



# Servicing Management Default Underwriter

## After Hours Support for Critical System Issues

We recognize that servicers submit transactions to Servicing Management Default Underwriter™ (SMDU™) outside of standard business hours. To assist users who encounter a system error when submitting a SMDU transaction during that time, we offer evening and weekend support. Users may contact Fannie Mae to inquire about and/or report an issue during the support hours listed below.

This SMDU support line is designed to capture **critical system issues** with the SMDU platform rather than provide day-to-day SMDU business-related production support. Business-related production and/or non-critical system issues that are reported outside of standard business hours will be logged and the user will be contacted by the SMDU support team during normal business hours.

### **After Hours Support Phone Number: 1-888-658-1430; Option 4**

Monday through Friday: 7:00 p.m. ET - 7:00 a.m. ET

Saturday: 12:00 am ET to Midnight ET (24 hours)

Sunday: 8:00 a.m. to Midnight ET

*Note: For support during **standard business hours** please contact the SSC support team via email at: [servicing\\_solutions@fanniemae.com](mailto:servicing_solutions@fanniemae.com)*

## Scheduled Maintenance Window for SMDU

Scheduled maintenance will take place from Sunday, 7:00 p. m. ET through Monday, 5:00 a.m. ET. From time to time, unscheduled maintenance may be necessary and SMDU users will be notified accordingly.