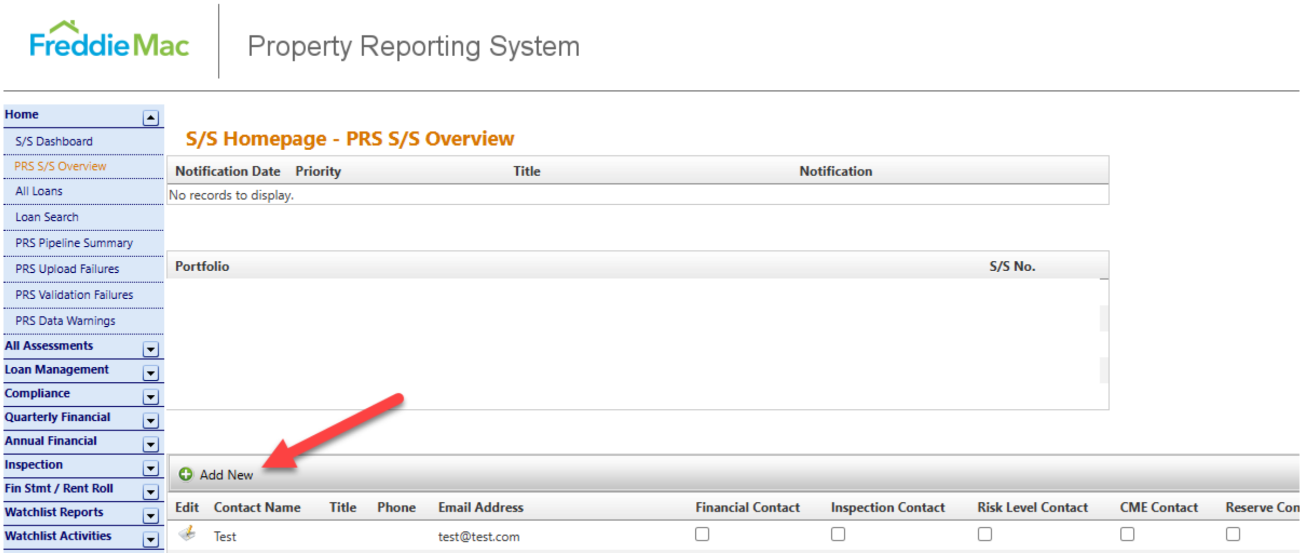
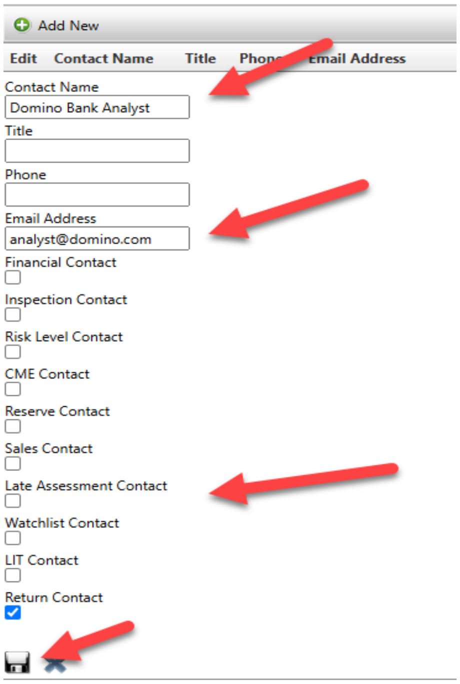
How to set up Property Reporting System (PRS) Servicer Contacts

Go to the S/S Homepage – PRS S/S Overview, and in the bottom box on the page entitled S/S – Overview, click “Add New”.



The screen will expand for you to enter the contact’s information and select appropriate contact type(s) from the checkboxes.



- Enter the Contact Name, phone number, email address and check the appropriate contact box(es). Multiple contact types can be assigned to each user.
    - Late Assessment Contact – user will receive an email when a comment is added to any assessment in the Late Assessments queue
    - LIT Contact – user will receive an email when an LIT has been returned to the Servicer with a comment
    - Return Contact – user will receive an email when any assessment, financial statement or rent roll has been returned to the Servicer with an updated due date
    - Note – Freddie Mac is enhancing this section of PRS and will update this document as new contact categories are enabled
- Click the “Save” icon at the bottom

Add New

Edit	Contact Name	Title	Phone	Email Address	Financial Contact	Inspection Contact	Risk Level Contact	CME Contact	Reserve Contact	Sales Contact	Late Assessment Contact	Watchlist Contact	LIT Contact	Return Contact	Delete
	Test			test@test.com	☐	☑	☐	☐	☐	☐	☐	☐	☑	☐	
					☐	☐	☐	☐	☐	☐	☑	☐	☐	☐	
	Domino Bank Analyst			analyst@domino.com	☐	☐	☐	☐	☐	☐	☐	☐	☐	☑	
					☑	☑	☑	☑	☑	☐	☑	☑	☑	☑	

- **Best Practice** – Use a team mailbox address as the contact so that all team members see emails in the team mailbox without signing up for all emails individually. Instead of adding each individual contact, you’d enter the Team Name as the Contact Name, one member’s phone number, mailbox email address and check the appropriate contact boxes.