

Bulletin

TO: Freddie Mac Servicers

August 13, 2025 | 2025-11

SUBJECT: SERVICING UPDATES

This Guide Bulletin announces:

- **Mortgages with temporary subsidy buydown plans**
 - Updated requirements for [buydown fund applications](#) – **November 1, 2025**
- **Failed repayment plans**
 - A clarification on [failed repayment plans](#)
- **Payment reminder notifications**
 - Updated requirements for [late notices/reminder letters to delinquent Borrowers](#) – **December 1, 2025**
- **Seller/Servicer ownership and organizational structure**
 - Updated requirements related to material changes in [Seller/Servicer ownership, management and organizational structure](#)
- **Co-Issue XChange®**
 - The new option of [All-In/Net Funding](#) for cash deliveries
- **Additional Guide updates**
 - Further updates as described in the [Additional Guide updates](#) section of this Bulletin

EFFECTIVE DATE

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

MORTGAGES WITH TEMPORARY SUBSIDY BUYDOWN PLANS

Effective November 1, 2025

Buydown funds application requirements

We are adding language to clarify requirements for the application of buydown funds for Mortgages with temporary subsidy buydown plans for Servicers when processing relief and workouts in accordance with the Guide.

We are updating Guide Chapters 9203, 9206 and 9209 to clarify the requirements for Servicers on the application of buydown funds when processing a reinstatement, repayment plan, Payment Deferral, Disaster Payment Deferral, Freddie Mac Flex Modification® and deed-in-lieu of foreclosure.

The updates to the requirements for these relief and workout options are detailed in the respective sections of the Guide and cover the following:

- Application of buydown funds when processing a loss mitigation workout option
- Application of buydown funds upon completion of a loss mitigation workout option
- Handling of buydown funds upon the end of the buydown term or liquidation of the Mortgage



- Requirements for modifying evaluation notices for a repayment plan and Freddie Mac Flex Modification in accordance with existing Guide requirements

Payment change notification requirements

We are also announcing new requirements for notifying Borrowers of upcoming payment changes for Mortgages with temporary subsidy buydown plans in accordance with the applicable buydown agreement and the requirements in Guide Section 4204.3.

New Section 8504.2 specifies that the Servicer must send notifications detailing any respective payment change to the Borrower 90 days prior to the applicable payment change.

Guide impacts

We have updated Sections 8504.2, 9102.1, 9203.1, 9203.4, 9206.2, 9206.3, 9206.4 and 9209.5 to reflect these changes.

FAILED REPAYMENT PLANS

In response to Servicer feedback, we have provided additional clarification when a repayment plan has failed. Once a Borrower accepts a repayment plan, the Borrower must meet the terms specified in the repayment plan agreement. The repayment plan has failed if:

- The Servicer determines that the Borrower has failed to meet the terms specified in the repayment plan agreement, or
- The Borrower no longer has the financial capacity to bring the Mortgage current, or
- The Borrower accepts a repayment plan and does not make the total monthly repayment plan payment by the end of the month in which the repayment plan payment is due

Guide impact: Section 9203.2

PAYMENT REMINDER NOTIFICATIONS

Effective December 1, 2025, but Servicers are encouraged to implement immediately

We are updating our requirements to send late notices/reminder letters to delinquent Borrowers. Servicers will now be required to send late notices/reminder letters to delinquent Borrowers no later than the 20th day of the month (19th day of Delinquency).

Guide impacts: Sections 9101.1, 9102.1 and 9102.4

SELLER/SERVICER OWNERSHIP AND ORGANIZATION STRUCTURE REVIEW

To better align our practices in response to increased Seller/Servicer mergers and acquisition activity, we have updated our requirements related to material changes in Seller/Servicer ownership, management and organizational structure by reserving our rights to approve such material changes and, if applicable, condition our approval of such material changes upon the satisfaction of certain requirements. All new submissions of a Change and Activity Report regarding a Material Organizational Change (as defined in Section 2101.12) are now required to comply with the new requirements set forth in Section 2101.12.

Guide impacts: Sections 2101.12 and 7101.2

CO-ISSUE XCHANGE

For bifurcated co-issue relationships, we have introduced the option of All-In/Net Funding for cash deliveries. This will automate and streamline the financial transfer between the Seller and the Servicer. The Seller will receive in its daily funding the servicing-released premium from the Servicer; at the same time, funding adjustments (e.g., Escrows, interest, fees) will be deducted from the Seller's funding, and Freddie Mac will automatically wire those funds to the new Servicer of record. This process will eliminate the need for manual reconciliation between the Seller and the Servicer, and each party will receive its funds faster.

It is the Servicer's responsibility to activate its Seller partner using the All-In Funding Preference functionality in XChange Center. In Access Manager, under the application name Pricing Manager Application-PMA, the Servicer must provision



itself with the External Co-Issue SRP Manager role to load its servicing-released premium pricing in XChange Center and to activate All-In/Net Funding. The Seller can view this selection in the XChange Center once the Seller provisions itself with the External Colssue Manager_Seller role in Access Manager.

Guide impacts: Section 6307.1 and Exhibit 27

ADDITIONAL GUIDE UPDATES

Short sale fraud reporting requirements

We have updated our short sale fraud reporting requirements. Servicers must withdraw the agreement and notify Freddie Mac of short sale transactions that are not arm's length transactions or otherwise indicate bad faith, collusion or fraud using the Freddie Mac Tip Referral Tool, accessible via Freddie Mac GatewaySM.

Guide impact: Section 9208.2

Forbearance extension

Section 8404.1 has been updated to state that if the Servicer believes forbearance beyond a total of 12 months or 12 months of Delinquency is warranted, the Servicer should make that recommendation to Freddie Mac by submitting a Forbearance Extension Request in Resolve[®]. The Guide previously stated that Servicers should send an e-mail following requirements in Directory 5.

Guide impacts: Section 8404.1 and Directory 5

eMortgages

We previously required eClosing and eVault systems used by Seller/Servicers to originate and service eMortgages to go through an annual attestation process. Through this process, system providers confirmed their compliance with Freddie Mac information security requirements. This process has been retired since the Seller/Servicer Annual Certification Report questionnaire that is sent to all Seller/Servicers now requires them to certify their compliance with Freddie Mac cyber and privacy requirements. Additionally, we have provided greater clarity related to conversion of eNotes to paper in Section 1402.10. Finally, we have added a note in Section 1402.8 with a link that allows Seller/Servicers to easily locate Freddie Mac-approved eNote custodians.

Guide impacts: Sections 1402.3, 1402.8, 1402.10 and 1402.17

Removal of Supers[®] label

All Freddie Mac MultiLender Supers will now be issued as MultiLender UMBS[®] or MBS. For operational reasons, we have removed the label of Supers associated with 30- and 15-year MultiLender UMBS. There is no change to 20- and 10-year MultiLenders, as those products were already issued as UMBS.

Guide impacts: Sections 1301.5, 1301.6, 1301.8, 1501.4, 6201.1, 6201.6, 6201.11, 6201.12, 6201.14, 6201.15 through 6201.19, 6202.1 through 6202.4, 6205.4, 6205.8, 6205.9, 6302.6, 6302.17, 6302.18, 6302.31, 6302.45, 8302.19, Exhibit 17S and Glossary

Tip Referral Tool and Freddie Mac Gateway

In Bulletin 2024-12, we introduced the Tip Referral Tool for reporting all Mortgage fraud, suspected Mortgage fraud and other Suspicious Activity. In Bulletin 2024-16, we introduced Freddie Mac Gateway as the new single sign-on portal for users who access Single-Family technology tools. We have updated the Guide to make changes aligned with these previous announcements.

Guide impacts: Sections 3201.2, 3402.10 and Directory 1

Reimbursements

Effective July 28, 2025

In Bulletin 2025-8, we announced new allowables for sale postponements effective July 28, 2025. We have corrected Exhibit 57A, *Approved Attorney, Foreclosure, Mediation, Postponement Fees and Title Expenses*, for the state of California by changing the footnote reference from "12" to "11". As this is a non-judicial State, the exhibit should have



indicated that Freddie Mac will reimburse foreclosure attorney fees when the attorney is required to postpone or adjourn the foreclosure sale (whether Judicial or Non-Judicial) when there is an established statutory process for doing so. This fee does not apply to a foreclosure restart as defined in Section 9301.46.

Guide impact: Exhibit 57A

Guide refactoring

Guide chapter refactoring

To improve the ease of use of our Guide for Servicers, Chapters 8301, 8303, 8304, 9101, 9102, 9203, 9206, 9208 and 9209 have been refactored. No requirements were changed as a result of this new formatting, although cross-references to the refactored chapters have been updated.

Guide impacts

For a full list of Guide impacts related to Guide refactoring, see the [Guide Updates Spreadsheet](#) section below.

Addition of contested foreclosure fees and court cost language to Chapter 9701

With the refactoring of Section 9701.11 announced in Bulletin 2025-8, we inadvertently removed the “Reply to Affirmative Defenses/Motion to Strike” row from the contested foreclosure fees and court cost table in Section 9701.11(10). With this Bulletin, we have added the “Reply to Affirmative Defenses/Motion to Strike” contested foreclosure row back to the table. There are no changes to reimbursement of fees and costs incurred during the legal proceedings with this update.

Guide impact: Section 9701.11

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 2025-11 (Servicing) Guide Updates Spreadsheet via the Download drop-down available at <https://guide.freddiemac.com/app/guide/bulletin/2025-11>.

CONCLUSION

If you have any questions about the changes announced in this Bulletin, please contact your Freddie Mac representative or call Customer Service at 800-FREDDIE.

Sincerely,

Mike Reynolds

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