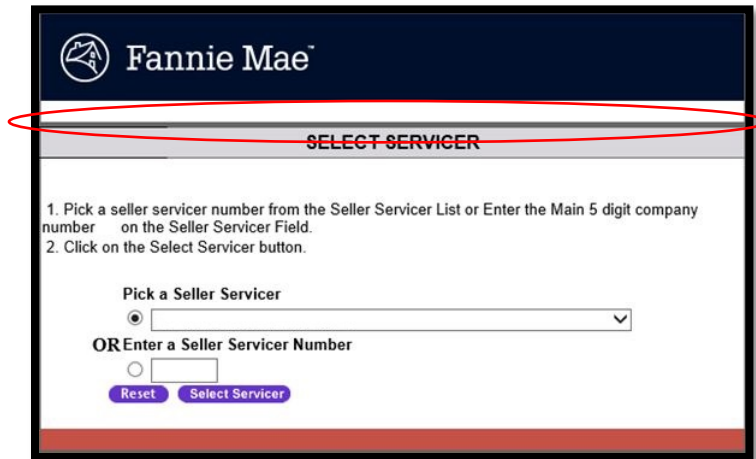




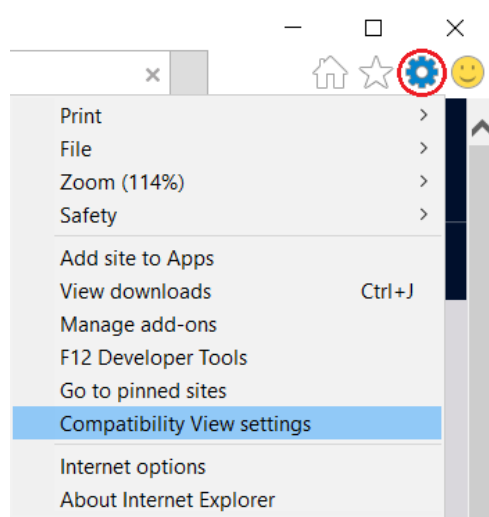
## Servicer's Reconciliation Facility (SURF™) Internet Explorer Settings

The SURF application is configured to operate on Internet Explorer (IE) version 8. To enable SURF's full functionality, which includes responses to SURF business rules when an entry does not pass the rule, set IE's compatibility settings as shown below.

1. Login to SURF. If you see two black lines on the screen, the IE compatibility settings need to be updated.



2. To update, go to IE Tools and select Compatibility View settings.





3. Add fanniemae.com and check the Use Microsoft compatibility lists box as shown. The field should auto-populate; if it does not, manually enter the website.

The screenshot shows the 'Compatibility View Settings' dialog box. At the top, it says 'Change Compatibility View Settings'. Below that, there is a section 'Add this website:' with a text input field containing 'fanniemae.com' and an 'Add' button. Underneath is a section 'Websites you've added to Compatibility View:' with an empty list box and a 'Remove' button. At the bottom, there are two checkboxes: 'Display intranet sites in Compatibility View' (unchecked) and 'Use Microsoft compatibility lists' (checked). A link for 'Internet Explorer privacy statement' is provided. A 'Close' button is at the bottom right.

4. This enables compatibility with IE 8 and the two black lines will not appear. With this setting in place rule responses are provided within SURF.

The screenshot shows the 'Fannie Mae' logo at the top left. Below it is a header 'SELECT SERVICER'. The main content area contains instructions: '1. Pick a seller servicer number from the Seller Servicer List or Enter the Main 5 digit company number on the Seller Servicer Field.' and '2. Click on the Select Servicer button.' There are two options: 'Pick a Seller Servicer' with a radio button and a dropdown menu, and 'Enter a Seller Servicer Number' with a radio button and a text input field. At the bottom of the form are 'Reset' and 'Select Servicer' buttons.