of PS Decision:
MS Approval Required?:
Date PS Submitted Package to MS:

PS Comments

05/29/2013 - uat_edit2, Keybank2 incomplete

Expand All

Post Approval Tracking:

Date PS Notified
Borrower of Decision:
Date Decision Letter Fully Executed by Borrower:
Date All Documents Executed :

*Consent Request Status: PS - Incomplete Package

Viewing the Consent Request Data (Cont'd)

- The red font indicates which servicer's screen is being viewed (i.e. in the prior screen you are viewing the Primary Servicer screen)
- Below is the Master Servicer screen

Primary Servicer
Master Servicer
Special Servicer

Master Servicer

MS Loan #:
MS Contact:

Date Package Received by MS: 05/13/2013

Date MS Notified PS of Package Completion Status: 05/12/2013

Date Package Deemed Complete by MS: 05/12/2013

Date of MS Decision:

SS Approval Required?:
Date MS Submitted Package to SS:

MS Comments

No comments in this list. Click on the add icon to add a comment.

Expand All

Date MS Notified PS of Decision:

*Consent Request Status: PS - Incomplete Package

Viewing the Consent Request Data (Cont'd)

- Below is the Special Servicer screen

Primary Servicer
Master Servicer
Special Servicer

Special Servicer

SS Loan #:
MS Loan #:
SS Contact:
MS Contact:

Date Package Received by SS:
Date Package Deemed Complete by SS:
Date SS Notified
MS of Package Completion Status:
Date of SS Decision:

DCH Approval Required?:
Date SS Submitted
Package to DCH:
Operating Trust Advisor (OTA) Approval Required?:
Date SS Submitted
Package to OTA:

Directing Certificate Holder:
Date DCH Notified
SS of Decision:
Operating Trust Advisor: Pentalpha
Date OTA Notified
SS of Decision:

DCH Contact:
Operating Trust Advisor Contact:

SS Comments

No comments in this list. Click on the add icon to add a comment.

Expand All

Date SS Delivered Decision to MS:

*Consent Request Status: PS - Incomplete Package

Viewing the Consent Request Data (Cont'd)

- Below each of those screens are the turnaround times that will provide a transparent view of the actual processing times related to the specific transaction and the parties involved
- Below is a sample of a transaction that has reached the SS – Final Approved status but is not yet Final Closed

Turnaround Times - CME Securitized Loan Transactions	
MS Target Approval Date:	06/14/2013
PS Decision Turnaround :	3
MS Decision Turnaround:	4
SS Decision Turnaround:	3
PS Turnaround:	6
MS Turnaround:	11
SS Turnaround:	4
Final Close (If SS approval req'd):	0
Final Close (If no SS approval req'd):	0
Final Close (If no MS approval req'd):	0
Total Transaction Turnaround:	0

Viewing the Consent Request Data (Cont'd)

- To exit the system click on the Logout link
 - » This will return you to the Home (sign-on) screen

