



## 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, 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