



Client Focus Team Contacts

Red Diamond Home Loans, LLC - 198259

Sales

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| <p>Robert Finter Role: Account Executive Title: Account Executive</p> | <p>Phone: Mobile: Email: robert_finter@freddiemac.com</p> | <ul style="list-style-type: none"> Responsible for the overall client relationship, and your primary contact for all client needs including strategic initiatives, product/program inquiries, negotiated contract terms, and consultative decisions |
| <p>Donna Peoples Role: Client Relationship Manager Title: Customer Relations Mgmt Sr</p> | <p>Phone: (703) 903 3322 Mobile: (571) 425 8712 Email: donna_peoples@freddiemac.com</p> | <ul style="list-style-type: none"> Primary back-up for your Account Executive, including product/program inquiries and negotiated contract terms General questions, problem resolution and guidance in areas not managed directly by another team member Manages your contract with Freddie Mac and questions about changes to your contract terms |

Pricing

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| <p>Susie Fraser Role: Pricing Transaction Executive Title: Pricing Mgr</p> | <p>Phone: (571) 382 3339 Mobile: Email: susan_fraser@freddiemac.com</p> | <ul style="list-style-type: none"> Responsible for all pricing and execution activities and questions Engages with the client's capital markets team |
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Technology

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| <p>Thomas Smith Role: Sales & Technology Integration Manager Title: Project Mgmt Mgr</p> | <p>Phone: (571) 382 3610 Mobile: (571) 294 5029 Email: thomas_m_smith@freddiemac.com</p> | <ul style="list-style-type: none"> Responsible for the overall management and execution of Loan Advisor Suite product and offering implementations Develops and maintains a deep understanding of client's operational landscape to ensure appropriate alignment of Loan Advisor Suite capabilities and maximize benefit realization |
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Affordable Lending

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| <p>Kimberley Carr Role: Affordable Lending Manager Title: Affordable Lending Manager</p> | <p>Phone: (972) 395 2616 Mobile: Email: Kimberley_carr@freddiemac.com</p> | <ul style="list-style-type: none"> Responsible for all affordable lending related issues, including Home Possible implementation, adoption, and rollout. Consultative assistance relating to LMI/CRA lending, strategic partnerships, and outreach and education initiatives. |
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Servicing



Freddie Mac Customer Support

Phone: 1-(800)-FREDDIE
Email: Servicer_Customer_Support@FreddieMac.com

- Manages servicing relationship and overall servicing performance
- Resource assistance for tools on FreddieMac.com
- Assistance with use of Freddie Mac Servicing applications

CUSTOMER SUPPORT CONTACT CENTER: (800) FREDDIE Customer Support Line is available 8 a.m. to 8 p.m. (ET) for transactional assistance

In addition to calling the Contact Center, the following email support is also available:

Underwriting - UWSupport@FreddieMac.com

- Underwriting scenarios
- Appraisal
- Income
- Assets
- Acceptable Documentation
- Guide Bulletins

Loan Product Advisor - LPCS_Requests@FreddieMac.com

- Help with understanding why you got a caution or refer especially if you had an Accept on a previous submission
- Help with understanding feedback messages
- Help with merged credit errors
- Integration issues related to your LOS and LPA
- Help with why you lost or did not get an appraisal waiver (ACE)

Loan Advisor - Delivery_Support@FreddieMac.com

- Loan Closing Advisor
- Loan Collateral Advisor
- Loan Quality Advisor
- Loan Coverage Advisor
- Condo Project Advisor
- Quality Control Advisor
- Business Intelligence
- Correspondent Assignment Center

Loan Delivery - Delivery_Support@FreddieMac.com

- Questions or assistance with Loan Selling Advisor
- Pricing
- Contract Extensions
- Mandatory, Best Efforts, MBS
- ULDD
- Seller Billing

Loan Servicing - Servicer_Customer_Support@FreddieMac.com

- Modifications



- Foreclosure/ Deed in Lieu
- Application support for all servicing tools
- Workout Prospector