



SMALL BALANCE LOAN UPDATE

Freddie Mac Staff:

The email below will be sent externally to Multifamily customers and others who are subscribed to our news emails. You are receiving this email for information purposes only, and you may [update your email preferences](#) at any time.

New Inspection Scheduling Process

We are happy to announce that we will be streamlining our inspection scheduling process beginning today, July 31.

Regional Inspection Mailboxes

All inspection requests will now go directly to a regional inspection mailbox providing for a faster response time. Please refer to the updated [SBL Inspection Contact List](#) on the [Originate & Underwrite webpage](#).

- Western region: we_inspections_sbl@freddiemac.com
- North Central region: nc_inspections_sbl@freddiemac.com
- South Central region: sc_inspections_sbl@freddiemac.com
- Northeast region: ne_inspections_sbl@freddiemac.com
- Southeast region: se_inspections_sbl@freddiemac.com

Inspection Scheduling Process

- After verifying deal status in the Pipeline Management Tool (PMT) as “under app”, lenders must submit the inspection scheduling request

by sending an email to the respective regional inspection mailbox with the completed [SBL Inspection Request Template](#).

- For a request to be considered, a rent roll dated within **seven days** of the scheduled site inspection, completed [SBL Inspection Questionnaire](#) and approved program exceptions (if any) **must be uploaded to the respective Document Management System (DMS) folder**. These documents should not be sent via email. To find the DMS folder, search by property name.
- A minimum of two-weeks' notice is required for inspections where Freddie Mac will participate physically and two days' notice for virtual inspections. All short notice requests will be handled on a case-by-case basis. For portfolios, a longer notice period is recommended.
- Your request will be addressed within 24 hours. Once a date and time is coordinated, a confirmation calendar invitation will be sent with the name of the Freddie Mac inspector who will be attending. Please review the [Freddie Mac SBL Inspection Requirements - \(Guide Section 8 SBL.15\(b\)\)](#) prior to inspection.
- **Be sure to escalate any material issues noted during the inspection to your respective management teams and Freddie Mac contact immediately as they arise.**

Both the [SBL Inspection Questionnaire](#) and [SBL Inspection Request Template](#) are posted on the [Originate & Underwrite webpage](#) under *References & Tools*.

Check out this [short video](#) to learn more about this new process.



Third-Party Vendor Inspections Clarification

A third-party vendor or contractor may conduct an on-site property inspection on behalf of the SBL Optigo[®] lender. A prescreen is no longer required, but please provide property information to your relationship manager ahead of scheduling your inspection so we can monitor how many loans we have with third-party inspectors completing the inspection.

We also ask that Freddie Mac and/or the lender still participate virtually. Lenders should add documentation to the Mortgage Transaction Narrative Analysis (MTNA) and DMS with detailed notes on the results of the inspection, including additional photos and/or videos. This is a temporary authorization due to COVID-19.

Insurance Clarification

It's acceptable to rate lock with an insurance certificate or accord that is marked "sample" or "pending" or even "coverage is contingent upon closing," provided that the premium and any waivers that need to be processed by Freddie Mac are known prior to rate-lock. We will begin processing Form 1133 in the Insurance Compliance Tool (ICT) near the closing date of the loan. The lender is asked to notify the underwriter when the insurance is submitted and finalized for approval by Freddie Mac.

Debt Service Reserve Waiver

If you have received approval to waive the escrow required under the Debt Service Reserve, please be aware that the COVID-19 Rider will still be required. The escrow amount will be \$0. If you have any questions, please reach out to your respective relationship manager.

Direct Servicing Update

We appreciate the focus on direct business since we rolled out the 10 basis points direct servicing incentive in November 2019. Since we have enhanced our pricing grid to be more competitive in the current environment, we will be discontinuing the direct servicing incentive. All loans incorporating the direct servicing incentive must have an application signed on or before August 7, 2020.

PMT Enhancements Coming Soon

The next PMT enhancement is slated for mid-August. We will be incorporating the credit exception/prescreen forms into PMT to help streamline the approval process and loan tracking. We'll provide additional details and instructions as we approach the rollout.



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