

Multifamily Seller/Servicer Guide

Directory

Directory (04/15/21)

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 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
 M/S B2T
 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
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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		
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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
 M/S B4G
 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
 M/S 263
 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
 M/S 263
 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
M/S B4T
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
M/S B4T
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
M/S B4G
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: Multifamily Attorney
Freddie Mac
8200 Jones Branch Drive
M/S 210
McLean, VA 22102-3110

Telephone number: (703) 903-2600
Fax number: (703) 903-2768

Multifamily Cash Management

Attn: Multifamily Cash Management
Freddie Mac
8100 Jones Branch Drive
M/S B4P
McLean, VA 22102-3110

Telephone number: (703) 714-2524
Fax number: (703) 714-2515
E-mail: Multifamily_Cash_Desk@freddiemac.com

Multifamily Customer Compliance Management

Freddie Mac
8100 Jones Branch Drive
M/S B4A
McLean, VA 22102-3110

Telephone number: (703) 714-2904
Email: Multifamily_Eligibility@freddiemac.com

Multifamily Loan Accounting

Attn: Multifamily Loan Accounting
Freddie Mac
8100 Jones Branch Drive
M/S B4Q
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
M/S B4Q
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
M/S B4L
McLean, VA 22102-3110

Telephone number: (703) 714-3033 or (703) 714-2726
Fax number: (703) 714-3667

Multifamily Small Balance Loan Team

Attn: Multifamily Small Balance Loan Team
Freddie Mac
8100 Jones Branch Drive
M/S B4B
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
M/S B4U
McLean, VA 22102-3110

Telephone number: (703) 714-2968
Fax number: (703) 714-3388

Multifamily TAH Underwriter

Attn: Director, Targeted Affordable Underwriting
Freddie Mac
8100 Jones Branch Drive
M/S B4C
McLean, VA 22102-3110

Telephone number: (703) 714-4322
Fax number: (703) 714-4008