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 Document Custody
   8. 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

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

for conventional and affordable loans
for structured and DMBS loans
for housing goals and e-rents