

February 14, 2014

## **New After Hours Support for Critical System Issues**

We recognize that servicers submit transactions to SMDU outside of standard business hours. To assist users who encounter a system error when submitting a SMDU transaction during that time, we now offer an evening and weekend support line. Users may contact Fannie Mae to inquire about and/or report an issue during the support hours listed below.

This SMDU support line is designed to capture critical system issues with the SMDU platform rather than provide day-to-day SMDU business-related production support. Business-related production and/or non-critical system issues that are reported outside of standard business hours will be logged and the user will be contacted by the SMDU Support team via email within two business days.

**After Hours Support Phone Number:** 1-888-658-1430; Select Option 4

### **Hours of Support [Eastern Time (ET)]:**

- Monday through Friday: 7:00 p.m. ET - 7:00 a.m. ET
- Saturday: 12:00 am ET to Midnight ET (24 hours)
- Sunday: 8:00 a.m. to Midnight ET

*SMDU may be unavailable due to weekly scheduled maintenance from Sunday at 7:00 p. m. ET through Monday at 5:00 a.m. ET.*

As a reminder, for support during standard business hours please contact the SMDU Support Team via email at [smdu\\_support@fanniemae.com](mailto:smdu_support@fanniemae.com).

If you have questions please contact your Fannie Mae Servicing Portfolio Manager.