

Servicers and Business Continuity Resources

To maintain critical business functions and ensure compliance with Fannie Mae guidance in response to COVID-19, 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.

Servicer's Reconciliation Facility™ (SURF™)	<p>Need to comply with Fannie Mae requirements for loan activity reporting?</p> <ul style="list-style-type: none"> ▪ https://singlefamily.fanniemae.com/applications-technology/servicers-reconciliation-facility ▪ Call 1.800.2FANNIE (232.6643), option 1, then 6 to speak with a Master Servicing agent ▪ Email master_servicing@fanniemae.com
Loan Servicing Data Utility (LSDU)	<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"> ▪ https://www.fanniemae.com/lstu/index.html ▪ Call 1.800.2FANNIE (232.6643), option 1, then 6 to speak with a Master Servicing agent ▪ Email master_servicing@fanniemae.com
Cash Remittance System™ (CRS™)	<p>Need help remitting using the correct code or have questions about setting up drafting instructions?</p> <ul style="list-style-type: none"> ▪ https://singlefamily.fanniemae.com/applications-technology/cash-remittance-system ▪ Call 1.800.2FANNIE (232.6643), option 1, then 3 to speak with a Servicer Support Specialist
Servicing Management Default Underwriter™ (SMDU™)	<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"> ▪ https://singlefamily.fanniemae.com/applications-technology/servicing-management-default-underwriter-smdu ▪ Email loss_mitigation@fanniemae.com
Asset Management Network (AMN)	<p>Need to report a forbearance for a borrower as well as other delinquency activity?</p> <ul style="list-style-type: none"> ▪ https://singlefamily.fanniemae.com/applications-technology/asset-management-network ▪ Email loss_mitigation@fanniemae.com

For more information on how Fannie Mae is addressing COVID-19, please visit [Our Approach To COVID-19](#). With the pace at which changes are occurring, we recommend visiting this site on a frequent basis for the latest updates.