



# Property Check User Guide for Servicers

## Table of Contents

- 1. What is Property Check? ..... 2**
- 2. Technology Requirements ..... 2**
- 3. System Navigation and Tips ..... 2**
- 4. Property Check Login ..... 2**
- 5. Property Check Homepage ..... 2**
- 6. Property Check Search ..... 3**
  - 6.1 Address Found during Search ..... 3**
  - 6.2 Address Not Found during Search ..... 4**



## 1. What is Property Check?

The Multifamily Property Check (Property Check) application is a proprietary collateral risk management tool. This system provides consistent and timely information related to properties during loan processing to minimize losses due to unmitigated physical condition risks. This system will have property nomination, property removal workflow, and reporting.

The system will place a flag on the property address. While monitoring property concerns due to property conditions, collateral, and other risk factors, this application will also ensure unremediated issues are addressed as a condition for new business.

## 2. Technology Requirements

Fannie Mae applications are currently compatible with computers that run on the Microsoft Windows® 8.1 Enterprise Edition or higher. The user's web browser must be set to enable Java™ and JavaScript™ and to accept cookies. The Google Chrome™ has been tested with our secure servers and is necessary for secure connections.

## 3. System Navigation and Tips

For the first time logging in, it is recommended to clear your browser history from the past 7 days. The user might notice some occasional latency or observe that a previously loaded page may time out. If this happens, refresh the screen and if needed close the tab or window and re-login.

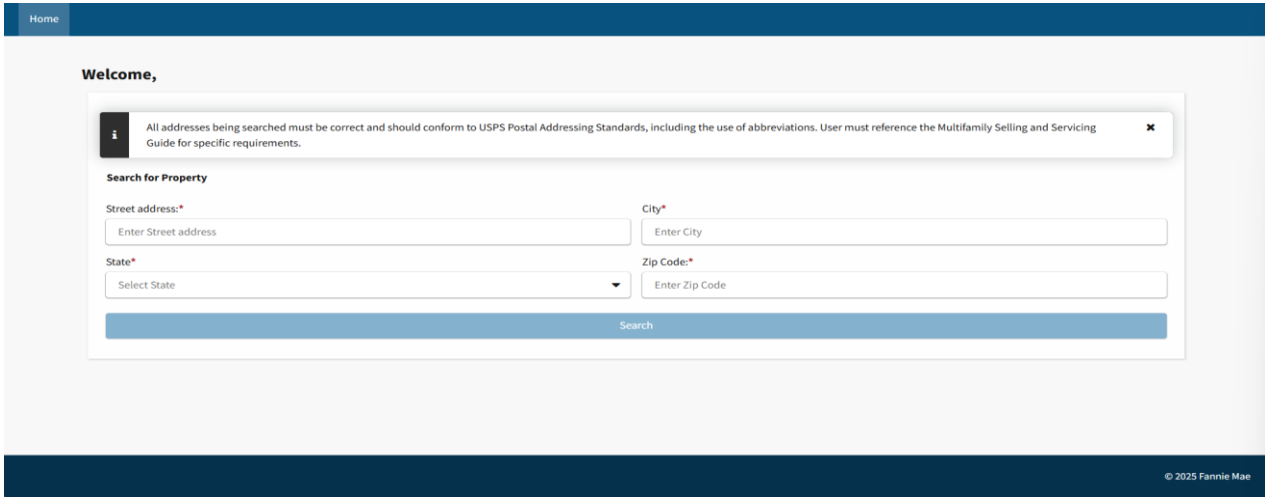
## 4. Property Check Login

Enter <https://propertycheck.fanniemae.com/> in the Google Chrome browser address bar.

## 5. Property Check Homepage

When servicers log into the Property Check Application, they have the ability to search with the property address. The user will then complete the following required fields:

- Street address
- City
- State
- Zip Code

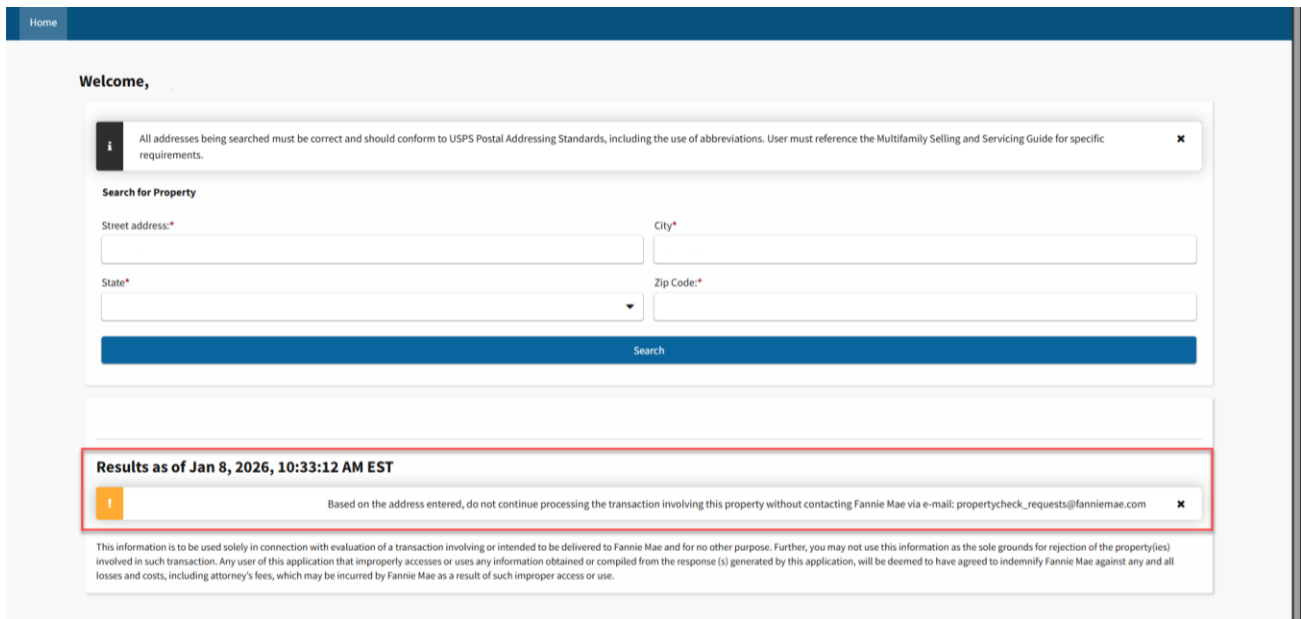


## 6. Property Check Search

Once the user enters an address and clicks the **Search** button, the system will display a message based on the search results.

### 6.1 Address Found during Search

If an address is found matching the searched address, this means a property has been found within the Property Check application, and the servicer should contact Fannie Mae prior to moving forward with the transaction.

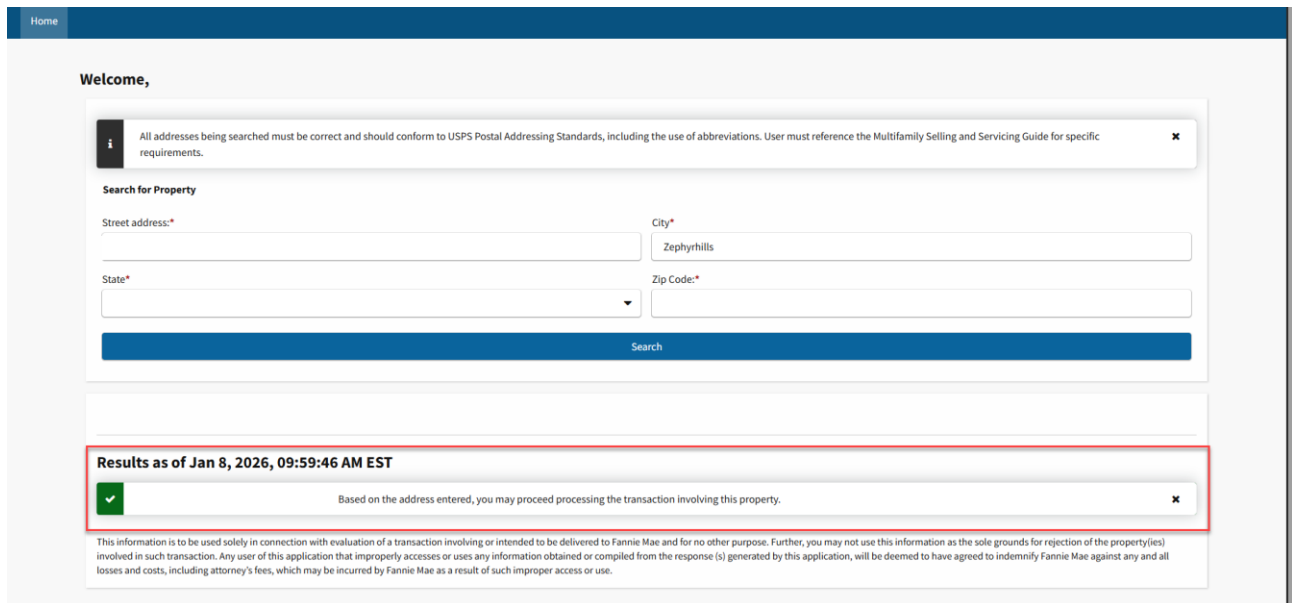


Based on the address the user enters, if a property is found within the system the following **Do not continue processing the transaction** message will be displayed:

**“Based on the address entered, do not continue processing the transaction involving this property without contacting Fannie Mae via email: [propertycheck\\_requests@fanniemae.com](mailto:propertycheck_requests@fanniemae.com).”**

## 6.2 Address Not Found during Search

If an address is not found matching the searched address, this means a property was not found within the Property Check application, and the servicer can move forward with the transaction.



The screenshot shows the Fannie Mae Property Check application interface. At the top, there is a "Home" button. Below it, a "Welcome," message is displayed. A search form titled "Search for Property" contains four input fields: "Street address:\*", "City\*" (with "Zephyrhills" entered), "State\*" (a dropdown menu), and "Zip Code:\*". A blue "Search" button is located below the form. Below the search form, a red-bordered box highlights a success message: "Results as of Jan 8, 2026, 09:59:46 AM EST" followed by a green checkmark icon and the text "Based on the address entered, you may proceed processing the transaction involving this property." Below this message, a small disclaimer is visible: "This information is to be used solely in connection with evaluation of a transaction involving or intended to be delivered to Fannie Mae and for no other purpose. Further, you may not use this information as the sole grounds for rejection of the property(ies) involved in such transaction. Any user of this application that improperly accesses or uses any information obtained or compiled from the response (s) generated by this application, will be deemed to have agreed to indemnify Fannie Mae against any and all losses and costs, including attorney's fees, which may be incurred by Fannie Mae as a result of such improper access or use."

Based on the address the user enters, if a property is found within the system the following **Proceed processing the transaction** message will be displayed:

**“Based on the address entered, you may proceed processing the transaction involving this property.”**