MES ICQ

User Guide for Master Servicers

January 2022

Table of Contents

Introduction

This guide is for Master Servicers to use when accessing the Internal Controls Questionnaire (ICQ) in the Multifamily Eligibility System (MES).

If you have any questions, please send an email to the [Multifamily Eligibility mailbox](#).

Access MES ICQ

Note: The screenshots in this section may not capture all the features available in the tab menu to the right.

1. Log into MES.
2. To view ICQs that are due, on the homepage, select "ICQ" then select "Due". The ICQ that is due will populate in this column.

3. To view completed ICQs, select "ICQ", then select "Complete". All completed ICQs will be populated in rows.
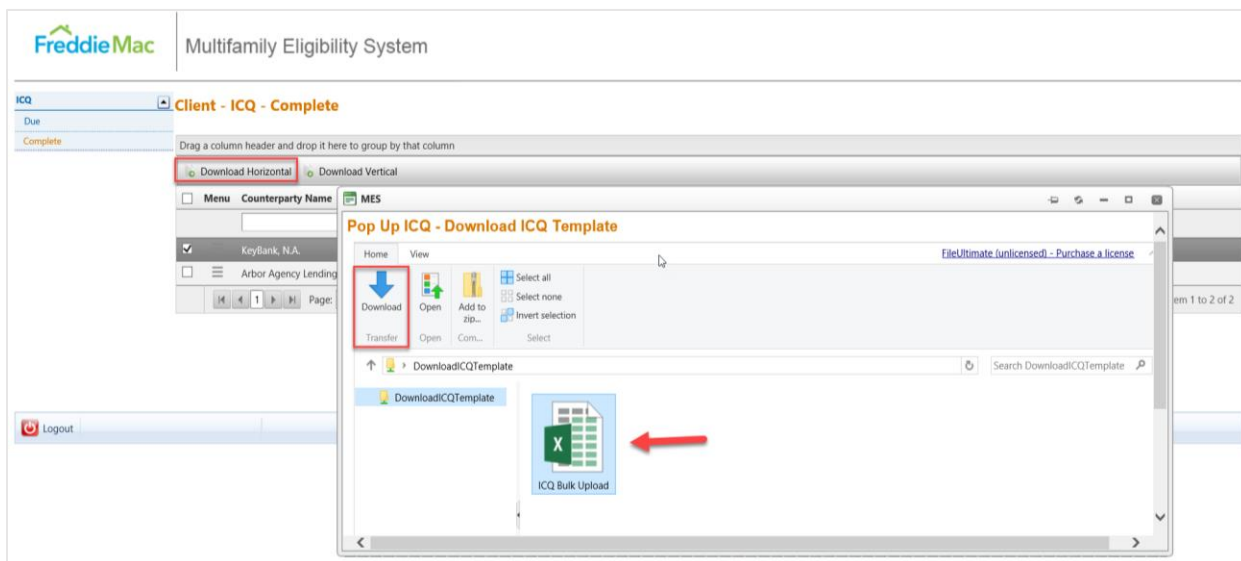
Download Horizontally or Vertically

Follow the instructions in this section to download the ICQ in your preferred orientation.

1. Access this function on the "Complete" page.
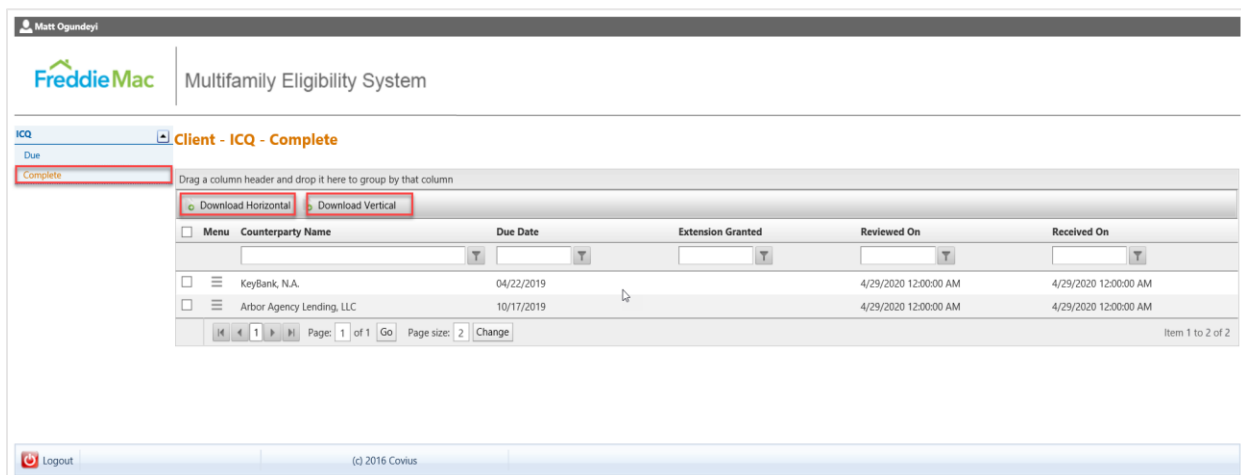
2. To download horizontally, select one or more counterparty name(s) and click "Download Horizontal." Select the Excel file and click "Download".


3. To download vertically, select one or more counterparty name(s) and click "Download Vertical". Select the Excel file and click "Download".
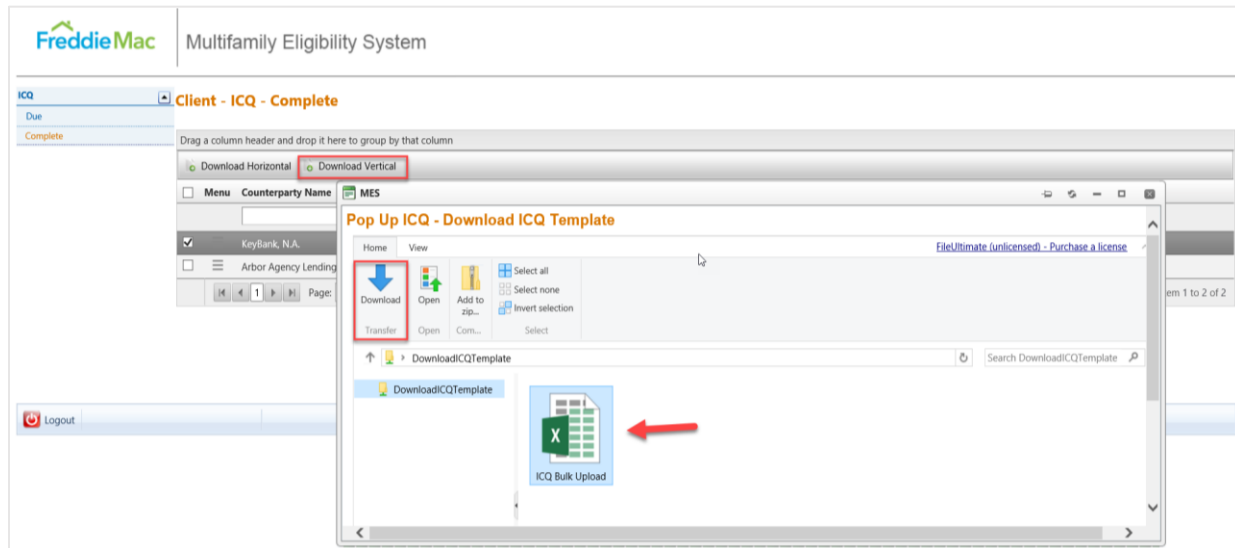
4. To download additional documents, right-click the counterparty and select "View Documents". This will allow you to download any documents provided as a support to the ICQ.
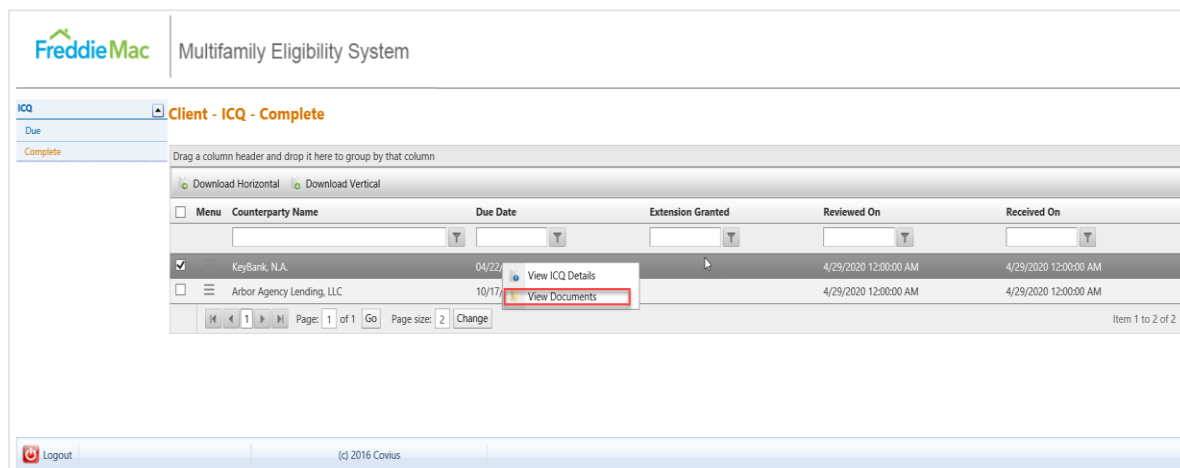
5. Once the "ICQ Details – Documents – Read Only" pops up, click on any documents you like and click "Download".
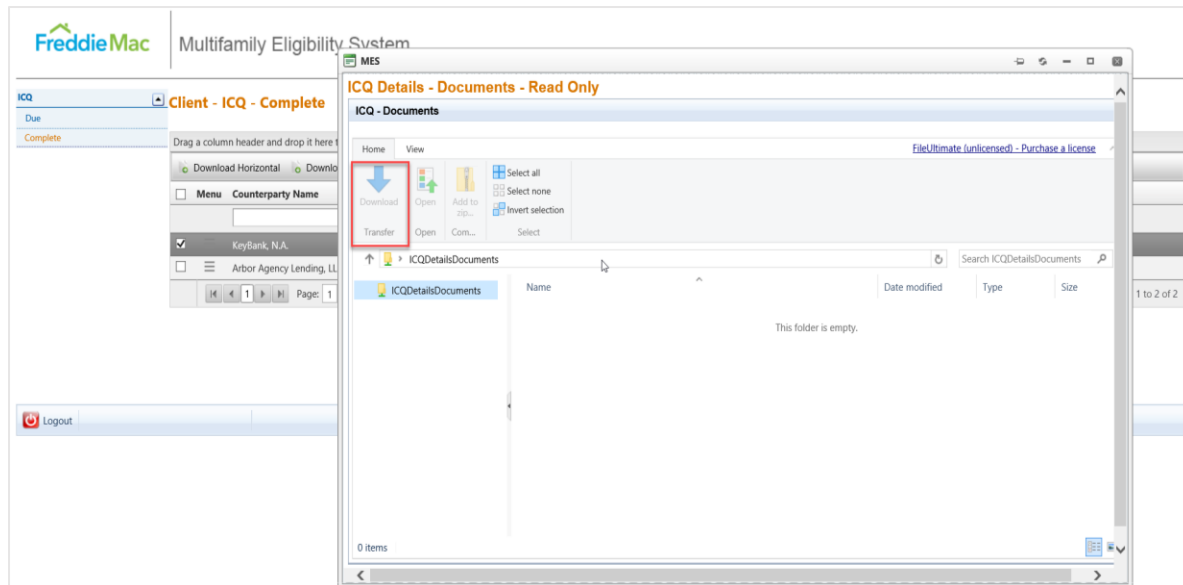
6. To view ICQ in a website format, right click the intended counterparty, then click on "View ICQ Details".
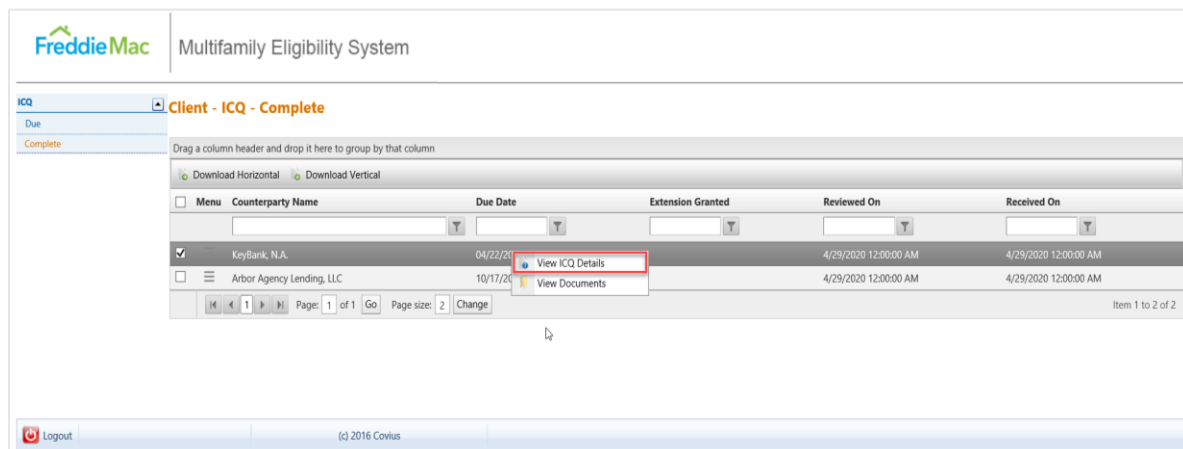
View ICQ Details

This feature will take you to this page where you can read ICQ in web format, print in pdf, view documents, note client, view historical ICQ or audit trails.

The "Navigate to" feature allows the user to jump to various sections within the ICQ and read servicer responses. There are 22 sections in total.

Definitions

Review Form – Allows you to review and edit the web-form. You can also navigate to different sections.

Documents – Allows you to upload documents in addition to the upload steps shown on page 4 and 5

Notes Client – Allows Freddie Mac to leave notes for counterparties or add any final comments

Historical ICQ – Allows you to view historical ICQs from prior years

Audit – Audit option allows you to keep track of activities in a certain record; for example, when a record is changed from one status to another, the audit log tells you when the record was moved and by which user.