

MES ICQ

User Guide for Master Servicers

January 2022

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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.

FreddieMac Multifamily Eligibility System

ICQ Client - ICQ - Due

Due

Complete

Drag a column header and drop it here to group by that column

Download Horizontal Download Vertical

Menu	Counterparty Name	Due Date	Status	Returned On	Extension Granted	FM Last Saved By	FM Last Saved On
<input type="checkbox"/>	A10 Capital, LLC	08/31/2021	Due			Matthew Ogundeyi	11/02/2020
<input type="checkbox"/>	Alden Capital Partners, LLC	12/31/2021	Due			Matthew Ogundeyi	11/04/2020
<input type="checkbox"/>	America First Multifamily Investors LP.	12/31/2021	Due				
<input type="checkbox"/>	Almandine Residual Holder, LLC	11/04/2021	Due				
<input type="checkbox"/>	Almandine Residual Holder, LLC	11/09/2020	Due		11/13/2020		
<input type="checkbox"/>	KeyBank, N.A.	04/20/2020	Due			Theekshana Jayakody - Covius	04/29/2020
<input type="checkbox"/>	Arbor Agency Lending, LLC	10/12/2021	Due			Matthew Ogundeyi	11/05/2020
<input type="checkbox"/>	Arbor Agency Lending, LLC	10/20/2020	Due		11/04/2020	Matthew Ogundeyi	10/26/2020
<input type="checkbox"/>	Arbor Agency Lending, LLC	10/12/2020	Due			Theekshana Jayakody - Covius	04/29/2020

Page: 1 of 1 Go Page size: 9 Change

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

FreddieMac Multifamily Eligibility System

ICQ Client - ICQ - Complete

Due

Complete

Drag a column header and drop it here to group by that column

Download Horizontal Download Vertical

Menu	Counterparty Name	Due Date	Extension Granted	Reviewed On	Received On
<input type="checkbox"/>	KeyBank, N.A.	04/22/2019		4/29/2020 12:00:00 AM	4/29/2020 12:00:00 AM
<input type="checkbox"/>	Arbor Agency Lending, LLC	10/17/2019		4/29/2020 12:00:00 AM	4/29/2020 12:00:00 AM

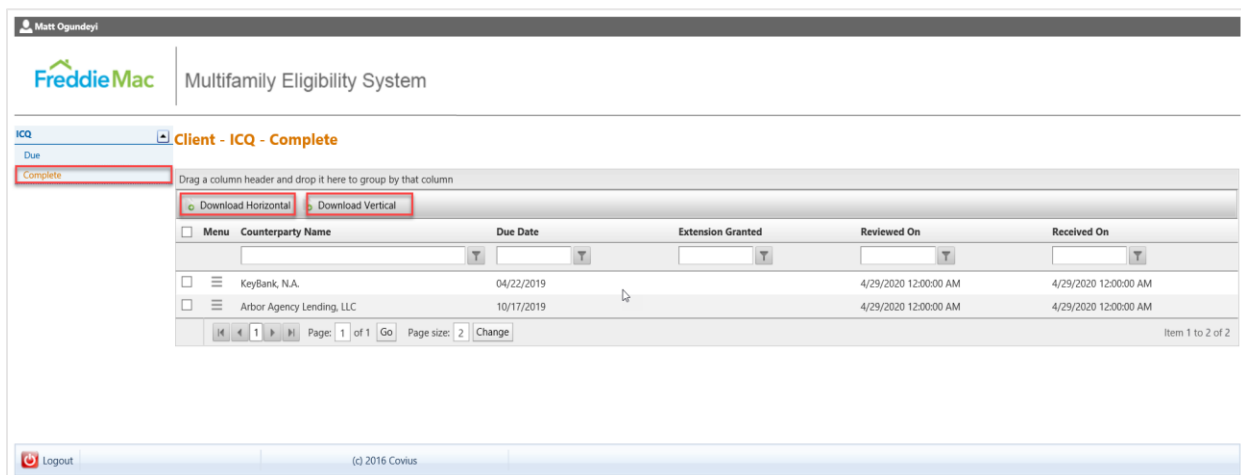
Page: 1 of 1 Go Page size: 2 Change Item 1 to 2 of 2

Logout (c) 2016 Covius

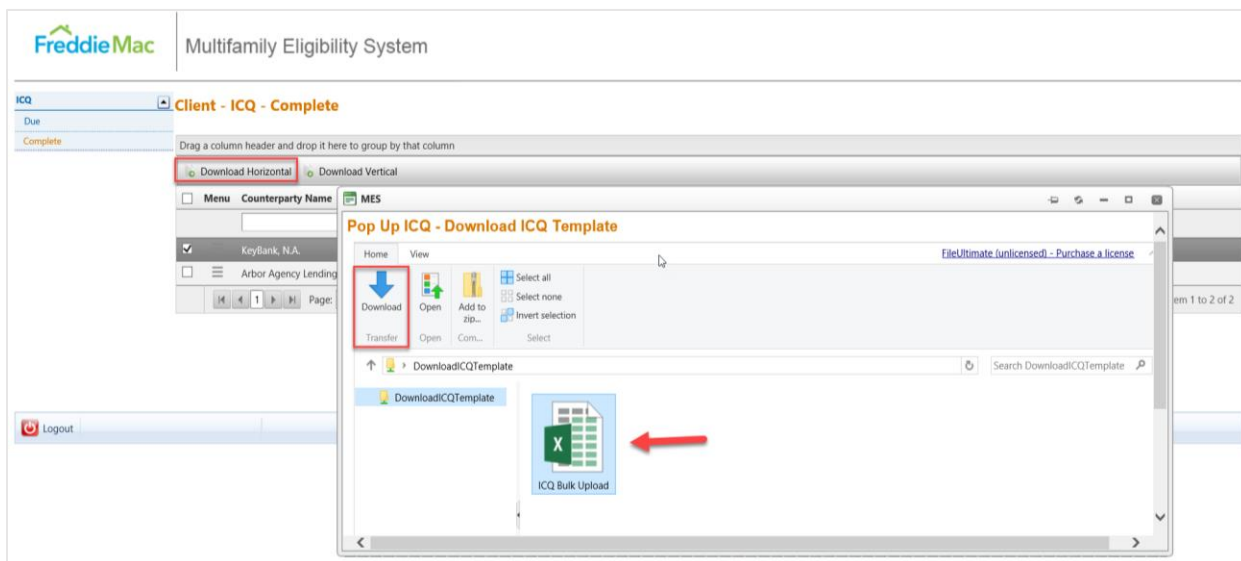
Download Horizontally or Vertically

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

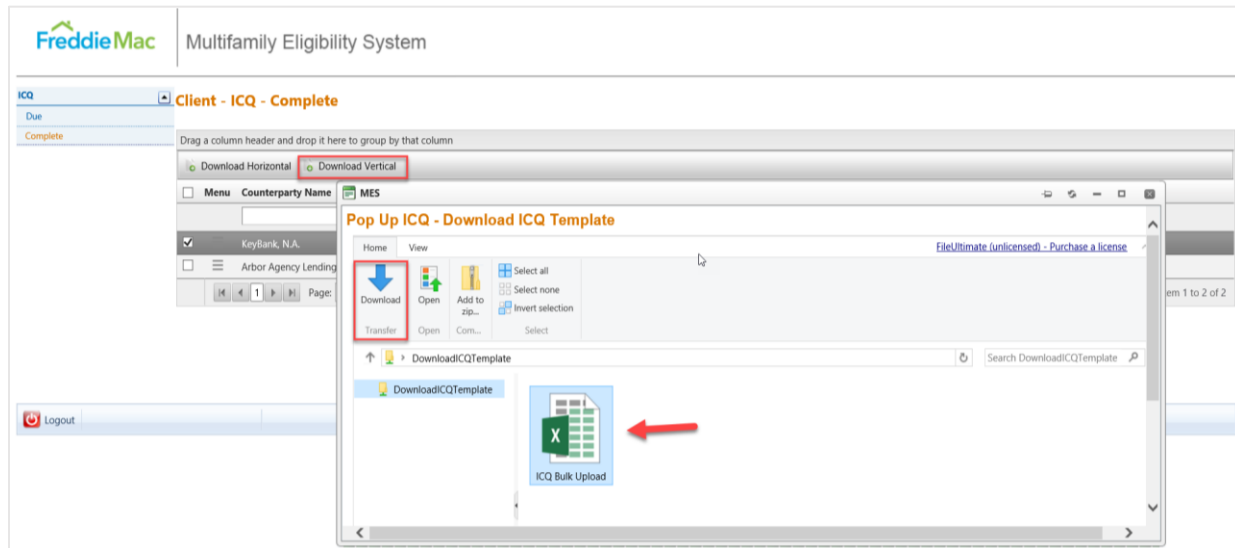
1. Access this function on the “Complete” page.



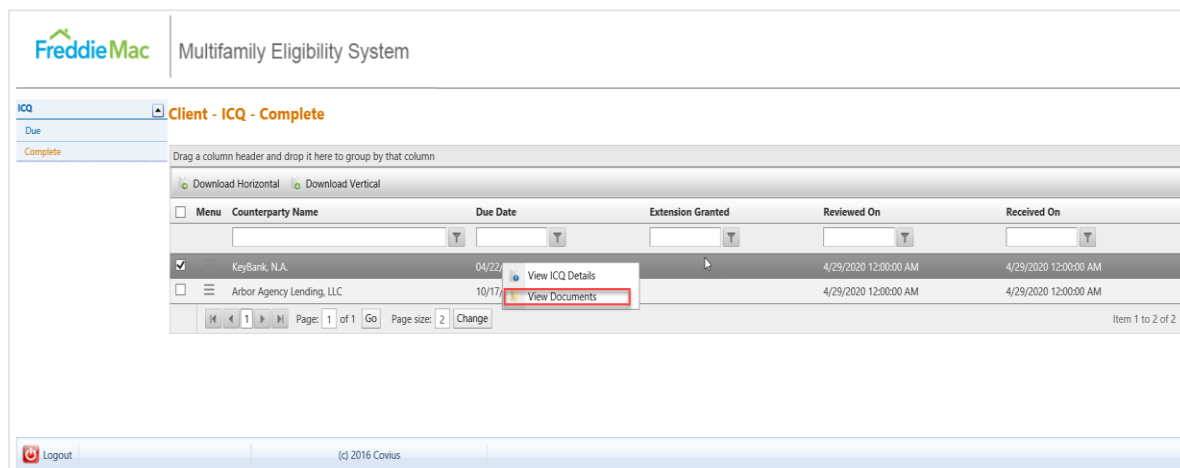
2. To download horizontally, select one or more counterparty name(s) and click “Download Horizontal.” Select the Excel file and click “Download”.



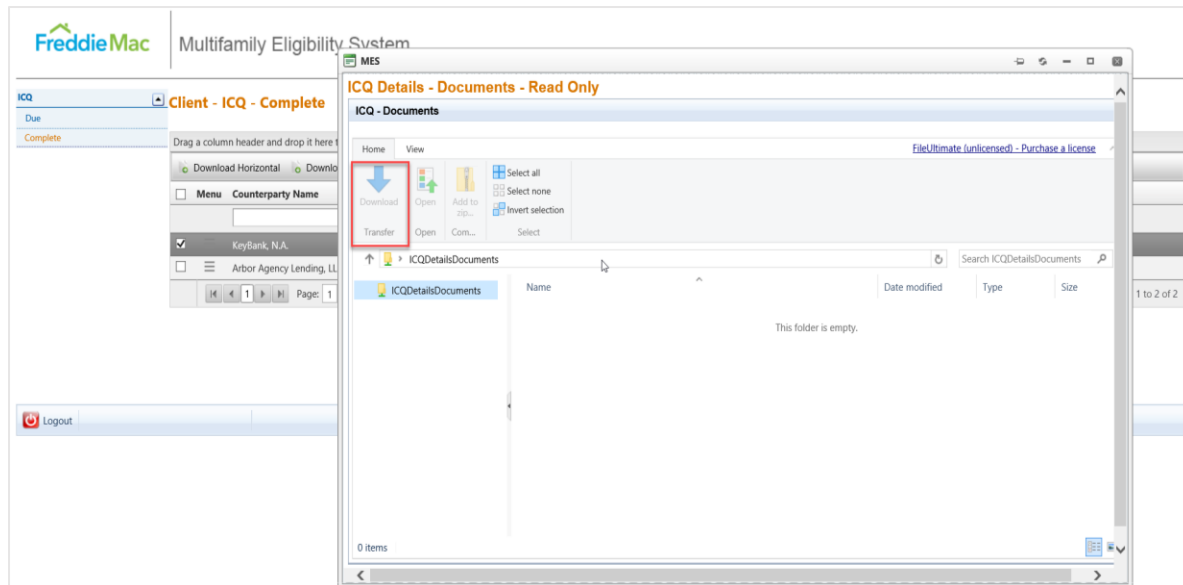
3. To download vertically, select one or more counterparty name(s) and click “Download Vertical”. Select the Excel file and click “Download”.



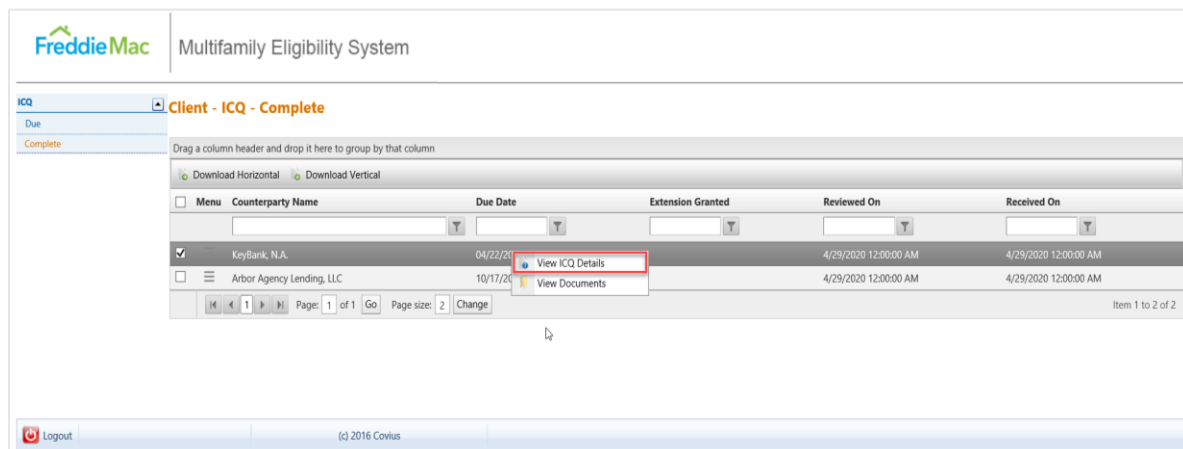
- To download additional documents, right-click the counterparty and select “View Documents”. This will allow you to download any documents provided as a support to the ICQ.



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



- To view ICQ in a website format, right click the intended counterparty, then click on “View ICQ Details”.



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.

ICQ Details - Read Only **ICQ Details - Review Form - Read Only**

Review Form

Documents **Navigate to** Overall Control Environment **Print Form**

Notes Client

Historical ICQ Please attach additional text in a word or pdf document with the ICQ question referenced within the document if needed.

Audit

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

1B. Please provide high level org chart to indicate divisions amongst business functions.

N/A

2. Do you have any affiliates or subsidiaries?
If applicable, please list the subsidiary and the function(s) performed.

Yes N/A

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.

ICQ Details - Read Only **ICQ Details - Review Form - Read Only**

Review Form

Documents **Navigate to** Overall Control Environment **Print Form**

Notes Client

Historical ICQ Please attach additional text in a word or pdf document with the ICQ question referenced within the document if needed.

Audit

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

OFAC, FHFA Suspended Counterparty Program and Anti-Money Laundering Compliance Eligibility
Underwriting, Closing and New Loan Set-up
Closing / Funding
Servicing
New Loan Set-up
Payment of Taxes and Insurance
Escrow Account Maintenance
Watchlist and Default Prevention
Payoffs / Releases
Annual Property Inspections
Financial Analysis and Reporting
Insurance Analysis
Repairs and Capital Improvements
Hazard Loss Reporting
Assumptions / Leases / Modifications
Accounting and Investor Reporting
Custodial Account Management
Custodial Account Reconciliations
Investor Reporting
Borrower Remittances

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.