



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, please have your seller/servicer number ready
 - 5 for Bailee Letter or Document Certification
 - 6 for Master Servicing including Investor Reporting, please have your seller/servicer number ready
 - 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 for
 - 4 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 or realtor

5 For technology application assistance

6 All other inquiries

7 Automated employee directory