



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
 - 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, realtor, or for all other inquiries

5 For the automated employee directory