Freddie Mac
Single-Family

UCount℠ Frequently Asked Questions (FAQ)

Q1. What is UCount℠?

The Unified Counterparty Experience System® (UCount℠) is a user-friendly system that will replace Guide Forms 16SF ⤢, *Annual Eligibility Certification Report*, and 1107SF ⤢, *Seller/Servicer Change Notification Form*, and the Annual Eligibility Website ⤢, which is currently what you use to file these forms.

Q2. Why is Freddie Mac replacing the current method for filing?

We're retiring outdated technology, integrating data and improving both the external and internal user experience so you have the transparency and user-friendly experience you need.

Q3. Will the timing change for submitting the forms?

Timeframes for submitting the reports won't change; you'll still follow the filing requirements as outlined in the *Freddie Mac Seller/Servicer Guide* (Guide).

Q4. How will UCount℠ benefit my organization?

UCount will:

- **Be** a single platform to address Annual Certification and Change and Activity Reporting that will be easier to use and more intuitive.
- **Free** you from current restrictions which prohibit you from filing a Change and Activity Report (formerly form 1107SF) when your Annual Certification Report is in progress. [Please note that if you submit a Change and Activity Report for a change that is effective after you've started your Annual Certification Report, and before you file that report, you should reflect the reported data in your Annual Certification Report.]
- **Enable** you to track progress of report completion and Freddie Mac reviews.
- **Pre-populate** data (where possible) and enable editing so you can more efficiently submit reports.
- **Reduce** the number of questions in the Annual Certification Report and the Change and Activity Report.
- **Calculate** insurance base, minimum coverage and maximum deductible requirements for Errors and Omissions and Fidelity Bond policies, as per Guide section 2101.6, which will eliminate the need to perform manual calculations of these amounts.
- **Enable** you to control who makes updates to the reports. Multiple users across various departments will be able to update reports, rather than relying on a single individual.

Q5. When does UCount℠ become available?

The new system will deploy on November 8, 2020.

Q6. What do I do after UCount℠ deploys?

You'll need to use the new Change and Activity Report to inform us of organizational changes and activities as described in the Guide. For your annual certification, you'll transition to UCount at the end of your current fiscal year and use the new Annual Certification Report. If your fiscal year ends:

- **Prior to or on August 31, 2020** – We'll work with you for as seamless a transition as possible if you haven't filed your Annual Certification Report by the November UCount launch.
- **On September 30** – You'll wait to submit your Annual Certification Report until UCount launches in November. You'll have 90 days from the launch date to file your report.
- **On October 31** – You'll file your Annual Certification Report in UCount. Your filing due date will be extended by an additional week.
- **On November 30 or December 31** – You'll file your Annual Certification Report in UCount. We'll help you transition to the new system.

Q7. Will prior Form 16SF submissions be loaded into UCount℠, so that we can reference legacy submissions?

Previously filed Form 16SF reports will not be available in UCount. Prior to deployment, you should print a copy of your last fiscal year end filing. After deployment, UCount will maintain previous Annual Certification Reports; you can view them in UCount as new reports are started.

Q8. How will I access UCount℠?

When UCount is implemented, all users of the Annual Eligibility Website ↗ (used for filing Form 16SF and 1107SF submissions) will be given access to UCount for Annual Certification and Change and Activity Reporting. You'll access UCount via the 'Logging into the Single-Family Selling and Servicing Tools web page ↗. To gain entry to UCount, you'll use the same username and password you use today.

Q9. How do I add additional users or request access to UCount℠?

When UCount deploys in November, all existing users of the Annual Eligibility Website will get access to UCount for Annual Certification and Change and Activity Reporting.

Q10. What if I don't currently have access to the Annual Eligibility Website?

If you don't have access today, or if you want to provide others in your organization access to UCount℠, you have several options:

- If access to Freddie Mac systems is controlled by your organization via Freddie Mac Access Manager ↗, your administrators can start adding new users to UCount℠ beginning October 5, 2020.
- If you don't have access to Access Manager, you can sign up by visiting the Access Manager web page. Click the "Get Started" button.
- If your organization hasn't taken advantage of access controls via Access Manager, you can request a user ID and temporary password for UCount via the Become a Seller/Servicer web page upon UCount deployment in November. Details will follow closer to the deployment date.

Q11. Will there be a test environment so my organization can get acclimated to UCount℠?

We will provide a customer test environment (CTE), but it will not be available by the November deployment. That said, UCount is a highly intuitive system, and you'll have access to online help tools within the system. Your Institutional Eligibility representative will also be available to answer questions.

Q12. What web browsers does UCount℠ support?

- Google Chrome version 75 or higher (lesser versions not recommended).
- Firefox version 52 and higher (lesser versions not recommended).
- Internet Explorer version 11.0.9 and higher (not recommended, as performance will not be optimal).
- Safari and Microsoft Edge are currently being tested.

Q13. Will there be any supporting resources to ease the transition to UCount℠?

When you enter UCount, you'll have access to help text within each section of the report that will provide insight into requirements, explain how to navigate through the different sections of each report, and explain how to submit the reports. A red asterisk will denote required data next to the field. A link to a help file will be available to provide additional clarity on report questions and other common concerns.

See the process for preparing and submitting the Annual Certification Report PDF and the Change and Activity Report PDF in UCount.

Q14. If I have questions about preparing for UCount℠, how to use the system or any other technical questions, who do I ask?

Contact your assigned Institutional Eligibility representative or email Institutional_Eligibility@Freddiemac.com.

Learn more

- Review Guide Bulletin 2020-33 ⊠
- Read the News & Insights article