Servicer Guidance for Submitting the *Servicer Selection Form* to Freddie Mac

New requirements and procedures for selecting and managing law firms handling bankruptcies and default-related legal services for Freddie Mac mortgages (Default Legal Matters) are now in effect, as announced in *Freddie Mac Single-Family Seller/Servicer Guide* Bulletin 2012-25 on November 9, 2012.

Servicers are required to use the [Servicer Attorney Tracking System (SATS)](#) to submit selected law firms to Freddie Mac for review. SATS allows Servicers to track each submission's status during the review process and respond to Freddie Mac's requests for additional information. SATS is hosted and supported by Freddie Mac's vendor, Quandis.

Registering for SATS Access:

- Individual users must first register for SATS access before being able to submit a *Servicer Selection Form* to Freddie Mac and take advantage of other SATS benefits.
- Note: SATS requires one of the following browsers or browser plugins:
    - Windows® Internet Explorer 8 or later
    - Windows Internet Explorer 6 or 7 with the Google Chrome Frame plugin
    - Google Chrome
  If you experience difficulties installing a compatible browser or plugin, please contact your IT help desk. If you need further assistance, please contact Quandis support at 949-525-9000, ext. 2, or send an email to sats.support@quandis.com.
- To establish access to the SATS application, each user must:
    1. Access the online self-registration in [SATS](#).
    2. Provide a valid Freddie Mac Servicer Family ID number, first and last name, and email address. Freddie Mac will validate the Servicer Family ID number, which must match the number that we have on file.
    3. Respond to an email confirming intent to become a SATS user by clicking on a hyperlink that opens the SATS registration Web page.
    4. Complete the registration process by creating a password on the SATS registration page.
    5. Access SATS, using the email address as the User ID, and the password.
- The first person who registers as a SATS user for each servicing organization is the Servicer's default SATS Administrator; however, that person will have the ability to re-assign the Administrator role to a different user if needed.
- The Administrator will be responsible for deactivating SATS User IDs that are no longer needed. The Administrator also will have the ability to establish additional SATS User IDs on behalf of new users. Instructions on how to perform these administrative tasks can be accessed via [SATS](#).

Submitting a *Servicer Selection Form*:

- A registered user can access the SATS application using the User ID and password established during the registration process.
- Once signed on to the SATS application, the user can complete the *Servicer Selection Form* and submit it to Freddie Mac for review.
- If there is an issue with the data provided on the form or if additional information is needed before Freddie Mac can complete its review, the user who submitted the form will be notified by email. Corrections and additional information can be made by updating and resubmitting the online form.
- The user who submitted the information will be informed by email of Freddie Mac's "object" or "no object" decision.

- At any time, a registered user may access the SATS application to view the status of each *Servicer Selection Form* submitted on behalf of the Servicer.
- Web-based training will be available to all registered users once they access SATS.
- For help with password resets, system application use, and other related questions, contact the Quandis Help Desk at 949-525-9000, ext. 2, or send an email to sats.support@quandis.com.