ACH (Direct Deposit) For Your REO Reimbursements

Why ACH, What is ACH, and What are the benefits?
ACH is the most convenient, fast and easy method for your company to receive reimbursements/payments from Fannie Mae. It is a faster service than receiving traditional checks, allowing Fannie Mae to automatically deposit your REO-related reimbursement directly to your company's checking or savings account. From the time you are notified of the ACH payment, the funds will typically be in your account within 2 business days. Please note that it may take longer for your bank to credit the funds to your account.

How do I enroll in ACH?
Complete the attached authorization form with the signature of an officer or authorized representative of the Company. (Please note: if the Company is the Broker, the Broker MUST sign the ACH Form. You must also include either a voided check or letter from the financial institution verifying the name on the account, routing & account numbers on bank letter head). Retain a copy for your records.

What is my Vendor ID / Seller / Servicer Identification (SSID)?
- **REO Vendors**: Your Vendor ID is a 9-digit alpha-numeric ID (examples: TR123456X or ABC00123D) which can be found either on your Scorecard or Welcome Packet. If you are not able to locate it, please reach out to your Fannie Mae representative.
- **Seller / Servicers**: Your SSID is a 9-digit numerical ID that can be found by accessing the SURF tool, which you should be able to access directly.

How will I be notified of payment and what information does it include?
Based on the email address you provided, Fannie Mae will notify your company that an ACH payment has been initiated and will typically be credited to your bank within 2 business days. **Fannie Mae strongly recommends setting up a group email address mailbox**. Please ensure your email notifications are not going to a Spam folder prior to contacting Fannie Mae.

.Payment information may also be obtained via AMN, LPS or Equator. The email will include the same information that appeared on the check stub: the Fannie Mae Loan Number, Lender Loan Number, Property Address and Amount.

How do I update my ACH information and/or payment notification email(s)?
Submit a new ACH Direct Deposit Form to: ach_conversion@fanniemae.com

Who do I contact if I have questions regarding the payment?
- **Appraisers** - Contact your Valuation Rep or an email may be sent via Appraisal Port.
- **Seller / Servicer, Agent, and Vendor Expense or 1093 questions** – via IRT at the following portal https://fanniemae.decisionreadysolutions.com.
- **Closing** – Contact your Fannie Mae Closing Rep.
- **Legal Vendors/Ascent** - Contact legal_fees@fanniemae.com
- Payments marked with a description of UNALLOC CASH RF – Contact FannieMae_REO_Receipts@fanniemae.com. You will be provided a Fannie Mae Loan Number (if available) and the name of the person at Fannie Mae that requested the refund. Please follow up with the Fannie Mae contact provided if you have any questions. If you are Servicer and have received an Unallocated Refund, the Servicer Loan Number is in the payment description immediately after UNALLOC-CASH RF XXXXXXXX(Servicer Loan Number)

**What questions can Fannie Mae REO Disbursements answer in relation to my Payment/ACH?**
The mailbox can only answer questions regarding your ACH transmission such as: missing funds or Email Notification. Payment information may also be obtained via AMN, LPS or Equator.

**Are there any Program Stipulations?**
The payee must agree to complete the ACH authorization form and notify Fannie Mae immediately of any changes. The ACH payment will be processed to only one (1) account as identified on the ACH Authorization Form. Remittance information will only be transmitted via electronic notification one time, based on the email address you provide. Payee should contact their bank first to confirm receipt of the ACH transfer prior to contacting Fannie Mae.