

Multifamily Seller/Service Guide

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Directory (02/16/23)

Freddie Mac developed this directory to assist multifamily Seller/Servicers in their efforts to communicate with Freddie Mac in writing or by telephone, facsimile transmission (fax) or email.

The Directory identifies, in alphabetical order, all of the Freddie Mac departments referenced in italics in the Multifamily Seller/Servicer Guide. Address, telephone and fax numbers, where applicable, are indicated for each department, and email addresses are listed for some departments.

Following this page, you will find listings for each Multifamily Regional Office and Corporate Headquarters, and the alphabetical directory list.

Applicable Freddie Mac Multifamily Regional Office

Central Region

Serving multifamily customers with properties in the following states:

Illinois	Michigan	Ohio
Indiana	Minnesota	Oklahoma
Iowa	Missouri	South Dakota
Kansas	Nebraska	Texas
Kentucky	North Dakota	Wisconsin

Attn: Managing Regional Director
Multifamily – Central Region
Freddie Mac
333 West Wacker Drive, Suite 2500
Chicago, IL 60606-1287

Telephone number: (312) 407-7400
Fax number: (312) 407-7500

Northeast Region

Serving multifamily customers with properties in the following states:

Connecticut	New Hampshire	Puerto Rico
Delaware	New Jersey	Rhode Island
Maine	New York	Vermont
Massachusetts	Pennsylvania	

Attn: Managing Regional Director



Multifamily - Northeast Region
Freddie Mac
122 E. 42nd Street, 4th Floor
New York, NY 10168

Telephone number: (212) 418-8900
Fax number: (212) 418-8921

Southeast Region

Serving multifamily customers with properties in the following states:

Alabama	Georgia	South Carolina
Arkansas	Louisiana	Tennessee
District of Columbia	Maryland	Virginia
Florida	Mississippi	Virgin Islands
	North Carolina	West Virginia

Attn: Managing Regional Director
Multifamily - Southeast Region
Multifamily Production & Sales
Freddie Mac
8100 Jones Branch Drive
McLean, VA 22102-3110

Telephone number: (703) 714-2850
Fax number: (703) 714-3384

Western Region

Serving multifamily customers with properties in the following states:

Alaska	Hawaii	Oregon
Arizona	Idaho	Utah
California	Montana	Washington
Colorado	Nevada	Wyoming
Guam	New Mexico	

Attn: Regional Managing Director
Multifamily – Western Region
Freddie Mac
444 South Flower Street, 44th Floor
Los Angeles, CA 90071-2944



Telephone number: (213) 337-4200

Fax number: (213) 337-4239

Small Balance Regional Offices

North Central Region

Serving Multifamily Seller/Service Providers with Properties in the following States:

Iowa	Michigan	Nebraska
Illinois	Minnesota	Ohio
Indiana	Missouri	South Dakota
Kansas	North Dakota	Wisconsin
Kentucky		

Multifamily SBL – North Central Region

Freddie Mac

333 W. Wacker Drive, Suite 2500

Chicago, IL 60606

Telephone Number: (312) 407-7390

Fax Number: (312) 407-7500

Northeast Region

Serving Multifamily Seller/Service Providers with Properties in the following States:

Connecticut	New Hampshire	Pennsylvania
Delaware	New Jersey	Rhode Island
Massachusetts	New York	Vermont
Maine		

Multifamily SBL – Northeast Region

Freddie Mac

8100 Jones Branch Drive

McLean, VA, 22012-3110

Telephone Number: (703) 714-2754

Multifamily SBL – NYC Metro

Multifamily – Northeast Region

Freddie Mac

200 Park Avenue, 16th Floor

New York, NY 10116

Telephone Number: (212) 418-7746

Fax Number: (212) 418-7736



South Central Region

Serving Multifamily Seller/Service Providers with Properties in the following States:

Colorado	New Mexico	Utah
Idaho	Oklahoma	Wyoming
Montana	Texas	

Multifamily SBL – South Central Region
Freddie Mac
2101 Cedars Springs Road, Suite 1050
Dallas, TX 75201

Telephone Number: (703) 714-2649

Fax Number: N/A

Southeast Region

Servicing Multifamily Seller/Service Providers with Properties in the following States:

Alabama	Louisiana	South Carolina
Arkansas	Maryland	Tennessee
Florida	Mississippi	Virginia
Georgia	North Carolina	West Virginia

Multifamily SBL – Southeast Region
Freddie Mac
8100 Jones Branch Drive
McLean, VA, 22012-3110

Telephone Number: (703) 714-3506

Fax Number: (703) 714-2996

Western Region

Serving Multifamily Seller/Service Providers with Properties in the following States:

Alaska	Hawaii	Oregon
Arizona	Nevada	Washington
California		

Multifamily SBL – Western Region
Freddie Mac
444 South Flower Street, 44th Floor
Los Angeles, CA 90071

Telephone Number: (213) 337-4270



Fax Number: (213) 337-4202

Applicable Multifamily Asset Management Mortgage Loan Administrator (or Multifamily Asset Resolution Director)

Attn: Multifamily Asset Resolution Director
Freddie Mac
8100 Jones Branch Drive
McLean, VA 22102-3110

Telephone number: (703) 714-0623
Fax number: (703) 714-3388

Investigation Unit

Attn: Institutional Investigations
Freddie Mac
8200 Jones Branch Drive
McLean, VA 22102-3110

Telephone number: 1-(800) 4FRAUD8
Fax number: (571) 382-4883
Email: MF_Mortgage_Fraud_Reporting@freddiemac.com

Attn: OFAC, E-List and FHFA SCP
Freddie Mac
8200 Jones Branch Drive
McLean, VA 22102-3110

Telephone number: 1-(800) 4FRAUD8
Email: AML_OFAC_Governance@freddiemac.com

Multifamily Asset Management

For All Mortgages

For Asset Performance and Compliance:

Freddie Mac
8100 Jones Branch Drive
McLean, VA 22102-3110

Telephone number: (703) 714-2805
Email: MF_Asset_Perf@freddiemac.com
Fax number: (703) 714-3003

For Borrower Transactions:

Freddie Mac
8100 Jones Branch Drive



McLean, VA 22102-3110

Telephone number: (703) 714-2592

Email for DMS transmissions: MF_Borrower_Transactions@freddiemac.com

Fax number: (703) 714-3003

For Structured Transactions:

Freddie Mac

8100 Jones Branch Drive

McLean, VA 22102-3110

Telephone number: (703) 714-3265

Email for DMS transmissions: MF_Structured_Transactions@freddiemac.com

Fax number: (703) 714-3003

Multifamily Attorney

Attn: Vice President, Legal Multifamily Real Estate

Freddie Mac

8200 Jones Branch Drive

McLean, VA 22102-3110

Telephone number: (703) 903-2357

E-mail: mfre_legal_notices@freddiemac.com

Multifamily Cash Management

Attn: Multifamily Cash Management

Freddie Mac

8100 Jones Branch Drive

McLean, VA 22102-3110

Telephone number: (703) 714-2524

Fax number: (703) 714-2515

E-mail: Multifamily_Cash_Desk@freddiemac.com

Multifamily Counterparty Risk & Compliance

Attn: Multifamily Counterparty Risk & Compliance

Freddie Mac

8100 Jones Branch Drive

McLean, VA 22102-3110

Telephone number: (703) 714-2904

Email Multifamily_Eligibility@freddiemac.com for all general inquiries, including submission of [Form 1107M](#), annual certifications, certificates of incumbency and custodial accounts.



Email MF_Counterparty_Transactions@freddiemac.com for information and inquiries related to Seller/Service applications, organizational changes and Material Vendors.

Multifamily Loan Accounting

Attn: Multifamily Loan Accounting
Freddie Mac
8100 Jones Branch Drive
McLean, VA 22102-3110

Telephone number: (703) 714-2611
Fax number: (703) 714-3002
General email: mfla@freddiemac.com

Multifamily Loan Accounting Payoffs

Attn: Multifamily Loan Accounting Payoffs
Freddie Mac
8100 Jones Branch Drive
McLean, VA 22102-3110

Telephone number: (703) 714-2611
Fax number: (703) 714-3002
Email: mfopsloanacctpayoffs@freddiemac.com

Multifamily Purchase

Attn: Multifamily Purchase
Freddie Mac
8100 Jones Branch Drive
McLean, VA 22102-3110

Fax number: (703) 714-3667
Email: mf_purchase_boarding_mgrs@freddiemac.com

Multifamily Small Balance Loan Team

Attn: Multifamily Small Balance Loan Team
Freddie Mac
8100 Jones Branch Drive
McLean, VA 22102-3110

Telephone Number: (703) 714-3051
Fax Number: (703) 714-3388

Multifamily TAH Production

Attn: Multifamily TAH Production
Freddie Mac
8100 Jones Branch Drive



McLean, VA 22102-3110

Telephone number: (703) 714-2968

Fax number: (703) 714-3388

Email: TAH_Retail_Production@freddiemac.com

Multifamily TAH Underwriter

Attn: Director, Targeted Affordable Underwriting

Freddie Mac

8100 Jones Branch Drive

McLean, VA 22102-3110

Telephone number: (703) 714-4322

Fax number: (703) 714-4008