

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
- 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