Quick Reference Guide:
Phone Prompts for 800-2FANNIE (232-6643)

1. If you are a Single-Family lender, seller, mortgage broker, or servicer, press:
   1. for Technology Application assistance
   2. for Selling Guide and underwriting questions, please have your seller servicer number ready
   3. for Servicing Guide and servicing related questions, please have your seller/servicer number ready
   4. for Loan Delivery and Acquisitions
   5. for Bailee Letter or Document Certification
   6. for Master Servicing
   7. for all other inquiries

2. If you are a Multifamily lender or servicer, press:
   1. for Technology Application assistance
   2. for Acquisitions, housing goals, and e-rent
   3. for Document Certification and Custody
   4. for Master Servicing
   5. for all other inquiries
   - for conventional and affordable loans
   - for structured and DMBS loans
   - for housing goals and e-rents

3. If you are an investor or to reach Fixed-Income Securities

4. If you are a homeowner, home buyer, realtor, or for all other inquiries

5. For the automated employee directory