

# MES ICQ

User Guide for Master Servicers

January 2022

MULTIFAMILY



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## Introduction

This guide is for Master Servicers to use when accessing the Internal Controls Questionnaire (ICQ) in the Multifamily Eligibility System (MES).

If you have any questions, please send an email to the Multifamily Eligibility mailbox.



## Access MES ICQ

Note: The screenshots in this section may not capture all the features available in the tab menu to the right.

- 1. Log into MES.
- 2. To view ICQs that are due, on the homepage, select "ICQ" then select "Due". The ICQ that is due will populate in this column.

| Cli | ent -     | ICQ - Due                                      |      |            |   |        |   |             |   |                |     |                              |              |   |
|-----|-----------|--|------|------------|---|--------|---|-------------|---|----------------|-----|------------------------------|--------------|---|
| Dra | ig a colu | mn header and drop it here to group by that co | lumn |            |   |        |   |             |   |                |     |                              |              |   |
| c   | Downl     | oad Horizontal 🛛 🔓 Download Vertical           |      |            |   |        |   |             |   |                |     |                              |              |   |
|     | Menu      | Counterparty Name                              |      | Due Date   |   | Status |   | Returned On |   | Extension Gran | ted | FM Last Saved By             | FM Last Save | d |
|     |           |  | T    |            | T |        | T |             | T |                | T   | T                            |              |   |
|     | =         | A10 Capital, LLC                               |      | 08/31/2021 |   | Due    |   |             |   |                |     | Matthew Ogundeyi             | 11/02/2020   |   |
|     | $\equiv$  | Alden Capital Partners, LLC                    |      | 12/31/2021 |   | Due    |   | L3          |   |                |     | Matthew Ogundeyi             | 11/04/2020   |   |
|     | $\equiv$  | America First Multifamily Investors L.P.       |      | 12/31/2021 |   | Due    |   |             |   |                |     |                              |              |   |
|     | $\equiv$  | Almandine Residual Holder, LLC                 |      | 11/04/2021 |   | Due    |   |             |   |                |     |                              |              |   |
|     | $\equiv$  | Almandine Residual Holder, LLC                 |      | 11/09/2020 |   | Due    |   |             |   | 11/13/2020     |     |                              |              |   |
|     | $\equiv$  | KeyBank, N.A.                                  |      | 04/20/2020 |   | Due    |   |             |   |                |     | Theekshana Jayakody - Covius | 04/29/2020   |   |
|     | $\equiv$  | Arbor Agency Lending, LLC                      |      | 10/12/2021 |   | Due    |   |             |   |                |     | Matthew Ogundeyi             | 11/05/2020   |   |
|     | $\equiv$  | Arbor Agency Lending, LLC                      |      | 10/20/2020 |   | Due    |   |             |   | 11/04/2020     |     | Matthew Ogundeyi             | 10/26/2020   |   |
|     | ≡         | Arbor Agency Lending, LLC                      |      | 10/12/2020 |   | Due    |   |             |   |                |     | Theekshana Jayakody - Covius | 04/29/2020   |   |

3. To view completed ICQs, select "ICQ", then select "Complete". All completed ICQs will be populated in rows.

| <b>Q</b><br>Due | Client - ICQ - Complete                                    |                |                   |                       |                       |
|-----------------|--|----------------|-------------------|-----------------------|-----------------------|
| Complete        | Drag a column header and drop it here to group by that col | umn            |                   |                       |                       |
|                 | Download Horizontal Download Vertical                      |                |                   |                       |                       |
|                 | Menu Counterparty Name                                     | Due Date       | Extension Granted | Reviewed On           | Received On           |
|                 |  | T              | T                 | T                     | T                     |
|                 | 🗆 🗮 KeyBank, N.A.  | 04/22/2019     |                   | 4/29/2020 12:00:00 AM | 4/29/2020 12:00:00 AM |
|                 | □  | 10/17/2019     |                   | 4/29/2020 12:00:00 AM | 4/29/2020 12:00:00 AM |
|                 | If f 1 Page: 1 of 1 Go Page:                               | size: 2 Change |                   |                       | ltem 1 to 2 of        |
|                 |  |                |                   |                       |                       |
|                 |  |                |                   |                       |                       |



## Download Horizontally or Vertically

Follow the instructions in this section to download the ICQ in your preferred orientation.

1. Access this function on the "Complete" page.

| Matt Ogundeyi | Mul      | ltifa  | amily Eligibility System                          |            |   |   |             |        |             |            |                   |                  |
|---------------|----------|--------|---|------------|---|---|-------------|--------|-------------|------------|-------------------|------------------|
| Due           | Client   | t - 10 | CQ - Complete                                     |            |   |   |             |        |             |            |                   |                  |
| Complete      | Drag a c | olumr  | n header and drop it here to group by that column |            |   |   |             |        |             |            |                   |                  |
|               | o Dor    | wnload | d Horizontal Download Vertical                    |            |   |   |             |        |             |            |                   |                  |
|               | M        | enu    | Counterparty Name                                 | Due Date   |   |   | Extension G | ranted | Reviewed C  | 'n         | Received On       |                  |
|               |          |        |   | T          | T |   |             | T      |             | T          |                   | T                |
|               |          | =      | KeyBank, N.A.                                     | 04/22/2019 | ) |   |             |        | 4/29/2020 1 | 2:00:00 AM | 4/29/2020 12:00:0 | 0 AM             |
|               |          | ≡      | Arbor Agency Lending, LLC                         | 10/17/2019 | ) | ß |             |        | 4/29/2020 1 | 2:00:00 AM | 4/29/2020 12:00:0 | IO AM            |
|               |          | 14     | ( 1 ) H Page: 1 of 1 Go Page size: 2              | Change     |   |   |             |        |             |            |                   | Item 1 to 2 of 2 |
|               |          |        |   |            |   |   |             |        |             |            |                   |                  |
|               |          |        |   |            |   |   |             |        |             |            |                   |                  |
|               |          |        |   |            |   |   |             |        |             |            |                   |                  |
|               |          |        |   |            |   |   |             |        |             |            |                   |                  |
| 🕑 Logout      |          |        | (c) 2016 Covius                                   |            |   |   |             |        |             |            |                   |                  |

2. To download horizontally, select one or more counterparty name(s) and click "Download Horizontal." Select the Excel file and click "Download".

| Freddie Mac | Multifamily Eligibi                | lity System  |   |
|-------------|------------------------------------|--|---|
| ue 🗈        | Client - ICQ - Complete            |  |   |
| mplete      | Drag a column header and drop it h | ere to group by that column                                      |   |
|             | Download Horizontal                | mload Vertical   |   |
|             | Menu Counterparty Name             | mes Mes  | 8 8 G   |
|             |                                    | Pop Up ICQ - Download ICQ Template                               | ^   |
|             | KeyBank, N.A.                      |  | FileUltimate (unlicensed) - Purchase a license of mini- |
| Logout      |                                    | DownloadiCQTemplate      DownloadiCQTemplate      CQ Buik Upload | Search DownloadICQTemplate                              |

3. To download vertically, select one or more counterparty name(s) and click "Download Vertical". Select the Excel file and click "Download".



| Freddie Mac | Multifamily Eligibil  | ty System   |   |
|-------------|---|---|---|
| Due         | Client - ICQ - Complete                                     |   |   |
|             | Download Horizontal O Download Horizontal                   |   |   |
|             | Menu Counterparty Name                                      | Pop Up ICQ - Download ICQ Template  |   |
|             | KeyBank, N.A.     Arbor Agency Lending     If ( 1 ) N Page: | Home Vew Common | FileUltimate Junicensed) - Purchase a license of em 1 to 2 of 2 |
| Cogout      |   | ↑   | Ø     Search DownloadiCQTemplate                                |

4. To download additional documents, right-click the counterparty and select "View Documents". This will allow you to download any documents provided as a support to the ICQ.

| Freddie Mac | Multifa   | amily Eligibility System                           |                       |                   |                       |                       |
|-------------|-----------|--|-----------------------|-------------------|-----------------------|-----------------------|
| Due         |           | CQ - Complete                                      |                       |                   |                       |                       |
| Complete    |           | In header and drop it here to group by that column |                       |                   |                       |                       |
|             | o Downloa | ad Horizontal 🔓 Download Vertical                  |                       |                   |                       |                       |
|             | Menu      | Counterparty Name                                  | Due Date              | Extension Granted | Reviewed On           | Received On           |
|             |           | T  | T                     | T                 | T                     | T                     |
|             | ■         | KeyBank, N.A.                                      | 04/22/                | 6                 |                       | 4/29/2020 12:00:00 AM |
|             |           | Arbor Agency Lending, LLC                          | 10/17/ View Documents |                   | 4/29/2020 12:00:00 AM | 4/29/2020 12:00:00 AM |
|             | М         | ↓ 1 → H Page: 1 of 1 Go Page size: 2 Cl            | hange                 |                   |                       | Item 1 to 2 of 2      |
|             |           |  |                       |                   |                       |                       |
| U Logout    |           | (c) 2016 Covius                                    |                       |                   |                       |                       |

5. Once the "ICQ Details – Documents – Read Only" pops up, click on any documents you like and click "Download".



| Freddie Mac | Multifamily Eligibility   | / Svstem<br>■ Ms ಾ   | s - 0 8                   |
|-------------|---|--|---------------------------|
| Due         | lient - ICQ - Complete  | ICQ Details - Documents - Read Only<br>ICQ - Documents   | ^                         |
| -           | Prag a column header and drop it here t Download Horizontal Downlo Menu Counterparty Name | Home View ElleUtimate (uniconsed) - P  | rchase a license          |
|             | KeyBank, NA     KeyBank, NA     Arbor Agency Lending, LL     K    K    I                  | CQDetailsDocuments     Search ICQDetail     Search ICQDetailsDocuments     Name     Date modified     Type     This folder is empty. | IsDocuments P<br>Size 1 t |
| Logout      |   |  |                           |
|             |   | 0 items  | ■ <b>•</b> •              |

6. To view ICQ in a website format, right click the intended counterparty, then click on "View ICQ Details".

| Freddie Mac | Multif       | amily Eligibility System                           |          |                  |                   |                       |                       |                  |
|-------------|--------------|--|----------|------------------|-------------------|-----------------------|-----------------------|------------------|
| ICQ  Due    | Client - I   | ICQ - Complete                                     |          |                  |                   |                       |                       |                  |
| Complete    | Drag a colun | nn header and drop it here to group by that column |          |                  |                   |                       |                       |                  |
|             | o Downlo     | ad Horizontal 🛛 🔓 Download Vertical                |          |                  |                   |                       |                       |                  |
|             | Menu         | Counterparty Name                                  | Due Date |                  | Extension Granted | Reviewed On           | Received On           |                  |
|             |              |  | T        | T                | T                 | T                     | T                     |                  |
|             | <b>v</b> =   | KeyBank, N.A.                                      | 04/22/20 | View ICQ Details | 7                 | 4/29/2020 12:00:00 AM | 4/29/2020 12:00:00 AM |                  |
|             |              | Arbor Agency Lending, LLC                          | 10/17/20 | View Documents   |                   | 4/29/2020 12:00:00 AM | 4/29/2020 12:00:00 AM |                  |
|             | М            | ▲ 1 ► H Page: 1 of 1 Go Page size: 2               | Change   |                  |                   |                       |                       | Item 1 to 2 of 2 |
|             |              |  |          | Ca               |                   |                       |                       |                  |
|             |              |  |          |                  |                   |                       |                       |                  |
|             |              |  |          |                  |                   |                       |                       |                  |
|             |              |  |          |                  |                   |                       |                       |                  |
| 🕑 Logout    |              | (c) 2016 Covius                                    |          |                  |                   |                       |                       |                  |

## View ICQ Details

This feature will take you to this page where you can read ICQ in web format, print in pdf, view documents, note client, view historical ICQ or audit trails.



| Review Form   | ICQ Details - Review Form - Read Only   |
|---------------|---|
| ocuments      | Navigate to Overall Control Environment   |
| otes Client   |   |
| istorical ICQ | Plea e attach additional text in a word or pdf document with the ICQ question referenced within the document if needed.                           |
| udit          | File Naming Convention: Section.QuestionNumber<br>ii. Example: Overall Control Environment.2  |
|               | Overall Control Environment   |
|               | 1A. What steps have been taken to segregate the production, underwriting, servicing, and accounting functions?                                    |
|               | Attached  |
|               |   |
|               |   |
|               | l≥  |
|               |   |
|               |   |
|               |   |
|               | 1B. Please provide high level org chart to indicate divisions amongst business functions.   |
|               | NA  |
|               |   |
|               |   |
|               |   |
|               |   |
|               |   |
|               |   |
|               |   |
|               |   |
|               | <ol> <li>Do you have any affiliates or subsidiaries?</li> <li>If applicable, please list the subsidiary and the function(s) performed.</li> </ol> |

The "Navigate to" feature allows the user to jump to various sections within the ICQ and read servicer responses. There are 22 sections in total.

| Navigate is       Overall Control Environment       Print Porm         Istorical ICQ       Please attach       Charlen A Suspended Counterparty Program and Anti-Money Laundering Compliance       tif needed.         Istorical ICQ       Please attach       New Loan Set-up       tif needed.         udit       i. File N       New Loan Set-up       tif needed.         ii. File N       New Loan Set-up       Payment of Taxes and Insurance         Escrow Account Maintenance       Payoffs / Releases       Annual Property Inspections         1A. What step       Annual Property Inspections       ns?         Attached       Insurance Analysis       Repairs and Capital Improvements         Ascounting and Investor Reporting       Custodial Account Reconciliations       Accounting and Investor Reporting         Newstorial Account Reconciliations       Newstorial Account Reconciliations       Newstorial Account Maingement         Custodial Account Reconciliations       Newstor Reporting       Second Account Maingement  | eview Form     |   |              |
|---|----------------|---|--------------|
| Inters Client       OFAC, FHFA Suspended Counterparty Program and Anti-Money Laundering Compliance         Istorical ICQ       Please attach       OFAC, FHFA Suspended Counterparty Program and Anti-Money Laundering Compliance         udit       istorical ICQ       Underwriting, Closing and New Loan Set-up       tif needed.         istorical ICQ       istorical Taxes and Insurance       Servicing       tif needed.         iii.       Exam       New Loan Set-up       Payment of Taxes and Insurance         Ecrow Account Maintenance       Overall Corr       Watchlist and Default Prevention         Payoffs / Feleases       Annual Property Inspections       ns?         Insurance Analysis       Repairs and Capital Improvements       Hazard Loss Reporting         Accounting and Investor Reporting       Custodial Account Management       Custodial Account Management         Custodial Account Management       Custodial Account Management       Custodial Account Management   | Documents      |   |              |
| listorical ICQ       Please attach       Underwriting, Closing and New Loan Set-up<br>Closing / Funding       tif needed.         udit       i. File<br>ii. Exam       Servicing<br>New Loan Set-up<br>New Loan Set- | lotes Client   |   | Compliance   |
| udit       i. File New Loan Set-up         ii. Exan       Servicing         iii. Exan       Payment of Taxes and Insurance         Escrow Account Maintenance       Escrow Account Maintenance         Overall Cor       Watchlist and Default Prevention         Payoffs / Releases       1A. What step         Annual Property Inspections       insurance Analysis         Insurance Analysis       Repairs and Capital Improvements         Hazard Loss Reporting       Ascumptions / Leases / Modifications         Accounting and Investor Reporting       Custodial Account Management         Custodial Account Reconciliations       Investor Reporting  | listorical ICO | Please attach Underwriting, Closing and New Loan Set-up   | t if needed. |
| Borrower Remittances  | ludit          | i. File Nervicing     Servicing       ii. Exam     New Loan Set-up       payment of Taxes and Insurance     Escrow Account Maintenance       Overall Cor     Watchlist and Default Prevention       Payoffs / Releases     Annual Property Inspections       1A. What step     Financial Analysis and Reporting       Attached     Insurance Analysis       Repairs and Capital Improvements     Hazard Loss Reporting       Assumptions / Leases / Modifications     Accounting and Investor Reporting       Custodial Account Reconciliations     Custodial Account Reconciliations | ns?          |
|   |                |   |              |
|   |                | 1B. Please provide high level org chart to indicate divisions amongst business functions.   |              |
| -<br>1B. Please provide high level org chart to indicate divisions amongst business functions.  |                | N/A   |              |
|   |                |   |              |



## Definitions

Review Form – Allows you to review and edit the web-form. You can also navigate to different sections.

Documents - Allows you to upload documents in addition to the upload steps shown on page 4 and 5

Notes Client – Allows Freddie Mac to leave notes for counterparties or add any final comments

Historical ICQ - Allows you to view historical ICQs from prior years

**Audit** – Audit option allows you to keep track of activities in a certain record; for example, when a record is changed from one status to another, the audit log tells you when the record was moved and by which user.