Custodial Bank Account Management Application FAQs

Multifamily Forms 2050, 2051 & 2052

Updated September 2026

Application Access

Q1. **How do I register for the Custodial Bank Account Management application?**

The Corporate or Technology Manager Administrator of an approved Fannie Mae servicer must set up the application from the available applications list in Technology Manager then set up the users **with the Custodial Bank Account Management – External General User Role**. Please consult the Technology Manager for Administrators Job aid step-by-step instructions. For additional information, please contact us at 1-800-2Fannie and press 1, then 1 again.

Q2. **How do I log into the application?**

The application is available on the SSO login page; and from the Custodial Bank Account Application page on fanniemae.com.

Subservicing Relationships

Q3. **How should the custodial account be titled?**

The account title should reflect the name of the entity that opened the custodial account. The system will automatically populate the title section of the Forms based on user input. Please consult the Multifamily Custodial Bank Account Management User Guide for details.

Q4. **Is a new Data Access Authorization Form 101 required?**

If a Primary Servicer chooses to allow the Subservicer to manage the custodial forms a new completed and signed Data Access Authorization Form is required.

Q5. **I use a subservicer for one of my 9-digits but not the other(s). How does this work in the application?**

The system will identify an active Subservicing relationship and display the Subservicer Name, and 9-digit Servicer Number where appropriate.

General Form Information

Q6. **Why don't I see one of my 9-digit Servicer Numbers listed on the Home page of the application?**

Active 9-digit Servicer Numbers are shown in the application when an existing Custodial Form has a status of:

- In Draft
- Pending Signatures
- Signatures Declined

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- Fully Signed
- In Effect
- Pending Replacement

If you need to submit a form for a 9-digit Servicer Number not displayed, click the **Create New Form** button.

Q7. **Why does a form show as Fully Signed?**

The Fully Signed status indicates that the form has been signed by both Representatives. When the Form reaches its specified effective date, the system will automatically update the status to In Effect.

Q8. **Can I put 9-digit Servicer Numbers belonging to more than one 5-digit Seller/Servicer ID on a form?**

No. All the 9-digit Servicer Numbers reflected on a form must belong to a single 5-digit Seller/Servicer ID.

Q9. **Can a form list multiple subservicer 9-digit Servicer Numbers?**

No. Only one 9-digit Servicer Number belonging to the subservicer can be listed on form.

Q10. **Do I need to report that a custodial bank has been closed?**

Yes. If the Custodial Bank Account has been closed, click on the Form # and click the **Report Account Closed** button. A model will display prompting to you provide an explanation and warning you that the action cannot be reversed if you continue.

> **NOTE:** *If any of the list 9-digit Servicer Numbers are still active for servicing, you must either create a new form or use Change/Replace on different form.*

Creating New Forms

Q11. **When should I use the Create New Form button?**

A new custodial bank account should be established and a new form created in the following situations:

- A new or existing 9-digit Servicer Number is approved for servicing.
- The Servicer, Subservicer, or Depository has undergone a Name Change or Merger.
- A 9-digit Servicer Number will begin making deliveries under a new execution type.
- A Master Servicer establishes a new Subservicing relationship.

Change/Replace a Form

Q12. **Am I able to make a change to an In Effect form?**

The Change/Replace function is limited to:

- Correcting typographical errors of the data entered or selected for most fields including the Custodial Bank Account Number and the selected Signers contact information.
- Adding or removing 9-digit Servicer Numbers with the same 5-digit Seller/Servicer ID.

> **NOTE:** *If a 9-digit Servicer Number is removed from Form 2050 or Form 2052 and is still active for servicing, you must either open a new account and create a new form or add it to an existing form.*

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Q13. **When I use the Change/Replace function, do I need to submit for signatures?**

Yes. Any time you create a new form or change/replace the information on an existing form, it must be signed by all parties.

Q14. **Can I make a correction to a form in Pending Signatures status?**

Yes. Select the form and choose **Recall Signatures**. Then click **Edit Form** to update and save the necessary information, then select **Generate & Send for eSignatures** to continue the process.

Depository Institutions

Q15. **Where can I find the Depository Institution's ABA #?**

The American Bankers Association (ABA) issues a unique identifier, known as an ABA#, to each depository institution. Contact your depository institution to obtain their ABA #.

Q16. **How do I know if my depository is eligible to act as a Custodian?**

The application checks depository eligibility based on the entered ABA Number and selected execution type, following the requirements Multifamily Guide Chapter 3 Custodial Accounts. If the depository is not eligible or not found, instructions will be displayed to either reenter the ABA # or to contact multifamily_lender_oversight_grp@fanniemae.com for assistance and additional information.

> **NOTE:** *The servicer must still follow the procedures in 301.03 Eligible Depositories and Ratings for requirements for establishing, implementing, and monitoring custodial accounts and bank instructions for drafting.*

Q17. **Can I use the same bank account for Principal & Interest (Form 2050) and Taxes & Insurance funds (Form 2025) and/or Collateral Funds (Form 2051)?**

No. In accordance with Fannie Mae policy, the system does not allow the same bank account number to be used on Forms 2050, 2051, and 2052.

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