Agenda

- Introduction
- Enhancements
- Support
- Questions
Our Team

Christine Halberstadt
Senior Director

Ted Merkle
Director

Marc DeBord
Analyst

Paul Wooldridge
Manager

Nash Hensley
Senior Analyst
Introduction

- The Multifamily Insurance Compliance Tool (ICT) Version 1.0 was launched 18 months ago.
- Freddie Mac’s Multifamily Insurance Team has tracked suggestions and pain points from all users.
- Many of those have been incorporated into an enhanced version – ICT 1.1.
Enhancements
Enhancements - Overview

- Consolidated Login IDs
- Records Management
- System Appearance Changes & Notifications
- 1133 Changes
- Waiver Changes
Top Enhancements for Seller / Servicers

- Archive / Un-Archive submissions
- New Expiration Report
- Improved Sorting in Assignment Lists
- Dashboard queue names now appear in the Snapshot View
  » Statuses will now clearly define where in the process the Waiver or 1133 is
- Pop-up notifications for Public Notes
- Added detail to Automated email notices
- Add attachments after FM approval
- Terrorism Section broken down into Property, GL and UL/EL
- Environmental Section added
- Deductible % and Deductible Minimum Value added to 1133
- Loan Level / Asset Level Editing
- Addition of ‘TBD’ to 1133-UW
- Waiver Approval logic built into 1133-Delivery Approvals
- Easily Identify Accepted 1133-Deliveries in ICT
- Bulk Waiver submissions for blanket policy requests
- Delete unnecessary Waivers
- Easier resubmission of prior Waiver sets tied to one loan
- Addition of ‘Resolved’ Status for Waivers
- Language Changes
Consolidated Login IDs
Consolidated Login IDs

- Some Seller / Servicers have Sub-Servicer arrangements
- We have modified the ICT so that Seller / Servicer Parent Entities can have:
  - One login for all parent ID’s and associated Sub-Servicer ID’s
  - Sub-Servicers will have a separate login for this particular relationship
Records Management
Records Management - Overview

- Archive / Un-Archive submissions
- Improved Sorting in Assignment Lists
- Dashboard queue name now on Snapshot view
- Expiration Report - NEW
Archive / Un-Archive Submissions

- For Seller / Servicers, final records can now be moved to an Archive queue
  - The queues will be for Waivers, 1133-UW and 1133-Delivery

<table>
<thead>
<tr>
<th>Waiver</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>No of Waivers Received from Vendor</td>
<td>0</td>
</tr>
<tr>
<td>No of Waivers Pending for Submission</td>
<td>13</td>
</tr>
<tr>
<td>No of Waivers Returned to Vendor</td>
<td>1</td>
</tr>
<tr>
<td>No of Waivers Pending for FM Approval</td>
<td>43</td>
</tr>
<tr>
<td>No of Waivers Returned by Freddie Mac</td>
<td>2</td>
</tr>
<tr>
<td>No of Waivers Approved/Denied</td>
<td>137</td>
</tr>
<tr>
<td><strong>No of Waivers Archived</strong></td>
<td><strong>7</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1133 Underwriting</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>No of 1133 Received from Vendor</td>
<td>1</td>
</tr>
<tr>
<td>No of 1133 Pending for Submission</td>
<td>7</td>
</tr>
<tr>
<td>No of 1133 Returned to Vendor</td>
<td>0</td>
</tr>
<tr>
<td>No of 1133 Submitted to Freddie Mac</td>
<td>21</td>
</tr>
<tr>
<td><strong>No of 1133 Archived</strong></td>
<td><strong>2</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1133 Delivery</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>No of 1133 Received from Vendor</td>
<td>0</td>
</tr>
<tr>
<td>No of 1133 Pending for Submission</td>
<td>39</td>
</tr>
<tr>
<td>No of 1133 Returned to Vendor</td>
<td>0</td>
</tr>
<tr>
<td>No of 1133 Pending for FM Approval</td>
<td>69</td>
</tr>
<tr>
<td>No of 1133 Returned by Freddie Mac</td>
<td>6</td>
</tr>
<tr>
<td><strong>No of 1133 Approved</strong></td>
<td><strong>113</strong></td>
</tr>
<tr>
<td><strong>No of 1133 Archived</strong></td>
<td><strong>2</strong></td>
</tr>
</tbody>
</table>
Archive / Un-Archive Submissions (Cont’d)

- Archive
  - In the Assignment List, select the Checkbox next to the record you would like to Archive
  - Then select the ‘Archive’ button at the bottom of the screen
Un-Archive

- To move the record back to its original queue, open the Archive queue
- Select the checkbox next to the record
- Select the ‘**Un-Archive**’ button at the bottom of the screen
Improved Sorting & Snapshot View

- Sorting in the Assignment List view will allow A-Z and Z-A for ALL fields by clicking on the field name.

- The Snapshot view for all loans will now reflect the FM Loan Number as well as the current Waiver or 1133 queue the submission is located.

![Snapshot Table](image)

<table>
<thead>
<tr>
<th>FM Loan Number</th>
<th>Field 1</th>
<th>Field 2</th>
<th>Field 3</th>
<th>Field 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>123456789</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

*Table shows fields with their respective values.*
Expiration Report

- The Expiration Report was created to assist in anticipating updates to insurance records for all loans, but specifically securitized loans.

- Securitized deals require that loan files be complete, accurate, and up to date; including insurance information.

- Updates to insurance information in ICT for securitized loans will now be required at renewal.
  - Update Summary
  - Evidence of Insurance

- The Expiration Report will be most helpful if accurate data is initially entered into the 1133 and updated accordingly at renewal.
Expiration Report (Cont’d)

- The Expiration Report is available by selecting ‘Report’ in the top toolbar and then selecting the ‘Policy Expiry Report’

  - Select your Seller / Servicer entity in the SS Entity dropdown box and click ‘View Report’

  - This report will provide a list of all 1133s with expiration dates either ‘Past Expiration’ or approaching expiration within 90 days

    - If the 1133 has different expiration dates, it will pull the soonest expiration date for the report along with a full list of all expiration dates for the 1133
Expiration Report (Cont’d)

- The report may be exported to Excel by changing the ‘Select a Format’ dropdown box to Excel and clicking Export.

- Records will be grouped into the below four categories:

<table>
<thead>
<tr>
<th>FM Loan No</th>
<th>Soonest Expiry Date</th>
<th>Expiration Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>111222333</td>
<td>04/01/2011</td>
<td>Past Expiration</td>
</tr>
<tr>
<td>444556666</td>
<td>06/15/2013</td>
<td>0 - 30 Days</td>
</tr>
<tr>
<td>777889999</td>
<td>07/14/2013</td>
<td>31 - 60 Days</td>
</tr>
<tr>
<td>123456789</td>
<td>08/09/2013</td>
<td>61 - 90 Days</td>
</tr>
</tbody>
</table>

- You will be given expiration dates for **required** terms:

<table>
<thead>
<tr>
<th>Property Damage</th>
<th>Business Income/Rental Value</th>
<th>Boiler and Machinery</th>
<th>Builders Risk</th>
<th>Localized Perils</th>
<th>Ordinance and Law</th>
<th>Sewer and Drain</th>
<th>Terrorism - Property</th>
<th>Wind</th>
<th>Flood</th>
<th>Earthquake</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Liability</td>
<td>Umbrella / Excess Liability</td>
<td>Prof Liability (Seniors Only)</td>
<td>Vehicle Liability</td>
<td>Fidelity</td>
<td>Terrorism - General Liability</td>
<td>Terrorism - Umbrella/ Excess Liability</td>
<td>Environmental</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Expiration Report (Cont’d)

- For all records listed as ‘Past Expiration’
  - Search for loan on the main Dashboard and select the loan on the Assignment List
  - Select the checkbox next to the applicable property and click Update Summary
  - Select ‘Yes’ for the required Guide Requirements associated with the property
    - All sections updated should have a brief comment explaining any changes to the insurance
Expiration Report (Cont’d)

- Once all updates have been entered into ICT, click the Save/Submit button.

- Verify if any expired Waivers need to be re-submitted or amended per a prior ‘Approval with Conditions’ designation.

- Upload renewal documents (Acords, Binders, etc.) that verify coverage to Freddie Mac’s DMS application under section:
  - AM –INSURANCE – POST FUNDING
    - Insurance Acord Forms (Post Funding)
System Appearance Changes & Notifications
System Appearance Changes & Notifications - Overview

- Authorized Signature level changed on submission certification
- ‘GPR’ is now identified in ICT as ‘EGI’
- Submission ‘Statuses’ more clearly defined
- Pop-up Notifications for added Public Notes
- Elimination of back-button warning
- Added detail to automated email notifications
Language Changes

- Certification language has changed to no longer reflect ‘Officer’

- ‘GPR’ previously identified in the Asset Level / Loan Level data is corrected as ‘EGI’
## Submission Statuses More Clearly Defined (Seller / Servicer role)

<table>
<thead>
<tr>
<th>Queue</th>
<th>Document Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Waiver</strong></td>
<td></td>
</tr>
<tr>
<td>No of Waivers Received from Vendor</td>
<td>Pending Submission to FM</td>
</tr>
<tr>
<td>No of Waivers Pending for Submission</td>
<td>Pending Submission to FM</td>
</tr>
<tr>
<td>No of Waivers Returned to Vendor</td>
<td>Returned to VE by SS - MIN</td>
</tr>
<tr>
<td>No of Waivers Pending for FM Approval</td>
<td>Pending FM Review or Pending FM (UW) Review</td>
</tr>
<tr>
<td>No of Waivers Returned by Freddie Mac</td>
<td>Returned to SS by FM - MIN</td>
</tr>
<tr>
<td>No of Waivers Approved/Denied</td>
<td>Approved by FM or Denied by FM or Resolved</td>
</tr>
<tr>
<td><strong>1133 Underwriting</strong></td>
<td></td>
</tr>
<tr>
<td>No of 1133 Received from Vendor</td>
<td>Pending Submission to FM</td>
</tr>
<tr>
<td>No of 1133 Pending for Submission</td>
<td>Pending Submission to FM</td>
</tr>
<tr>
<td>No of 1133 Returned to Vendor</td>
<td>Returned to VE by SS</td>
</tr>
<tr>
<td>No of 1133 Submitted to Freddie Mac</td>
<td>Pending FM Review or Reviewed by FM</td>
</tr>
<tr>
<td><strong>1133 Delivery</strong></td>
<td></td>
</tr>
<tr>
<td>No of 1133 Received from Vendor</td>
<td>Pending Submission to FM</td>
</tr>
<tr>
<td>No of 1133 Pending for Submission</td>
<td>Pending Submission to FM</td>
</tr>
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<td>No of 1133 Returned to Vendor</td>
<td>Returned to VE by SS</td>
</tr>
<tr>
<td>No of 1133 Pending for FM Approval</td>
<td>Pending FM Review</td>
</tr>
<tr>
<td>No of 1133 Returned by Freddie Mac</td>
<td>Returned to SS by FM</td>
</tr>
<tr>
<td>No of 1133 Approved</td>
<td>Approved by FM</td>
</tr>
</tbody>
</table>
## Submission Statuses More Clearly Defined (Vendor role)

<table>
<thead>
<tr>
<th>Queue</th>
<th>Document Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Waiver</strong></td>
</tr>
<tr>
<td>No of Waivers Pending for Submission</td>
<td>Pending Submission to SS</td>
</tr>
<tr>
<td>No of Waivers Submitted to Seller Servicer</td>
<td>Pending Submission to FM</td>
</tr>
<tr>
<td>No of Waivers Returned by Seller Servicer</td>
<td>Returned to VE by SS - MIN</td>
</tr>
<tr>
<td>No of Waivers Submitted to Freddie Mac</td>
<td>Pending FM Review or Approved by FM or Denied by FM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th><strong>1133 Underwriting</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>No of 1133 Pending for Submission</td>
<td>Pending Submission to SS</td>
</tr>
<tr>
<td>No of 1133 Submitted to Seller Servicer</td>
<td>Pending Submission to FM</td>
</tr>
<tr>
<td>No of 1133 Returned by Seller Servicer</td>
<td>Returned to VE by SS</td>
</tr>
<tr>
<td>No of 1133 Submitted to Freddie Mac</td>
<td>Pending FM Review or Reviewed by FM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th><strong>1133 Delivery</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>No of 1133 Pending for Submission</td>
<td>Pending Submission to SS</td>
</tr>
<tr>
<td>No of 1133 Submitted to Seller Servicer</td>
<td>Pending Submission to FM</td>
</tr>
<tr>
<td>No of 1133 Returned by Seller Servicer</td>
<td>Returned to VE by SS</td>
</tr>
<tr>
<td>No of 1133 Submitted to Freddie Mac</td>
<td>Pending FM Review or Approved by FM or Denied by FM</td>
</tr>
</tbody>
</table>
Pop-up Notifications for Public Notes

- Users will be notified whenever a NEW public notes message has been added to a loan assigned to the given Seller / Servicer Entity
  - A flag will be displayed at the loan level on the Assignment List views
  - A banner will be displayed at the submission level at the top right corner of the Asset Level / Loan Level view
  - Once the public note is viewed by an individual, the flag will disappear
    - The flag will remain for others until viewed on their ID
System Warnings & Emails

- The back button warning received in ICT has been changed so that it shows only when data has been altered by the user and has not yet been saved

- Automated emails will now include Property Name(s), and the Seller / Servicer Individual and Entity Name

<table>
<thead>
<tr>
<th>Waiver Review Notification for FM Loan Number 5678</th>
</tr>
</thead>
<tbody>
<tr>
<td>Techhelp.freddiemac</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Waiver Review Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waiver has been reviewed for the following loan. Please login to <a href="#">Multifamily Insurance Compliance Tool</a> to view the status.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FM Loan No</th>
<th>SS Loan No</th>
<th>Property Name</th>
<th>SS Individual</th>
<th>SS Entity Name</th>
<th>Waiver Type</th>
<th>Insurance Type</th>
<th>Insurance Terms</th>
<th>Date Reviewed</th>
</tr>
</thead>
<tbody>
<tr>
<td>5678</td>
<td>5678</td>
<td>5678 Apartments</td>
<td>NH</td>
<td>Commercial Mortgage LLC</td>
<td>New Origination Waiver</td>
<td>Property</td>
<td>Property Damage - Cause of Loss Form</td>
<td>06/17/2013</td>
</tr>
</tbody>
</table>
1133 Changes
1133 Process Overview

- The 1133 is the primary source of documentation of insurance compliance at loan origination
- Seller/Servicer represents insurance compliance and submits 1133 to FM
- FM Underwriter and Seller/Servicer Underwriter/Closing representative are responsible for review and processing 1133
- Seller/Servicer uploads final 1133 Delivery to DMS no later than Final Delivery
1133 Process Overview (Cont’d)

- **The 1133 Underwriting** record:
  - Should be submitted with UW Full Package
  - Designed to be a working record of insurance compliance during underwriting
  - Is fully editable by Seller/Servicers while in “Underwriting” status
  - Review only mode for FM, except for Public Notes
  - Must include record of any waivers requested/approved

- **The 1133 Delivery** record:
  - Submitted by SS once all insurance issues are final
  - FM Underwriting reviews, accepts, and submits back to the Seller/Servicer
  - **LOCKED** as a final record once accepted by FM UW
1133 Changes - Overview

- ‘TBD’ Value added to FM UW name (1133-UW only)
- Loan Level / Asset Level Editing
- Asset Level fields now mandatory for 1133-Delivery Records
- Deductible Percentage and Minimum Value fields added
- Terrorism coverage broken out into 3 sections
  » Property, GL and EL/UL
- Environmental Coverage section added
- Attachments before and after submissions
- Waiver Approval logic built into 1133-Delivery approvals
- Easier identification of Acceptance (Approval) for 1133-Deliveries
‘TBD’ Value for 1133-Underwriting submissions

- To allow an 1133-UW record to be created sooner in the system, the Seller / Servicer will now be able to indicate the FM UW Name as ‘TBD’, opposed to having to assign an actual Underwriter to the 1133

  » Note that selecting ‘TBD’ will not trigger an automated email notice to the FM Underwriting team

  » Selecting ‘TBD’ as a FM UW Name when submitting an 1133-Delivery for approval will not be allowed by ICT
Loan Level / Asset Level field changes

- Seller / Servicers will be able to edit the Loan Level / Asset Level data for an 1133-Delivery document after submission and before final action made by Freddie Mac

  » Located in the **No of 1133 Pending for FM Approval** queue

- Asset Level fields will be mandatory (notated by ‘*’) for 1133-Delivery submissions. They will not be mandatory for 1133-UW
Deductible Percentage & Minimum Value Added

- To improve reporting deductibles that are expressed as a percentage, **Deductible Percentage** has been added.
  
  » Either Deductible Amt or Deductible % needs to be entered when the Required dropdown is indicated as ‘Yes’ for a Guide Requirement.

- Minimum Value (Deductible Min) has also been added as an *optional* field to report when the policy carries a minimum deductible.

<table>
<thead>
<tr>
<th>Either Deductible Amt or Deductible % fields must be populated:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deductible Amt</td>
</tr>
<tr>
<td>Deductible %</td>
</tr>
<tr>
<td>Deductible Min</td>
</tr>
</tbody>
</table>
Terrorism Section Break Down

- The original Terrorism Guide Requirement section has been broken down into:
  - Terrorism – Property
  - Terrorism – General Liability
  - Terrorism - Umbrella / Excess Liability
Environmental Coverage Section Added

- A new coverage section has been added to the 1133 form to document Environmental coverage if required.
Uploading attachments to 1133s will now be available before submission, during the 1133-Underwriting review process and after final processing

- Navigate to the loan’s Asset Level / Loan Level screen
- Click ‘Summary’
- Click ‘Upload Attachment’
New Origination waivers will now be linked to 1133 records

Freddie Mac will not be able to process an 1133-Delivery until all outstanding Waivers attached to the record in ICT have been identified as one of the following:

- Approved
- Approved with Conditions
- Resolved

The addition of this checks and balances approach will assist all parties going forward to ensure all approvals have been properly documented for the loan.
Identifying Accepted 1133-Delivery Records

- 1133-Delivery records that have been processed will be easily identified at the top of the Asset Level / Loan Level screen for each loan by this banner:

   ![Accepted by Freddie Mac Banner]

   When uploaded into DMS, this will clearly identify that the 1133 record has been fully processed and accepted by Freddie Mac (and not preliminary 1133-UW information).
Waiver Changes
New Origination Waivers review process:

» Submitted by SS

» Reviewed by Insurance Team (if necessary) – recommend to UW

» Reviewed by UW – final credit decision

» Decision submitted back to SS

» UW documents waivers in UW Brief

» Waiver is also documented in 1133
Waiver Changes - Overview

- Submission of bulk waiver request for multiple loans
- Waiver deletion for requests created in error or no longer needed
- Addition of ‘Resolved’ Status
- Change in process for resubmission of Waivers with “More Info Needed”
  » FM Response will now be visible to Vendors when returned and retained in the record when submitted back to the Seller / Servicer and Freddie Mac
- Resubmission of previous waiver sets
Bulk Waiver Submission for Multiple Loans

- A single waiver request can now be submitted for multiple properties within one submission
  - Clicking the ‘+’ button on the right-hand side will add a new row for an additional loan

- These requests can also be acted upon by one decision from Freddie Mac
Delete Waivers That Are No Longer Needed

- You will now be able to delete a waiver request if:
  - You have created a Waiver request in error and do not want to keep it in the system
  - You have created a Waiver for a Dead Deal or the Waiver is no longer applicable

- Deleting a Waiver will not be allowed if:
  - The waiver is a Re-submission
  - The waiver has been returned to the Vendor
  - Freddie Mac has already acted upon the Waiver
Addition of ‘Resolved’ Status

- Waivers submitted that are no longer out of compliance may be labeled by Freddie Mac as ‘Resolved – No Waiver Required’
  - The Seller / Servicer will need to update the 1133-Delivery to ‘Compliant’ for these waivers so that it can be approved by Freddie Mac.
‘More Information Needed’ Process Change

- If a Waiver request began with a Vendor, the Seller / Servicer has the option to:
  - Edit comments and submit to Freddie Mac by
    - Changing the status to ‘Submit to FM’
    - Selecting the ‘Submit’ button
  - Return to the Vendor by
    - Keeping the ‘More Information Needed’ status
    - Selecting the ‘Submit’ button

- The Vendor can resubmit a returned waiver request to the Seller / Servicer by editing the data and clicking the ‘Submit’ button.
Resubmission of Previous Waiver Sets

- If a group of Waivers was previously submitted for a loan (or multiple loans) and at least one of the Waivers was previously approved, you will be able to resubmit the entire set of Waivers previously approved.
  - In ICT 1.0, if one of the waivers in the group was Denied, you were not able to resubmit any from the set and had to manually create a new request.
Support
ICT User’s Guide

- There is a comprehensive ICT User’s Guide linked to the “Help” tab in the top header menu

- Refer to the ICT User’s Guide for “how to” steps for all ICT functions
Contact the Accenture ICT Tech Help Team @

1133-TechHelp.freddiemac@cmservicing.com

Or call 1-877-936-8283 EXT 33427

- Requesting initial access or access removal
- Trouble logging in or password reset needed
- Technical Support:
  - Submissions do not appear in correct queue
  - Error messages
  - Data correction requests
  - File attachment issues
Business Support – ICT 1.1

- For business related questions about general insurance issues or ICT submittals, email the Freddie Mac MF Insurance Compliance Team @
  
  » MF_INSURANCECOMPLIANCE@freddiemac.com

- FM Insurance Requirements documented in the FM Guide can be found on ALLREGS
  
  - FM Multifamily > Multifamily SS Guide > Chapter 31: Insurance Requirements
Questions