



## Multifamily Servicing

### **A streamlined, Internet-based application to support your business processes for Loan Activity, Delinquency, and Security reporting.**

Multifamily Servicing provides a Web-enabled solution that lets you report loan and security activity to Fannie Mae via the Internet.

#### **Functionality and Benefits**

- *Monthly Servicer Reports.* On-line access to your monthly loan activity reports generated by Multifamily Asset Servicing.
- *Product Support.* Enhanced functionality supports a wider range of Fannie Mae loan products, including Actual/360 loans.
- *Automatic New Loan Setup of Prior Month's Acquisitions.* Multifamily Servicing interfaces directly with Multifamily Asset Servicing's servicing database to populate the servicer's reporting portfolio with the prior month's acquisitions, eliminating redundant entry.
- *View Servicing Projections.* Servicers can view their projections of loan UPB, Principal, Interest and activity one week prior to the reporting due date. ARM rate and payment change information will be available one day after the new index value is published.
- *Flexible Reporting Options.* Multifamily Servicing supports multiple methods of transmitting information to Fannie Mae. You have the option to perform monthly loan reporting by on-line data entry, uploading your loan data file to the application or CPU to CPU transmissions – or accepting Fannie Mae's projections.
- *Exception Based Reporting.* Servicers update discrepancies only, improving data integrity and reducing reconciliation efforts.
- *Expanded Delinquency Reporting.* The direct interface of Multifamily Servicing to Fannie Mae enables population of less data on dates other than just the 15<sup>th</sup> of the month. Servicers also have the ability to provide online updates on delinquent loans all through the month.

#### **Other Features**

*Access for Multiple Users.* The application allows more than one person to work on the portfolio at the same time.

*Viewing Reporting Results.* Reported and reconciled statuses communicate the reporting status of their loan portfolio.

*Comments.* Servicers may enter comments about a given loan for analysts of Multifamily Asset Servicing.

*Keeping it Simple.* Connect to a single site, [www.efanniemae.com](http://www.efanniemae.com), to meet your multifamily lending and loan servicing requirements.

#### **Help**

*Technical Support.* The MORNET® Hotline is available Monday through Friday from 8:00 a.m. to 8:00 p.m. eastern time. You can reach the Hotline by calling (800) 752-6440, Option 2. For additional information regarding Multifamily Servicing, please contact Frank Acheampong (202) 752-2696 or your Multifamily Asset Servicing analyst.

# Multifamily Servicing

Multifamily Servicing Reporting software products, developed by Fannie Mae, require standard hardware and software configurations to run successfully. As a result, you may find it necessary to upgrade your current computer configuration. These upgrades may also improve the performance of your other business applications.

Please review the following list of minimum equipment requirements carefully. If you would like assistance in assessing your current computer configuration, please contact your organization's computer support representative.

| Hardware/Software   | Required Configuration   |
|---------------------|--|
| Computer            | A personal computer using: <ul style="list-style-type: none"> <li>• a Pentium 90 MHz processor or higher</li> <li>• a CD-ROM drive and a 3.5 inch diskette drive</li> <li>• an SVGA graphics adapter monitor (256 color display and 800 x 600 resolution is recommended)</li> <li>• at least one high-speed serial port containing a 16550 UART chip or higher</li> </ul>                  |
| Modem               | A 56K modem or higher with an analog data line. Tested and supported modems include (but are not limited to): <ul style="list-style-type: none"> <li>• US Robotics®</li> <li>• Hayes®</li> <li>• Practical Peripherals®</li> </ul> A high-speed Internet connection may also be used.  |
| Printer             | A printer supporting Windows®-based printer drivers  |
| Software            | Microsoft® Windows 95, 98, 2000, or NT installed on the same computer running the application  |
| RAM                 | 64 MB or higher  |
| Disk Space          | 20 MB of free disk space   |
| Internet Connection | Internet Service Provider (ISP) of your choice.  |
| Web Browser         | Your browser must support HTML 4.0 or higher. A Web browser with 128-bit encryption such as Microsoft Internet Explorer 5.0 or Netscape Communicator® 4.51 or higher is required. For best results, make sure you are running your browser's most current version.   |
| Acrobat® Reader™    | In some cases, documents available on <a href="http://www.fanniemae.com">www.fanniemae.com</a> are available in Adobe® PDF format. To view and print this type of document, you will need the most current version of Adobe Acrobat Reader. If you do not have a copy of the software on your computer, you may download a free copy at <a href="http://www.adobe.com">www.adobe.com</a> . |

For more information regarding the technical requirements for Multifamily Servicing, please call the Multifamily Hotline at (800) 752-6440, Option 2, Monday through Friday from 8:00 a.m. to 8:00 p.m. eastern time.