

# Digital Customer Service Transition Resources

**Some Digital Customer Service (DCS) capabilities *will not* have an immediate replacement on Fanniemae.com, including:**

- Customer Support Ticketing & Live Chat
- Alerts & Notifications
- Global Search
- Flood Insurance Calculator

**Policy, application, and contact information can be found on [fanniemae.com](https://www.fanniemae.com).**

Originating & Underwriting [↗](#)

Training [↗](#)

Pricing & Execution [↗](#)

Applications & Technology [↗](#)

Delivering [↗](#)

Insights & Reporting [↗](#)

Servicing [↗](#)

**If you're having trouble finding what you need, please contact us.**

## Technology Support Center

*Available 24/7*

For assistance with Fannie Mae technology and applications, call 1-800-2FANNIE, press 1 then 1.

## Selling Guide Support Team

*Available weekdays from 9 a.m. to 6 p.m. ET*

For Selling Guide and underwriting questions, call 1-800-2FANNIE, press 1 then 2.

## Service Support Center

*Available weekdays from 9 a.m. to 6 p.m. ET*

For Servicing Guide, servicing, and loan-level inquiries, call 1-800-2FANNIE, press 1 then 3.