

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.

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	□	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.

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		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".

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	Menu Counterparty Name	mes Mes	8 8 G
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	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	
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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.

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		Arbor Agency Lending, LLC	10/17/ View Documents		4/29/2020 12:00:00 AM	4/29/2020 12:00:00 AM
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U Logout		(c) 2016 Covius				

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



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	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 Size 1 t
Logout			
		0 items	■ • •

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						
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	o Downlo	ad Horizontal 🛛 🔓 Download Vertical						
	Menu	Counterparty Name	Due Date		Extension Granted	Reviewed On	Received On	
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	v =	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				
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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 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
	 Do you have any affiliates or subsidiaries? If applicable, please list the subsidiary and the function(s) performed.

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 Closing / Funding tif needed. udit i. File ii. Exam Servicing New Loan Set-up 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.	
- 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.