



Freddie Mac HomeCoachSM

A POWERFUL TOOL FOR HOUSING COUNSELORS

Freddie Mac HomeCoachSM is a simplified integration with a housing counseling agency's client management system (CMS) to quickly deliver a mortgage-readiness evaluation of clients to better prepare them for homeownership.

Freddie Mac HomeCoach Benefits

- Delivers insight into a client's financial and credit status within seconds by using your CMS to produce a Freddie Mac Loan Product Advisor[®] feedback certificate.
- Enables housing counselors to quickly identify areas of focus for each client and develop a more detailed action plan.
- Assists with calculations and feedback summaries for improved speed, effectiveness, and productivity.
- Highlights loan-to-value (LTV) and debt-to-income (DTI) mortgage calculations without the need for additional work or calculators.
- Displays employment and income messaging to help document client income to accurately determine their DTI ratio.
- Provides assets and reserve messaging that details how much savings are needed for a down payment, closing costs and reserves.
- Provides area median income (AMI) calculations and affordability messaging to identify if a client meets criteria to qualify for the Freddie Mac Home Possible[®] or Freddie Mac HomeOne[®] mortgage which offer a low, 3% down payment option.



HomeCoach FAQ

Q1: At what stage in the housing counseling process should housing counselors utilize HomeCoach?

A: HomeCoach can be used at multiple stages in a client's homebuying journey:

- During the initial assessment to determine a client's current ability to purchase a home and create a client workplan based on feedback certificate messages.
- As a reassessment tool for clients after any improvements in their credit, income increases, or reduction in their debts.
- During the final confirmation of a client's readiness to apply for a mortgage which gives housing counselors and their clients confidence to take the next step and apply for a mortgage.

Q2: Can HomeCoach improve a housing counseling agency's intake process?

A: Yes, HomeCoach works with the information entered into a housing counseling agency's CMS to run the assessment of a client's financial picture. The assessment provides a quick and easy way to identify obstacles to homeownership and recognizes mortgage-ready clients at a faster rate.

HomeCoach:

- Can be run multiple times under various scenarios all from your existing CMS.
- Works with your current credit report provider so there's no need to pull additional credit reports.
- Works with a "soft-pull" credit report which eliminates the need for additional inquiries or possible effects to a client's credit report.

Q3: If I use HomeCoach am I considered a loan originator?

A: No, using HomeCoach doesn't make you a loan originator. HomeCoach is not used to originate loans and in no way is HomeCoach tied to a lending offer. It's designed to present a picture of a client's current financial situation to know if they're ready for lender engagement.

Q4: Can the HomeCoach feedback certificate be shared with clients?

A: No, it's an internal document for housing counselors to reference during a counseling session.

Q5: What if the information on the HomeCoach feedback certificate is incorrect?

A: The feedback certificate uses the information entered into your CMS. If incorrect information is identified, simply re-enter the correct data into your CMS and resubmit.

Q6: If I have questions about the information on the HomeCoach feedback certificate who should I contact?

A: You may contact the HomeCoach support team: HomeCoach@FreddieMac.com. In addition, you may also contact the Customer Support Contact Center (800-FREDDIE).

Q7: Is HomeCoach secure?

A: Yes, HomeCoach uses a three-party authentication method for security.

Q8: Who should I contact if I have questions about HomeCoach?

A: Contact Tom Dombrowski, Freddie Mac Single-Family Client & Community Engagement at Thomas_Dombrowski@FreddieMac.com.