

Servicer Readiness for Investor Reporting

Requirements and Checklist

In order to access myOptigoSM and execute investor reporting activities, please review the following user access and systems requirement details.

System Requirements

Investor reporting in myOptigo is developed for the following browsers and specifications. We highly recommend using the latest patch versions.

- Google Chrome (version 74.0.3729 or later)
- Mozilla Firefox (version 52.2.0 or later)

User Access

All servicers who execute investor reporting activities must be granted access to myOptigo by their system administrator. Contact your [system administrator here](#) or the [Multifamily Service Desk](#). Once your account is set up, you will receive a communication with the new URL to access myOptigo Investor Reporting.

REPORTING CHECKLIST

Please reference the checklist and reminders while executing investor reporting in myOptigo.

Cash Loans

Reporting activities through User Interface (Loan-Level/manual reporting)

- ✓ Principal and Interest (P&I)
- ✓ Payoff Reporting (all types including securitization transfers)
 - **Note:** With the exception for CME Sales Payoffs – servicers are reminded they must submit a payoff request to the [MF Loan Accounting Payoff Team](#) before you attempt to report any payoff
- ✓ Dispute Freddie Mac expected interest
- ✓ Delinquency Reporting (first three business days of the month)

Bulk Upload Reporting

Activities required to be reported via the Bulk Upload file option:

- ✓ Late fee
- ✓ Default interest
- ✓ Interest on arrears
- ✓ Capitalized items
- ✓ Noncash principal (non-payoff activity)
- ✓ Additional principal (non-payoff activity)
- ✓ Prepayment premium (non-payoff activity)

- ✓ Replacement reserves
- ✓ Negative amortization (decrease)
- ✓ Principal and Interest payments (optional)

REPORTING REMINDERS

Reporting Window

Starts: Second calendar day of month (recommendation to begin no earlier than 6:00 a.m. ET)

Ends: Second to last business day of the month (window closes at 8:00 p.m. ET)

Reporting Window example: July 2, 2020 through July 30, 2020

Monthly P&I Payment Reporting

User can only report for the current cycle, i.e., July (transaction dates should be June 16, 2020 through July 15, 2020).

Important to note: No regular P&I payment activity for the September cycle can be reported in August i.e., August 16, 2020 through September 15, 2020 cannot be reported through the application until September 2, 2020.

Payoffs

Payoffs that occur on any day of the current month can be reported during the month/reporting window.

Remittances

No change to any remittance requirements.

OTHER RESOURCES

We're here to help make this transition smooth. Make sure to attend training sessions covering investor reporting in myOptigo. Also, bookmark the following webpages to find helpful resources:

- [Investor Reporting webpage](#)
- [Digital Transformation webpage](#)