



# HomeView FAQs



## 1. Why did Fannie Mae develop a proprietary homeownership education course?

To showcase our commitment to supporting sustainable homeownership, we are providing access to comprehensive educational resources that will help borrowers build a viable future.

## 2. What are the benefits of taking the Fannie Mae HomeView™ course?

Whether it's by providing tips to save for a down payment, outlining steps to make an informed offer, or finding a reliable housing counselor for trusted guidance, our course supports borrowers wherever they are in their homebuying journey. You can work at your own pace, accessing the course anywhere, anytime with our mobile-friendly design. Once you have completed all seven modules and passed the course assessment, you will receive a certificate of completion to share with your lender to meet Fannie Mae's education requirements. You can take the assessment as many times as you need to pass. Overall, this course will help you gain confidence in your readiness to purchase and sustain ownership of a home.

## 3. Is there a cost associated with HomeView?

Our homeownership education course, completion certificate, and all associated resources are available free of charge.

## 4. Do I need to complete all the course trainings at one time?

You can complete the HomeView course at your own pace. You can leave the course or modules at any time. When you return, you will be able to resume right where you left off.

## 5. Do I have to complete the modules in order, or can I complete the modules in the order I prefer?

The HomeView Learning Plan is designed so that each module within the course prepares you for the next module. You will need to complete the modules in order.

## 6. Can I take the final assessment without completing the HomeView course modules?

To earn your certificate of completion, you must first complete all seven modules. Only then will you be able to access the final assessment.

## 7. Can I complete the HomeView course on my phone or mobile device?

All HomeView course modules, resources, and the final assessment can be accessed and completed on a mobile device or tablet.

## 8. Is the HomeView course offered in any additional languages?

The HomeView course, checklist, glossary of terms and course evaluation are available in both Spanish and English.

## 9. How can it be verified that I have completed the HomeView course?

After completing the HomeView course and scoring 80% or higher on the final assessment, you will receive a certificate of completion indicating you have satisfied the homeownership course requirement. Your lender should instruct you on how to submit a copy of the certificate for their records.

## 10. How long is the certificate of completion valid?

Each certificate includes a date of completion, but there is no expiration date. Lenders may have specific policies regarding how long certificates are valid after the date of completion. Check with your lender or program administrator to confirm your lender's policy.

## 11. What happens if I don't pass the assessment?

A learner has an unlimited number of times to attempt the final knowledge assessment. A score of 80% or higher must be achieved to earn a certificate of completion.

## 12. How do I get a copy of my certificate of completion?

After logging in to the Fannie Mae site, you will be returned to the My Courses and Learning Plans page. Scroll down to the My HomeView Learning History, which provides tiles of all training you have completed.

Click into any of the training tiles listed in the My HomeView Learning History section to retake or reference any of the completed materials.

- Access the [Download Your HomeView Course Certificate of Completion job aid](#) for step-by-step instructions.

## 13. Should I consider housing counseling?

### How can I find an approved housing counselor?

Housing counseling is an acceptable option to fulfill the homeownership education requirement. It may be helpful to homebuyers who are looking for tailored one-on-one or group counseling or may need additional assistance to understand the homebuying or lending process.

The Consumer Financial Protection Bureau (CFPB) provides an online tool where you can search for housing counselors in your area. These counselors are approved by the U.S. Department of Housing and Urban Development (HUD).

[FIND A COUNSELOR](#)

For assistance with Fannie Mae HomeView, contact our help desk at 1-800-2FANNIE and select option 4.

Our hours of operation are 8 a.m. to 8 p.m. ET, Monday through Friday.

Contact me today to learn more.

E:

P:

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