Seller/Servicer-Initiated Post-Purchase Adjustments

PRIOR to Submission:

Step 1. Research the discrepancy.
- Review your records (e.g., Fannie Mae funding notification “Purchase Advice,” Mortgage Note, etc.)
- Compare Fannie Mae's loan-level records with your records to determine the scope and cause of the discrepancy.

Step 2. Assemble documentation that supports your requests.
- Complete the Post-Purchase Adjustment (PPA) Request Form.
- Provide supporting documentation to validate your request.

**NOTE:** These documents should contain the Fannie Mae loan number and Seller/Servicer number in the file name. The Data Change Rules Matrix outlines the documentation requirements at the attribute level necessary to submit with your request.

Step 3. Encrypt all documents containing Nonpublic Personal Information (NPI).

Step 4. Email the completed PPA Request Form, required supporting documentation, and a detailed explanation of your request to one of the contacts below:
- If you have been contacted by Fannie Mae staff regarding a PPA, continue to work with them directly.
- **Sellers:** Send all non-servicing related PPA requests for attribute and Special Feature Code (SFC) changes to the Fannie Mae Resource Mailbox (FannieMae_ResourceTeam@fanniemae.com).
- **Servicers:** Send all servicing related PPA requests for attribute changes to your Fannie Mae Investor Reporting analyst.

AFTER Submission:

Review the Post-Purchase Adjustment Letter report, available in Fannie Mae Connect, for adjustment details, and perform the corrective action indicated below:
- If the corrective action resulting from your requested post-purchase adjustment results in a lower loan-level price adjustment (LLPA), thus entitling you to an LLPA refund, please ensure that you have a designated account for Automated Clearing House (ACH) processing.
- If the corrective action resulting from your requested post-purchase adjustment results in a higher LLPA, thus entitling Fannie Mae to an LLPA payment, please ensure that sufficient funds are available in that account prior to the scheduled draft date (as indicated in the Committing and Delivery Fee Draft Notifications in Fannie Mae Connect).
- If corrective action results in a loan being ineligible for delivery to Fannie Mae, your Fannie Mae Account Manager will contact you to determine the next necessary steps.

**NOTE:** Processing time for most post-purchase adjustment requests, from initial submission through data correction, is 10 business days. Certain requests may require additional levels of review, or additional documentation from the lender, and/or approval(s) that require additional time to process.