

Exception Handling Process: DUS Gateway® API Requirement

Purpose: This document details the Lender processes for DUS Gateway® API Requirement Exception Handling.

Starting January 1, 2024, if a Lender submits a standalone deal and the **API Requirement Met? = NO** per the [DUS Gateway API Requirement - Layer Cake Explanation](#), the Lender may request an exception to the API Requirement from Fannie Mae.

Starting October 1, 2025, Deal Resubmission was added to the DUS Gateway API Requirement. For any API Exception Requests for a Deal Resubmission, please also provide the Resubmission ID.

Please email DUSGateway_APIS@fanniemae.com with any questions.

DUS Gateway® Lender Process: Requesting API Requirement Exceptions

REQUESTING EXCEPTIONS: Methods

Methods For Requesting Exceptions

1. Send an email to: DUSGateway_APIS@fanniemae.com.
2. **CHATTER in DUS Gateway®:** Lender CHATTERs its Deal Team. Please also tag @DUSGateway_APIS.
3. **CASE in DUS Gateway®:** Lender opens a CASE in DUS Gateway® from the “Case” link in the top blue banner of the Deal.

For all Methods above, use

- **TITLE:** API Exception Request for <DealName>, <FannieMaeDealId>
- **BODY:**
 1. Deal Name and Fannie Mae Deal ID:
 2. Resubmission ID (if applicable):
 3. Reason for Exception Request:
 4. Summary of Issue/ Error (if a technical issue):
 5. Preventive Action(s) you are taking to avoid this in the future (e.g., training, product update, etc.):

Fannie Mae Process: Decisioning Exception Requests

DUS Gateway® team will review and make decisions on outstanding API Requirement Exceptions, targeting a **response to the Lender within one (1) Business Day**.