

Bulletin

To: Freddie Mac Servicers

February 8, 2023 | 2023-4

SUBJECT: SERVICING UPDATES

This Guide Bulletin announces:

- **Resolve®**
 - A reminder for Servicers regarding upcoming effective dates when transitioning to [Resolve](#)
- **Updates from Bulletin 2023-3**
 - The addition of Kroll Bond Rating Agency (KBRA) as an eligible provider of [insurance financial strength ratings](#) – **January 1, 2023**
 - The removal of the requirement to review the [third-party security scan](#) of an eClosing System and/or eNote Vault System as part of the initial approval and annual review
 - The expansion of information that Freddie Mac will treat as [confidential](#)
 - The retirement of [Guide Form 906, Freddie Mac Loan Coverage Advisor® Authorized User Role Form](#)

EFFECTIVE DATE

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

RESOLVE REMINDER

We are reminding Servicers that the Resolve user interface now provides the capability to process eligibility decisioning and trial period plan approval for Flex Modifications. The ability to settle Flex Modifications processed in Resolve will become available on April 3, 2023. Additionally, the capability to process Payment Deferrals will become available in the Resolve user interface on May 15, 2023.

Servicers must transition their processing for Payment Deferrals and Flex Modifications from Workout Prospector to Resolve no later than August 31, 2023. However, Servicers are encouraged to adopt the Resolve user interface earlier if they are operationally able to do so.

In Q3 2023, we anticipate adding functionality to the Resolve user interface to allow Servicers to process deeds-in-lieu of foreclosure, charge offs, third-party foreclosure sales and non-alignment modifications (e.g., bankruptcy cramdowns). Further details will be announced in a future Servicing Bulletin.

See Bulletins 2022-21 and 2022-26 for additional details regarding processing Flex Modifications and Payment Deferrals in Resolve.

UPDATES FROM BULLETIN 2023-3

Property insurance

Effective January 1, 2023

Previously, the Guide permitted only three eligible rating providers for property and casualty insurance providers (AM Best Company, Demotech, Inc. and S&P Global). We have expanded our list of eligible rating providers to include Kroll Bond



Rating Agency (KBRA). We will now accept an insurer with a minimum Insurance Financial Strength Rating of BBB rated by KBRA.

Guide impact: Section 4703.1

Security scan review of eClosing and eNote Vault Systems

We have eliminated the express requirement that Seller/Servicers, Warehouse Lenders or eNote custodians that use an eClosing System and/or eNote Vault System (each as defined in Section 1402.2) provide Freddie Mac with a third-party security audit as part of the initial approval and annual review processes. Instead, we have enhanced the certification we currently require from System Providers (as defined in Section 1402.2) to include confirmation of no outstanding vulnerabilities based on their most recent third-party security audit.

Guide impacts: Sections 1402.3, 1402.8, 1402.9 and 1402.18

Seller/Servicer confidential information

At the request of Seller/Servicers, we have expanded what we will treat as confidential to include information and documentation related to Seller/Servicers' business continuity/disaster recovery plans. This change enables Seller/Servicers to receive an assurance of confidentiality regarding their information security and business continuity/disaster recovery plans.

Guide impact: Section 1201.8

Retirement of Form 906, Loan Coverage Advisor® Authorized User Form

We have retired Form 906, *Freddie Mac Loan Coverage Advisor® Authorized User Role Form*. Loan Coverage Advisor access is now managed through [Freddie Mac Access Manager](#) or Freddie Mac Loan Advisor® via the [registration form](#). As a result, we have also deleted Section 2406.3 from the Guide.

Note that Seller/Servicers' use of Loan Coverage Advisor continues to be subject to the terms and conditions set forth in Sections 2401.1 and 2402.5 and the Seller/Servicer's other applicable Purchase Documents, as amended from time to time.

Guide impacts: Section 2406.3 and Form 906

GUIDE UPDATES SPREADSHEET

For a detailed list of the Guide updates associated with this Bulletin and the topics with which they correspond, access the Bulletin 2023-4 (Servicing) Guide Updates Spreadsheet via the Download drop-down available at <https://guide.freddiemac.com/app/guide/bulletin/2023-4>.

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,

Bill Maguire

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