



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, please have your seller/servicer number ready
 - ⑤ for Bailee Letter or Document Certification
 - ⑥ for Master Servicing, please have your seller/servicer number ready
 - 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 for
 - ④ Master Servicing
 - ⑤ for all other inquiries
 - ① for conventional and affordable loans
 - ② for structured and DMBS loans
 - ③ 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 or realtor

⑤ For technology application assistance

⑥ All other inquiries

⑦ Automated employee directory