



Servicers and Business Continuity

Fannie Mae continues to monitor the situation surrounding the coronavirus (COVID-19). We understand the spread of the virus may have an impact on your borrowers' ability to continue making payments, and also on your day-to-day business operations. As a Fannie Mae approved seller/servicer, you are required by the *Selling Guide* to ensure that you and any subservicers and third-party vendors you use have implemented and maintained adequate Business Continuity and Disaster Recovery procedures as outlined in [A4-1-01, Maintaining Seller/Servicer Eligibility](#).

If you are a **servicer** experiencing issues with maintaining your business operations, please contact us.

Servicer Support Center: 1.800.2FANNIE (232.6643), option 1, then 3

servicing_solutions@fanniemae.com

Critical Business Functions

Disruption because of staff quarantines and/or site closures could impact your ability to fulfill your obligations under the *Servicing Guide*. These critical business functions that could be most vulnerable to disruption include:

- **Cash Management** (e.g., payment processing and remittances)
- **Customer Contact** (e.g., inbound/outbound contact center operations)
- **Loss Mitigation** (e.g., execution of workouts within Fannie Mae's Servicing Management Default Underwriter™ (SMDU™) tool, including forbearance plans)
- **Investor Reporting** (e.g., accurate and timely Loan Activity Reports)
- **Escrow** (e.g., tax and insurance management)
- **Compliance** (e.g., Qualified Written Request acknowledgement and responses or other time-sensitive regulatory or legal communications)
- **Delinquency Management** (e.g., foreclosure and bankruptcy oversight and reporting)
- **Property Preservation** (e.g., inspecting at-risk collateral)

Business Continuity Vulnerabilities

A servicer's ability to maintain critical business functions could be negatively impacted by these dependencies:

- **Job Specific Dependencies** — The inability to quickly transition staff members to at-risk operational functions. *Do you have people — including managers — who can move quickly into these roles temporarily?*
- **Key Person Dependencies** — The reliance on a small number of persons who, if unable to work due to illness, would not be replaceable in the immediate or near future. *Do you have some cross-trained people who could step in as needed?*
- **Business Site Dependencies** — The dependence on a single physical site. *Do you have a virtual workplace infrastructure? Third-party vendors or consultants may be able to help address this quickly if you're not set up.*

Next Steps

If your organization has one or more of these dependencies, or for any other reason you believe it may be at risk, please contact Fannie Mae immediately even if you are not currently experiencing business disruption. Our servicer support professionals are prepared to discuss mitigation options with you.

Resources

- Servicer Support Center: for help with any servicing-related questions please call 1.800.2FANNIE (232.6643), option 1, then 3 or email servicing_solutions@fanniemae.com.
- Master Servicing: for help with any questions specific to the investor reporting process please call 1.800.2FANNIE (232.6643), option 1, then 6 or email master_servicing@fanniemae.com.
- Servicing Management Default Underwriter (SMDU): SMDU for borrower loss mitigation solutions is available to all servicers through a user interface — visit the [SMDU page](#) access SMDU and view the beginning-to-end workflow tutorials to support a seamless case-entry experience.
- Additional [business resiliency resources](#).