

Bulletin 2017-14: Temporary Servicing Requirements Related to Hurricane Harvey (08/29/17)

TO: Freddie Mac Servicers

SUBJECT: TEMPORARY SERVICING REQUIREMENTS RELATED TO BORROWERS AFFECTED BY HURRICANE HARVEY

Freddie Mac is committed to ensuring that Borrowers receive the Mortgage assistance they need to mitigate the devastating impacts of Hurricane Harvey.

We appreciate the understanding and consideration that Freddie Mac Servicers have extended to Borrowers coping with Hurricane Harvey-related hardships. To ensure Borrowers continue to receive the assistance they need during this difficult time, in addition to the requirements of [Guide Chapter 8404](#), we are announcing a **temporary suspension of foreclosures and evictions**. The temporary requirements announced in this Bulletin apply to Borrowers with Mortgaged Premises or places of employment impacted by Hurricane Harvey in an Eligible Disaster Area.

As we continue to leverage our own on-site visual assessments, damage reports from federal agencies and other resources, Freddie Mac may further refine its temporary disaster relief requirements to appropriately match the evolving needs of homeowners living or working in areas affected by Hurricane Harvey.

EFFECTIVE DATE

All of the changes announced in this Bulletin are effective immediately.

SUSPENSION OF FORECLOSURES

For Mortgages secured by properties located in Eligible Disaster Areas as a result of Hurricane Harvey, Freddie Mac is requiring Servicers to suspend all foreclosure sales for 90 days beginning on the date that the Federal Emergency Management Agency (FEMA) declared the area to be an Eligible Disaster Area.

SUSPENSION OF EVICTIONS

Freddie Mac is notifying counsel providing default related legal services to suspend all eviction activities for 90 days beginning on the date of this Bulletin for Borrowers with Mortgaged Premises located in an Eligible Disaster Area as a result of Hurricane Harvey. We will continue to assess the damage and will reevaluate our requirements as circumstances dictate.

PROPERTY INSPECTIONS FOR PROPERTIES LOCATED IN AN ELIGIBLE DISASTER AREA AS A RESULT OF HURRICANE HARVEY

Freddie Mac is aware that Servicers may need to conduct a property inspection of the Mortgaged Premises in an Eligible Disaster Area to determine the impacts of the damage. The inspection may not normally be reimbursable by Freddie Mac in accordance with [Sections 9202.12](#) and [9701.9](#). We will create a process for Servicers to seek reimbursement for the related inspection costs, which will be announced in a future communication.

CONCLUSION

If you have any questions about the changes announced in this Bulletin, please contact your Freddie Mac representative or call the Customer Support Contact Center at (800) FREDDIE.

Sincerely,

Yvette W. Gilmore
Vice President
Servicer Performance Management

Bulletin 2017-16: Selling Requirements Related to Hurricane Harvey (09/07/17)

TO: Freddie Mac Sellers

SUBJECT: SELLING REQUIREMENTS RELATED TO PROPERTIES AFFECTED BY HURRICANE HARVEY

This Guide Bulletin announces revisions to our selling requirements for Mortgages secured by properties affected by Hurricane Harvey and provides guidance for originating and underwriting impacted Mortgages that will be sold to Freddie Mac.

AGE OF DOCUMENTATION REQUIREMENTS

The following age of documentation requirements apply to Mortgages secured by properties located in Eligible Disaster Areas affected by Hurricane Harvey that have Application Received Dates on or before, and Note Dates after, August 25, 2017:

- Property valuation documentation, including the point value estimate from HVE® or the new appraisal, as applicable, must be dated no more than 180 days before the Note Date
- Any required underwriting documentation, including, but not limited to, Loan Product Advisor® Feedback Certificates, credit reports, verifications of income, employment and sources of funds, must be dated no more than 180 days before the Note Date. Note: Loan Product Advisor will automatically pull a new credit report for Mortgages that are submitted or resubmitted to Loan Product Advisor 120 days or more after the date of the credit report. The most recent credit report must be used to analyze the Borrower's credit reputation and determine the Indicator Score, as applicable.

As a reminder, no more than 10 Business Days prior to the Note Date, the Seller must confirm a Borrower's employment by obtaining a 10-day pre-closing verification of employment in accordance with the requirements of [Guide Section 5302.2](#), when applicable. For a self-employed Borrower, the Seller remains responsible for a verification of the current existence of the Borrower's business no more than 120 calendar days prior to the Note Date in accordance with the requirements of [Section 5304.1\(g\)](#).

For Mortgages that meet the requirements above, Sellers may use these temporary requirements in conjunction with their negotiated terms.

FREDDIE MAC RELIEF REFINANCE MORTGAGESSM

Sellers are reminded that for Freddie Mac Relief Refinance MortgagesSM secured by properties affected by disasters:

- A Seller is not required to obtain a property inspection or new appraisal when a property valuation (either an HVE point value estimate or an appraisal) was relied on prior to a disaster, and
- A Seller can use an HVE point value estimate with a high or medium confidence score after a disaster without obtaining a property inspection or appraisal to determine property condition

This flexibility for Relief Refinance Mortgages does not impact Servicing requirements. Seller/Serviceicers must ensure that the Mortgaged Premises are covered by insurance meeting the requirements in [Guide Chapter 8202](#), and in accordance with the terms of the Security Instrument and applicable law. See [Section 4302.2](#) for further information.

SPECIAL COLLATERAL REQUIREMENTS AND GUIDANCE

In recognition of the complexity of originating Mortgages under these conditions, Freddie Mac is providing specific requirements and guidance related to Mortgages secured by properties located in Eligible Disaster Areas affected by Hurricane Harvey.

Property damage

As with any disaster, as specified in [Section 5601.2\(c\)](#), the Seller should take appropriate steps, including a property inspection, to determine if a Mortgage remains eligible for sale to Freddie Mac.

The Seller is responsible for determining whether the property was damaged by Hurricane Harvey:

- For Mortgages with Note Dates prior to August 25, 2017 but not yet sold to Freddie Mac, and
- For Mortgages in process as of August 25, 2017

If the Seller determines that the property has been damaged such that the damage impacts the safety, soundness, or structural integrity, the property is not acceptable as security for the Mortgage and the Mortgage is not eligible to be sold to Freddie Mac.

For less severe damage, the Seller may sell the Mortgage to Freddie Mac if the Seller ensures the damage is covered by insurance as required in [Chapter 8202](#) and that the insurance is adequate to protect against future loss as specified in [Section 5601.2\(c\)](#).

Automated collateral evaluation (ACE) appraisal waivers

Sellers may not accept ACE appraisal waiver offers for properties located in zip codes affected by Hurricane Harvey unless the related Mortgage has a Note Date prior to August 25, 2017 and the Seller has confirmed the condition of the Mortgaged Premises has not been adversely impacted by Hurricane Harvey.

Loan Collateral Advisor® – collateral representation and warranty relief

For Mortgages with Note Dates prior to August 25, 2017 that are secured by properties located in zip codes affected by Hurricane Harvey and that received collateral representation and warranty relief through Loan Collateral Advisor, the Seller must take appropriate steps to determine whether the property has been damaged by Hurricane Harvey. Freddie Mac will continue to offer collateral representation and warranty relief if the Seller confirms and documents that the property has not been adversely impacted by Hurricane Harvey and includes such documentation in the Mortgage file.

SYSTEM AND GUIDE UPDATES

The Selling System® will be updated by October 2, 2017 to allow Feedback Certificates and/or appraisal reports dated more than 120 days before the Note Date.

On September 12, 2017, Loan Product Advisor and Loan Quality Advisor will be updated so that Mortgages secured by properties in zip codes affected by Hurricane Harvey will not receive ACE appraisal waiver eligibility. Mortgages in process prior to September 12, 2017 should be resubmitted to Loan Product Advisor to update the eligibility.

The Selling System, Loan Product Advisor and Loan Quality Advisor will also be updated on September 12, 2017 to indicate Mortgages secured by properties in the affected zip codes with Note Dates on or after August 25, 2017 are not eligible for collateral representation and warranty relief (through the ACE appraisal waiver or Loan Collateral Advisor). Sellers will be reminded by Selling System and/or Loan Quality Advisor messages of their obligation to ensure the property's condition has not been adversely impacted by the disaster.

The Guide will not be updated to include these temporary requirements. Sellers must retain a copy of this Bulletin to ensure compliance with these requirements.

CASH CONTRACTS

Sellers should contact the Cash Desk (571-382-5960 or cash_ex@freddiemac.com) if there are Mortgages in a contract that cannot be delivered prior to contract expiration because the property securing the Mortgage is in an Eligible Disaster Area affected by Hurricane Harvey.

CONCLUSION

As the effects of Hurricane Harvey continue to unfold, and Hurricane Irma impacts Puerto Rico and the U.S. Virgin Islands and potentially the United States mainland, Freddie Mac will continue to monitor developments and provide additional guidance as necessary to support Borrowers whose lives are impacted.

We request that Sellers continue to extend the highest level of understanding to Borrowers coping with Hurricane Harvey-related hardships. The entire mortgage industry, by working together, can help the people affected to rebuild their lives and homes as quickly as possible.

If you have any questions about the changes announced in this Bulletin, please contact your Freddie Mac representative or call the Customer Support Contact Center at (800) FREDDIE.

Sincerely, Christina K. Boyle, Senior Vice President, Single-Family Sales and Relationship Management

Bulletin 2017-19: Selling and Servicing Requirements Related to Hurricanes Irma and Harvey (09/13/17)

TO: Freddie Mac Sellers and Servicers

SUBJECT: SELLING AND SERVICING REQUIREMENTS RELATED TO HURRICANE IRMA AND CERTAIN UPDATED REQUIREMENTS RELATED TO HURRICANE HARVEY

To ensure Borrowers continue to receive the assistance they need during this difficult time and to provide Sellers with underwriting guidance and flexibilities for impacted Mortgages to be sold to Freddie Mac, this Guide Bulletin announces temporary revisions to our selling and Servicing requirements for certain Mortgages secured by properties, or for Borrowers with places of employment (as applicable), in Eligible Disaster Areas as a result of Hurricane Irma. Additionally, we are updating certain selling and Servicing requirements previously announced in [Bulletins 2017-14](#) and [2017-16](#) related to Hurricane Harvey.

As a reminder, Freddie Mac defines an Eligible Disaster Area as an area comprised of counties or municipalities that have been declared by the President of the United States to be a major disaster area where federal aid in the form of individual assistance is being made available.

The Guide will not be updated to include these temporary requirements. Seller/Servicers must retain a copy of this Bulletin to ensure compliance with these requirements.

EFFECTIVE DATE

All of the changes announced in this Bulletin are effective immediately unless otherwise noted.

TEMPORARY SELLING REQUIREMENTS

The temporary Selling requirements announced in this Bulletin apply to Mortgages secured by properties located in Eligible Disaster Areas impacted by Hurricane Irma.

Age of documentation requirements

The following age of documentation requirements apply to Mortgages secured by properties located in Eligible Disaster Areas affected by Hurricane Irma that have Application Received Dates on or before, and Note Dates after, September 10, 2017:

- Property valuation documentation, including the point value estimate from HVE® or the new appraisal, as applicable, must be dated no more than 180 days before the Note Date
- Any required underwriting documentation, including, but not limited to, Loan Product Advisor® Feedback Certificates, credit reports, verifications of income, employment and sources of funds, must be dated no more than 180 days before the Note Date. Note: Loan Product Advisor® will automatically pull a new credit report for Mortgages that are submitted or resubmitted to Loan Product Advisor 120 days or more after the date of the credit report. The most recent credit report must be used to analyze the Borrower's credit reputation and determine the Indicator Score, as applicable.

As a reminder, no more than 10 Business Days prior to the Note Date, the Seller must confirm a Borrower's employment by obtaining a 10-day pre-closing verification of employment in accordance with the requirements of [Guide Section 5302.2](#), when applicable. For a self-employed Borrower, the Seller remains responsible for a verification of the current existence of the Borrower's business no more than 120 calendar days prior to the Note Date in accordance with the requirements of [Section 5304.1\(g\)](#).

For Mortgages that meet the requirements above, Sellers may use these temporary requirements in conjunction with their negotiated terms.

Special collateral requirements and guidance

In recognition of the complexity of originating Mortgages under these conditions, Freddie Mac is providing specific requirements and guidance related to Mortgages secured by properties located in Eligible Disaster Areas affected by Hurricane Irma and updated requirements relating to Hurricane Harvey.

Property damage – Hurricane Irma

As with any disaster, as specified in [Section 5601.2\(c\)](#), the Seller should take appropriate steps, including a property inspection, to determine if a Mortgage remains eligible for sale to Freddie Mac.

For Mortgages with Note Dates prior to September 10, 2017, but not yet sold to Freddie Mac, the Seller is responsible for determining whether the property was damaged by Hurricane Irma.

If the Seller determines that the property has been damaged such that the damage impacts the safety, soundness, or structural integrity, the property is not acceptable as security for the Mortgage and the Mortgage is not eligible to be sold to Freddie Mac.

For less severe damage, the Seller may sell the Mortgage to Freddie Mac if the Seller ensures the damage is covered by insurance as required in [Guide Chapter 8202](#) and that the insurance is adequate to protect against future loss as specified in [Section 5601.2\(c\)](#).

For Mortgages in process as of September 10, 2017, Sellers must determine if the property is acceptable security for the Mortgage.

Property damage – Hurricane Harvey

We are clarifying that for Mortgages in process as of August 25, 2017, Sellers must determine if the property is acceptable security for the Mortgage.

All other property damage requirements provided in [Bulletin 2017-16](#) remain unchanged.

Automated collateral evaluation (ACE) appraisal waivers

Sellers may not accept ACE appraisal waiver offers for properties located in zip codes affected by Hurricane Irma unless the related Mortgage has a Note Date prior to September 10, 2017 and the Seller has confirmed the condition of the Mortgaged Premises has not been adversely impacted by Hurricane Irma.

Loan Collateral Advisor® – collateral representation and warranty relief

For Mortgages with Note Dates prior to September 10, 2017 that are secured by properties located in zip codes affected by Hurricane Irma and that received collateral representation and warranty relief through Loan Collateral Advisor, the Seller must take appropriate steps to determine whether the property has been damaged by Hurricane Irma. Freddie Mac will continue to offer collateral representation and warranty relief if the Seller confirms and documents that the property has not been adversely impacted by Hurricane Irma and includes such documentation in the Mortgage file.

System updates

The Selling System® will be updated by October 2, 2017 to allow Feedback Certificates and/or appraisal reports dated more than 120 days before the Note Date.

On September 18, 2017, Loan Product Advisor and Loan Quality Advisor® will be updated so that Mortgages secured by properties in zip codes affected by Hurricane Irma will not receive ACE appraisal waiver eligibility. Mortgages in process prior to September 18, 2017 should be resubmitted to Loan Product Advisor to update the eligibility.

The Selling System, Loan Product Advisor and Loan Quality Advisor will also be updated on September 18, 2017 to indicate Mortgages secured by properties in the affected zip codes with Note Dates on or after September 10, 2017 are not eligible for collateral representation and warranty relief (through the ACE appraisal waiver or Loan Collateral Advisor). Sellers will be reminded by Selling System and/or Loan Quality Advisor messages of their obligation to ensure the property's condition has not been adversely impacted by the disaster.

Cash contracts

Sellers should contact the Cash Desk (571-382-5960 or cash_ex@freddiemac.com) if there are Mortgages in a contract that cannot be delivered prior to contract expiration because the property securing the Mortgage is in an Eligible Disaster Area affected by Hurricane Irma.

Reminders

Freddie Mac Relief Refinance MortgagesSM

Sellers are reminded that for Freddie Mac Relief Refinance MortgagesSM secured by properties affected by disasters:

- A Seller is not required to obtain a property inspection or new appraisal when a property valuation (either an HVE point value estimate or an appraisal) was relied on prior to a disaster, and
- A Seller can use an HVE point value estimate with a high or medium confidence score after a disaster without obtaining a property inspection or appraisal to determine property condition

This flexibility for Relief Refinance Mortgages does not impact Servicing requirements. Seller/Servicers must ensure that the Mortgaged Premises are covered by insurance meeting the requirements in [Chapter 8202](#), and in accordance with the terms of the Security Instrument and applicable law. See [Section 4302.2](#) for further information.

Hurricane Harvey

Except as stated above, all temporary requirements and effective dates announced in [Bulletin 2017-16](#) related to Selling requirements for properties affected by Hurricane Harvey remain in effect as announced in that Bulletin.

TEMPORARY SERVICING REQUIREMENTS

Servicers must follow the requirements of [Chapter 8404](#) when Servicing Mortgages for Borrowers whose Mortgaged Premises or places of employment are located in Eligible Disaster Areas, except to the extent the temporary requirements announced in this Bulletin and [Bulletin 2017-14](#) supersede the Guide's requirements.

As we continue to leverage our own on-site visual assessments, damage reports from federal agencies and other resources, Freddie Mac may further refine its temporary disaster relief requirements to appropriately match the evolving needs of homeowners living or working in areas affected by Hurricane Harvey and Hurricane Irma.

Suspension of foreclosure sales

For Mortgages secured by properties located in Eligible Disaster Areas affected by Hurricane Harvey or Hurricane Irma, Freddie Mac is requiring Servicers to suspend all foreclosure sales beginning on the date that the Federal Emergency Management Agency (FEMA) declared the area to be an Eligible Disaster Area and lasting through **December 31, 2017**. However, if the Mortgaged Premises was identified as vacant or abandoned prior to either Hurricane Harvey or Hurricane Irma, and the Servicer has completed its property inspection and confirmed that there is no insurable damage or ability to receive FEMA funds on the Mortgaged Premises, the Servicer may choose to proceed with the foreclosure sale on that Mortgage prior to December 31, 2017.

Suspension of evictions

Freddie Mac is notifying counsel providing default related legal services to suspend all eviction activities as of the date of this Bulletin for Borrowers with Mortgaged Premises in locations designated as an Eligible Disaster Area as a result of Hurricane Harvey or Hurricane Irma. We will continue to assess the damage and will reevaluate our requirements as circumstances dictate.

Property inspections for properties located in an Eligible Disaster Area as a result of Hurricane Harvey or Hurricane Irma

As previously announced in [Bulletin 2017-14](#), Freddie Mac is aware that Servicers may need to conduct a property inspection of the Mortgaged Premises in an Eligible Disaster Area to determine the impacts of the damage. Although the inspection may not normally be reimbursable by Freddie Mac in accordance with the requirements in [Sections 9202.12](#) and [9701.9](#), we are working to create a process for Servicers to seek reimbursement for the related inspection costs, and will announce this process in a future communication.

A Servicer must order or conduct an exterior property inspection on a Mortgaged Premises in an Eligible Disaster Area, except that a Servicer must order or conduct an interior property inspection if the Servicer (a) has reason to believe that a Borrower has abandoned the Mortgaged Premises in accordance with [Section 9202.12](#), or (b) is ordering or conducting the property inspection in accordance with the insurance loss settlement requirements in [Section 8202.11](#).

CONCLUSION

Freddie Mac is committed to ensuring that Borrowers receive the Mortgage assistance they need to mitigate the devastating impacts for Hurricane Harvey and Hurricane Irma. We appreciate the understanding and consideration that Freddie Mac Seller/Servicers have extended to Borrowers coping with Hurricane Harvey and Hurricane Irma-related hardships.

If you have any questions about the changes announced in this Bulletin, please contact your Freddie Mac representative or call the Customer Support Contact Center at (800) FREDDIE.

Sincerely,

Christina K. Boyle
Senior Vice President
Single-Family Sales and Relationship Management

TO: Freddie Mac Sellers and Servicers September 25, 2017 | 2017-21

SUBJECT: EXTENSION OF CERTAIN HURRICANE-RELATED REQUIREMENTS AND PROPERTY INSPECTION REIMBURSEMENT FOR ELIGIBLE DISASTER AREAS

This Guide Bulletin announces that our temporary selling and Servicing requirements related to Hurricane Harvey and Hurricane Irma in Bulletins 2017-14, 2017-16 and 2017-19 are extended to Mortgages and Borrowers whose Mortgaged Premises or places of employment are located in Eligible Disaster Areas impacted by all hurricanes on and after August 25, 2017 and through the 2017 hurricane season. However, the temporary suspension of foreclosure sales and evictions will only apply to Mortgaged Premises located in an Eligible Disaster Area as a result of Hurricane Harvey, Hurricane Irma and now Hurricane Maria.

In the event of another hurricane, all previously announced selling flexibilities will be available as of the date of the Federal Emergency Management Agency (FEMA) major disaster declaration in Eligible Disaster Areas without further instruction from Freddie Mac. Freddie Mac selling-related systems will be updated as soon as possible after the disaster. We are also announcing details concerning property inspections and reporting requirements for Mortgages with properties in Eligible Disaster Areas.

TEMPORARY SELLING REQUIREMENTS

Property inspection fee reimbursement

Freddie Mac will reimburse Sellers through September 30, 2018 for property inspections completed prior to the sale or securitization of Mortgages secured by properties in Eligible Disaster Areas as a result of a 2017 hurricane:

- Freddie Mac will reimburse Sellers after the Mortgage has been sold or securitized
- The original appraisal must have been obtained prior to the area having been declared an Eligible Disaster Area
- Freddie Mac will reimburse Sellers for actual inspection costs not to exceed \$75 for an individual Mortgage
- The Seller must maintain copies of the inspection invoice(s) in the Mortgage file

More details regarding the reimbursement process will be posted on our **Natural Disaster Relief** web page. We will follow up with a Single-Family Update e-mail when additional information is available.

TEMPORARY SERVICING REQUIREMENTS FOR MORTGAGES IMPACTED BY HURRICANE MARIA

Suspension of foreclosure sales

For Mortgages secured by properties located in Eligible Disaster Areas affected by Hurricane Maria, Freddie Mac is requiring Servicers to suspend all foreclosure sales beginning on the date that FEMA declared the area to be an Eligible Disaster Area and lasting through December 31, 2017. However, if the Mortgaged Premises was identified as vacant or abandoned prior to Hurricane Maria, and the Servicer has completed its property inspection and confirmed that there is no insurable damage or ability to receive FEMA funds on the Mortgaged Premises, the Servicer may choose to proceed with the foreclosure sale on that Mortgage prior to December 31, 2017. Page 2

Suspension of evictions

Freddie Mac is notifying counsel providing default related legal services to suspend all eviction activities as of the date of this Bulletin for Borrowers with Mortgaged Premises in locations designated as an Eligible Disaster Area as a result of Hurricane Maria. We will continue to assess the damage and will reevaluate our requirements as circumstances dictate.

TEMPORARY SERVICING REQUIREMENTS FOR MORTGAGES IMPACTED BY AN ELIGIBLE DISASTER

Reimbursement process for property inspections of Mortgaged Premises in Eligible Disaster Areas Effective for all property inspections conducted on and after August 29, 2017 of Mortgaged Premises in an Eligible Disaster Area

As announced in Bulletins 2017-14 and 2017-19, Freddie Mac is aware that Servicers may need to conduct a property inspection of a Mortgaged Premises in an Eligible Disaster Area that would not normally be reimbursable in accordance with Guide Sections 9202.12 and 9701.9.

As a result, we are announcing a temporary process for Servicers to seek reimbursement of the actual costs, subject to applicable expense limits, for exterior property inspections completed in accordance with Section 8404.2 and interior property inspections completed in accordance with Section 8202.11.

For exterior property inspections, Servicers must use expense code 404005 (Exterior Property Inspection) with an expense limit of \$15. For interior property inspections, Servicers must use expense code 404007 (Interior Property Inspection) with an expense limit of \$20.

However, if a Servicer already ordered or obtained a "FEMA inspection" where the cost exceeded the normal expense reimbursement amounts, Freddie Mac will reimburse those amounts if incurred prior to the date of this Bulletin.

Servicers may temporarily submit property inspection reimbursement requests once per month via an Excel® spreadsheet to NPL_Invoices@freddiemac.com. The e-mail subject line should reference "Disaster related property inspection reimbursement request," and the spreadsheet must include the following information for all Mortgages that a Servicer is seeking reimbursement for that month:

- Freddie Mac Loan Number
- Seller/Servicer Payee Code
- Expense Code
- Reimbursement request amount
- Property inspection expense date paid
- Vendor Name

A Servicer unsure of its Seller/Servicer Payee code should send an e-mail request to 104_Expense@freddiemac.com.

A property inspection completed on a Mortgage that was 60 or more days delinquent would already be required, and so is eligible for reimbursement in accordance with Sections 9202.12 and 9701.9. In this instance, Servicers must submit expense reimbursement requests in accordance with those Guide sections, and not through the temporary process described above. Page 3