



## SMALL BALANCE LOAN UPDATE

### Duplicate Entries in PMT

We've added 'duplicate entry' in the Reason for Lost drop-down in the Pipeline Management Tool (PMT). If multiple records for the same deal are created, please choose 'duplicate entry' when moving the records to Lost. This will help prevent lender fallout rates from being overstated.

### Virtual Inspections Best Practices

In case you missed it in this Monday's [myOptigo weekly newsletter](#), we recommend having an additional participant on-site (such as a property manager) serve as Camera Operator. We discourage a lender representative taking on both the Inspector and Camera Operator roles, as that may result in technical issues that prevent completion of the virtual inspection.

See our quick guide for further steps on ordering and preparing for a virtual inspection.

[View Quick Guide](#)

### CMBS Issuer of the Year Award

*GlobalCapital*, the international capital markets news and data service, recently recognized Freddie Mac as [the CMBS Issuer of the Year](#). We're very proud and thank you all for your partnership in making home possible.

### Small Talk

Each week we're welcoming any questions from you in the Small Talk series. Please continue to submit questions to the [Small Talk mailbox](#) to hear from a select member of our team in the following week's *SBL Update*.

This week we're featuring [Bobby Freesmeier](#). Bobby is a senior associate in the Northeast region.



**Bobby and his wife, Amy, in Virginia Beach with their three kids: Olivia, London, and Hudson.**

### **What are some tips for a successful kick-off call?**

- Be prepared to answer the question: What item(s) should Freddie Mac focus on to keep the transaction on time with no (or minimal) loan adjustments? As our credit partner, we rely on your familiarity with the deal to know what may or may not be an issue during underwriting. This will help channel our time where needed. Similarly, be upfront about the risks on the deal. Risk is part of the business. Don't shy away from the negative out of fear that we ignore the positives.
- Discuss upcoming deadlines. Is there a pending maturity or hard closing date? Is an extension available? Has one (or a few!) already been granted? We strive to accommodate as best we can; however, this will help set expectations.
- While much of the interaction takes place digitally, don't forget this is an opportunity to meet "face to face". The relationships we build daily by working together, deal after deal, encourages engaging and radically candid conversations. So, turn on your camera and say hello!

### **So, three young kids and a pandemic. How's that working out?**

The challenges over the past 16 months are no secret to anyone with kids (and those without kids, frankly), and my situation is certainly no exception. However, one huge silver lining is the time I have to invest in the relationships that mean the most to me. I see my kids problem solve in real time and how they handle daily play (with lots and lots of conflict resolution in between!). I eat dinner with my kids every night. That's invaluable to me.

**If you could go back and witness any point in history, what would it be?**

Oh boy. While a few come to mind, the one that stands out the most is Lincoln's Gettysburg Address. Funny enough, the moment itself is probably anticlimactic as audience reception was muted for the remarks that only lasted 2-3 minutes. But, kinda like a secret only I know about and the impact it would have in history.



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8200 Jones Branch Drive, McLean, VA 22102