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News and Insights



Spotlight on Appraiser Capacity

Record high UCDP[®] appraisal volume put a strain on appraisers. **What were the state-by-state impacts?**

Appraising Next-Gen Manufactured Housing



The shortage of affordable homes continues to lock out many potential homebuyers; modern manufactured housing and appraisers may hold a vital key. [Learn more.](#)



Resolve[®]: Rebuilding Default Management

How does Resolve bring speed to market for mortgage resolution? [Find out.](#)



Thought Leadership

Sightline: The Time is Now

We cover empowering women leaders, equitable housing, affordable solutions and technology – including servicing innovation – [in this issue.](#)

Reflecting on 2020, Preparing for Change

Kevin Palmer, senior vice president of portfolio management, talks about economic recovery, mortgage relief options and more. [Watch here.](#)

The Power of Vulnerability in Leadership

Terri Merlino, senior vice president and chief credit officer, discusses turning her vulnerable leadership moments into career opportunity. [Join the #LeadingTheWay masterclass.](#)



Products and Services



Ending CMT-indexed ARMs

We're no longer purchasing CMT-indexed ARMs. Read the [announcement](#) and [learn more](#). See the [ULDD Appendix D - XML Data Requirements Reference Tool](#) for updates.



Refi PossibleSM Mortgage Requirements

Refi Possible is our newest refinance offering for lower-income borrowers. Visit our [Refi Possible product page](#), check out the [FAQs](#) and [compare to Home Possible](#)[®].



Customer Contact Center Live Chat

Have real-time text-based conversations with our customer service agents through live chat, initially for questions related to [Access Manager](#).



Tools and Technology

Validating the Embedded Appraisal Report PDF in UCDP

We've updated the way the UCDP validates the appraisal submission.

[Learn more.](#)

Reset Your S2S Password

Update your system account credentials to prevent losing access to Freddie Mac tools. [Learn more.](#)

Stop Using Old URLs

We have new ones for: [Access Manager](#); [Loan Quality Advisor](#)[®]; and the [Loan Selling Advisor](#)[®] baseline customer testing environment (CTE).

Extended Weekend Maintenance Windows

We're making updates to improve the resilience of the tools you rely on. Check the tools and dates [here](#).

What's New and What's Coming

Updates and releases for: [Loan Product Advisor](#)[®]; [Loan Selling Advisor](#)[®]; [Loan Collateral Advisor](#)[®]; and [Condo Project Advisor](#)[®].



Learning and Events

Freddie Mac CreditSmart[®] Celebrates 20 Years: Share the redesigned suite of free consumer educational resources with your borrowers — and learn more about the relaunch [here](#).

Advanced Appraisal Review [webinar](#)

CHOICERenovation[®] Mortgages [webinar](#)

Reviewing Rural Properties [webinar](#)

Construction Conversion and Renovation Mortgages [webinar](#)

Settling FHA, VA and RHA Modifications in Resolve[®] [webinar](#)

Manually Create or Import Guarantor Contracts [tutorial](#)

Buyups and Buydowns for Fixed-Rate Guarantor and MultiLender Swap [tutorial](#)

Grant Users Access to PAID using Freddie Mac Access Manager [job aid](#)



Industry, Policy and Research

One Place for FAQs on the Client Resource Center: Get answers your questions about Freddie Mac technology, policy, and working with us [here](#). Stay informed. [Create your profile](#) today.

Market and Industry Insights: [Read the July report](#).



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