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Frequently Asked Questions About the New Reimbursement System

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System Access	
1.	The Guide Bulletin indicates that customers will be transitioned over to the new Reimbursement System. When will I be able to use the new system?
	Over the next few months, Freddie Mac will contact Servicers currently using the Online Reimbursement System to transition them to the new Reimbursement System. Until you are contacted, you will continue to use the Online Reimbursement System.
2.	Once I am contacted, how will I get setup with the new system?
	We will provide you with additional information on the process for transitioning to the new system when we contact you. We will also provide you with a registration package and a schedule for the required training. Once you receive access to the new system and complete the mandatory training, you will no longer have access to the Online Reimbursement System. At that time, you must begin using the new system for all of your expense reimbursement requests.
3.	How will I access the new system?
	Once you have been transitioned, you can access the new system from our Servicing Technology Tools Web page at: FreddieMac.com/singlefamily/service/tools.html .
4.	The Guide Bulletin indicated that the new system will allow customers to manage their own system administration. What does this mean?
	A self-appointed administrator for your organization will be able to set up multiple users, manage passwords, and assign permission levels without Freddie Mac involvement.
System Functionality	

5.	With regard to claim status, what information will I be able to view in the new system?
	The new system features the same claim information as the Online Reimbursement System, but it will be available in real time. For example, if a claim's status changes, the new system will immediately reflect the claim's updated status. Reports will also be published in an easier-to-read statement format, as opposed to the existing spreadsheet format. Additionally, the new system will alert you to upcoming claim deadlines.
6.	After I transition to the new system, will I need to submit any claims by paper?
	No, you will no longer have the ability to submit paper claims when you transition to the new system. One of the benefits of the new system is that you will be able to electronically submit and track all claims. The electronic filing of all claims should save you time in preparing and tracking claims, and it will also eliminate the costs associated with mailing them.
7.	Will historical data in Expense ManagerSM be removed?
	No. All historical data will remain available through Expense Manager, even after you transition to the new system. Additionally, we will update the new Reimbursement System with two years of historical data for all claims that were submitted and processed via the Online Reimbursement System.
Training and Additional Information	
8.	When can I begin training for the new system, and will a user guide be available?
	You can attend the Reimbursement System training once we have contacted you. As part of the training, you will receive the user guide.
9.	I have training and system questions regarding the new system. Whom should I contact: Freddie Mac or the system vendor, First American?
	If you have questions regarding Reimbursement System training or if you are having system issues, you should contact First American at fadt.fhlmc.support@firstam.com or their customer support line at 800-767-7834. If you have any other Reimbursement System-related questions, you should contact your Freddie Mac representative or 800-FREDDIE.