

# Servicers and Business Continuity Resources

To maintain critical business functions and ensure compliance with Fannie Mae guidance, we recommend you confirm access to the following systems in a remote/off-site environment. Having these resources and points of contact at your fingertips will help your staff in the event of office closures.

<b>Loan Servicing Data Utility (LSDU)</b>	<p>Need access to accurate, near real-time, loan-level data or have questions about loan and cash position reconciliations?</p> <ul style="list-style-type: none"><li>• <a href="https://www.fanniemae.com/lstu/index.html">https://www.fanniemae.com/lstu/index.html</a></li><li>• Call 1.800.2FANNIE (232.6643), option 1, then 6 to speak with a Master Servicing agent</li><li>• Email <a href="mailto:master_servicing@fanniemae.com">master_servicing@fanniemae.com</a></li></ul>
<b>Cash Remittance System™ (CRS™)</b>	<p>Need help remitting using the correct code or have questions about setting up drafting instructions?</p> <ul style="list-style-type: none"><li>• <a href="https://singlefamily.fanniemae.com/applications-technology/cash-remittance-system">https://singlefamily.fanniemae.com/applications-technology/cash-remittance-system</a></li><li>• Call 1.800.2FANNIE (232.6643), option 1, then 3 to speak with a Servicer Support Specialist</li></ul>
<b>Servicing Management Default Underwriter™ (SMDU™)</b>	<p>Need more information on entering workouts in SMDU or would like to participate in upcoming training webinars?</p> <ul style="list-style-type: none"><li>• <a href="https://singlefamily.fanniemae.com/applications-technology/servicing-management-default-underwriter-smdu">https://singlefamily.fanniemae.com/applications-technology/servicing-management-default-underwriter-smdu</a></li><li>• Email <a href="mailto:loss_mitigation@fanniemae.com">loss_mitigation@fanniemae.com</a></li></ul>
<b>Asset Management Network (AMN)</b>	<p>Need to report a forbearance for a borrower as well as other delinquency activity?</p> <ul style="list-style-type: none"><li>• <a href="https://singlefamily.fanniemae.com/applications-technology/asset-management-network">https://singlefamily.fanniemae.com/applications-technology/asset-management-network</a></li><li>• Email <a href="mailto:loss_mitigation@fanniemae.com">loss_mitigation@fanniemae.com</a></li></ul>