

# Multifamily Seller/Service Guide

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## Directory (12/12/24)

Freddie Mac developed this directory to assist multifamily Seller/Service providers in their efforts to communicate with Freddie Mac in writing or by telephone, facsimile transmission (fax) or email.

The Directory identifies, in alphabetical order, all of the Freddie Mac departments referenced in italics in the Multifamily Seller/Service Guide. Address, telephone and fax numbers, where applicable, are indicated for each department, and email addresses are listed for some departments.

Following this page, you will find listings for each Multifamily Regional Office and Corporate Headquarters, and the alphabetical directory list.

### Applicable Freddie Mac Multifamily Regional Office

#### Central Region

Serving multifamily customers with properties in the following states:

Illinois	Michigan	Ohio
Indiana	Minnesota	Oklahoma
Iowa	Missouri	South Dakota
Kansas	Nebraska	Texas
Kentucky	North Dakota	Wisconsin

Attn: Managing Regional Director  
Multifamily – Central Region  
Freddie Mac  
333 West Wacker Drive, Suite 2500  
Chicago, IL 60606-1287

Telephone number: (312) 407-7400  
Fax number: (312) 407-7500

#### Northeast Region

Serving multifamily customers with properties in the following states:

Connecticut	New Hampshire	Puerto Rico
Delaware	New Jersey	Rhode Island
Maine	New York	Vermont
Massachusetts	Pennsylvania	

Attn: Managing Regional Director  
Multifamily - Northeast Region



Freddie Mac  
122 E. 42nd Street, 4th Floor  
New York, NY 10168

Telephone number: (212) 418-8900  
Fax number: (212) 418-8921

### Southeast Region

Serving multifamily customers with properties in the following states:

Alabama	Georgia	South Carolina
Arkansas	Louisiana	Tennessee
District of Columbia	Maryland	Virginia
Florida	Mississippi	Virgin Islands
	North Carolina	West Virginia

Attn: Managing Regional Director  
Multifamily - Southeast Region  
Multifamily Production & Sales  
Freddie Mac  
8100 Jones Branch Drive  
McLean, VA 22102-3110

Telephone number: (703) 714-2850  
Fax number: (703) 714-3384

### Western Region

Serving multifamily customers with properties in the following states:

Alaska	Hawaii	Oregon
Arizona	Idaho	Utah
California	Montana	Washington
Colorado	Nevada	Wyoming
Guam	New Mexico	

Attn: Regional Managing Director  
Multifamily – Western Region  
Freddie Mac  
200 Spectrum Center Drive, Suite 200  
Irvine, CA 92618  
Telephone number: (213) 337-4200



## Small Balance Regional Offices

### North Central Region

Serving Multifamily Seller/Service Providers with Properties in the following States:

Iowa	Michigan	Nebraska
Illinois	Minnesota	Ohio
Indiana	Missouri	South Dakota
Kansas	North Dakota	Wisconsin
Kentucky		

Multifamily SBL – North Central Region

Freddie Mac

333 W. Wacker Drive, Suite 2500

Chicago, IL 60606

Telephone Number: (312) 407-7390

Fax Number: (312) 407-7500

### Northeast Region

Serving Multifamily Seller/Service Providers with Properties in the following States:

Connecticut	New Hampshire	Pennsylvania
Delaware	New Jersey	Rhode Island
Massachusetts	New York	Vermont
Maine		

Multifamily SBL – Northeast Region

Freddie Mac

8100 Jones Branch Drive

McLean, VA, 22012-3110

Telephone Number: (703) 714-2754

Multifamily SBL – NYC Metro

Multifamily – Northeast Region

Freddie Mac

200 Park Avenue, 16th Floor

New York, NY 10116

Telephone Number: (212) 418-7746

Fax Number: (212) 418-7736

### South Central Region

Serving Multifamily Seller/Service Providers with Properties in the following States:



Colorado	New Mexico	Utah
Idaho	Oklahoma	Wyoming
Montana	Texas	

Multifamily SBL – South Central Region  
 Freddie Mac  
 2101 Cedars Springs Road, Suite 1050  
 Dallas, TX 75201

Telephone Number: (703) 714-2649  
 Fax Number: N/A

### **Southeast Region**

Servicing Multifamily Seller/Service Providers with Properties in the following States:

Alabama	Louisiana	South Carolina
Arkansas	Maryland	Tennessee
Florida	Mississippi	Virginia
Georgia	North Carolina	West Virginia

Multifamily SBL – Southeast Region  
 Freddie Mac  
 8100 Jones Branch Drive  
 McLean, VA, 22012-3110

Telephone Number: (703) 714-3506  
 Fax Number: (703) 714-2996

### **Western Region**

Servicing Multifamily Seller/Service Providers with Properties in the following States:

Alaska	Hawaii	Oregon
Arizona	Nevada	Washington
California		

Multifamily SBL – Western Region  
 Freddie Mac  
 200 Spectrum Center Drive, Suite 200  
 Irvine, CA 92618  
 Telephone number: (213) 337-4200



## Investigation Unit

Attn: Institutional Investigations  
Freddie Mac  
8200 Jones Branch Drive  
McLean, VA 22102-3110

Telephone number: 1-(800) 4FRAUD8  
Fax number: (571) 382-4883  
Email: [MF\\_Mortgage\\_Fraud\\_Reporting@freddiemac.com](mailto:MF_Mortgage_Fraud_Reporting@freddiemac.com)

Attn: OFAC, E-List and FHFA SCP  
Freddie Mac  
8200 Jones Branch Drive  
McLean, VA 22102-3110

Telephone number: 1-(800) 4FRAUD8  
Email: [AML\\_OFAC\\_Governance@freddiemac.com](mailto:AML_OFAC_Governance@freddiemac.com)

## Multifamily Asset Management

For All Mortgages

### For Asset Performance and Compliance:

Freddie Mac  
8100 Jones Branch Drive  
McLean, VA 22102-3110

Telephone number: (703) 714-2805  
Email: [MF\\_Asset\\_Perf@freddiemac.com](mailto:MF_Asset_Perf@freddiemac.com)  
Fax number: (703) 714-3003

### For Asset Resolution:

Attn: Multifamily Asset Resolution Director  
Freddie Mac  
8100 Jones Branch Drive  
McLean, VA 22102-3110

Telephone number: (703) 714-0623  
Fax number: (703) 714-3388

### For Borrower Transactions:

Freddie Mac  
8100 Jones Branch Drive  
McLean, VA 22102-3110

Telephone number: (703) 714-2592



Email for DMS transmissions: [MF\\_Borrower\\_Transactions@freddiemac.com](mailto:MF_Borrower_Transactions@freddiemac.com)  
Fax number: (703) 714-3003

**For Structured Transactions:**

Freddie Mac  
8100 Jones Branch Drive  
McLean, VA 22102-3110

Telephone number: (703) 714-3265  
Email for DMS transmissions: [MF\\_Structured\\_Transactions@freddiemac.com](mailto:MF_Structured_Transactions@freddiemac.com)  
Fax number: (703) 714-3003

**Multifamily Appraisals**

Email [Multifamily\\_Appraisals@freddiemac.com](mailto:Multifamily_Appraisals@freddiemac.com)

**Multifamily Attorney**

Attn: Vice President, Legal Multifamily Real Estate  
Freddie Mac  
8200 Jones Branch Drive  
McLean, VA 22102-3110

Telephone number: (703) 903-2357  
E-mail: [mfre\\_legal\\_notices@freddiemac.com](mailto:mfre_legal_notices@freddiemac.com)

**Multifamily Cash Management**

Attn: Multifamily Cash Management  
Freddie Mac  
8100 Jones Branch Drive  
McLean, VA 22102-3110

Telephone number: (703) 714-2524  
Fax number: (703) 714-2515  
E-mail: [Multifamily\\_Cash\\_Desk@freddiemac.com](mailto:Multifamily_Cash_Desk@freddiemac.com)

**Multifamily Counterparty Risk & Compliance**

Attn: Multifamily Counterparty Risk & Compliance  
Freddie Mac  
8100 Jones Branch Drive  
McLean, VA 22102-3110

Telephone number: (703) 714-2904

Email [Multifamily\\_Eligibility@freddiemac.com](mailto:Multifamily_Eligibility@freddiemac.com) for all general inquiries, including submission of [Form 1107M](#), annual certifications, certificates of incumbency and custodial accounts.



Email [MF\\_Counterparty\\_Transactions@freddiemac.com](mailto:MF_Counterparty_Transactions@freddiemac.com) for information and inquiries related to Seller/Service applications, organizational changes and Material Vendors.

### Multifamily Loan Accounting

Attn: Multifamily Loan Accounting  
Freddie Mac  
8100 Jones Branch Drive  
McLean, VA 22102-3110

Telephone number: (703) 714-2611  
Fax number: (703) 714-3002  
General email: [mfla@freddiemac.com](mailto:mfla@freddiemac.com)

### Multifamily Loan Accounting Payoffs

Attn: Multifamily Loan Accounting Payoffs  
Freddie Mac  
8100 Jones Branch Drive  
McLean, VA 22102-3110

Telephone number: (703) 714-2611  
Fax number: (703) 714-3002  
Email: [mfopsloanacctpayoffs@freddiemac.com](mailto:mfopsloanacctpayoffs@freddiemac.com)

### Multifamily Purchase

Attn: Multifamily Purchase  
Freddie Mac  
8100 Jones Branch Drive  
McLean, VA 22102-3110

Fax number: (703) 714-3667  
Email: [mf\\_purchase\\_boarding\\_mgrs@freddiemac.com](mailto:mf_purchase_boarding_mgrs@freddiemac.com)

### Multifamily Small Balance Loan Team

Attn: Multifamily Small Balance Loan Team  
Freddie Mac  
8100 Jones Branch Drive  
McLean, VA 22102-3110

Telephone Number: (703) 714-3051  
Fax Number: (703) 714-3388

### Multifamily TAH Production

Attn: Multifamily TAH Production  
Freddie Mac  
8100 Jones Branch Drive





McLean, VA 22102-3110

Telephone number: (703) 714-2968

Fax number: (703) 714-3388

Email: [TAH\\_Retail\\_Production@freddiemac.com](mailto:TAH_Retail_Production@freddiemac.com)

### **Multifamily TAH Underwriter**

Attn: Director, Targeted Affordable Underwriting

Freddie Mac

8100 Jones Branch Drive

McLean, VA 22102-3110

Telephone number: (703) 714-4322

Fax number: (703) 714-4008