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 Master Servicing
   ④ 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