

# Claims Process Template

The claims process is available to Fannie Mae investors who believe they may have been financially harmed due to a unique incident or potential disclosure issue on a Fannie Mae issued security. The below information outlines the steps and documentation required by Fannie Mae to submit and evaluate a claim.

## Contact Information of Individual Submitting the Claim and Reason for the Claim

<b>First and Last Name:</b>	
<b>Phone Number:</b>	
<b>Email:</b>	
<b>Institution Name:</b>	
<b>Institution Address:</b>	
<b>Reason for Claim Submission: (Brief Summary)</b>	

## Checklist of Required Documentation for the Claim

- \_\_\_ Reason for Claim Submission (detailed description)
- \_\_\_ Evidence of Ownership of Pool as of the Record Date<sup>1</sup>
- \_\_\_ Evidence of the Original Price Paid (e.g., settlement statement or similar showing pool(s) purchased, purchase date, original face amount purchased, and price paid)
- \_\_\_ Calculations of the Believed Damages Incurred (including supporting analytics)

## Submitting the Claim

The claim can be submitted two ways:

- 1) Email: [Fixedincome\\_marketing@fanniemae.com](mailto:Fixedincome_marketing@fanniemae.com)
- 2) Mail:
  - Fannie Mae
  - Fixed Income Securities Marketing
  - 1100 15<sup>th</sup> St NW
  - Washington, DC 20005

## Next Steps

Those submitting the claim have the ability to provide any additional information believed to be relevant to the claim.

Upon receiving the above information, Fannie Mae will acknowledge receipt, review the information, and work to resolve any issues in a timely manner. Any additional questions regarding a submitted claim or the claims process can be directed to the above email address or to 800-232-6643.

<sup>1</sup>The record date is the close of business of the last day of the month preceding the month in which the distribution data occurred.