Using Ask Poli: Helpful Hints and Tips

Ask Poli has been updated!

Expanded Search Capabilities
Introducing keyword and theme-based searching to complement the existing full question search.

One Ask Poli Platform
Bringing together Selling and Servicing topics for seamless navigation through the full loan life cycle.
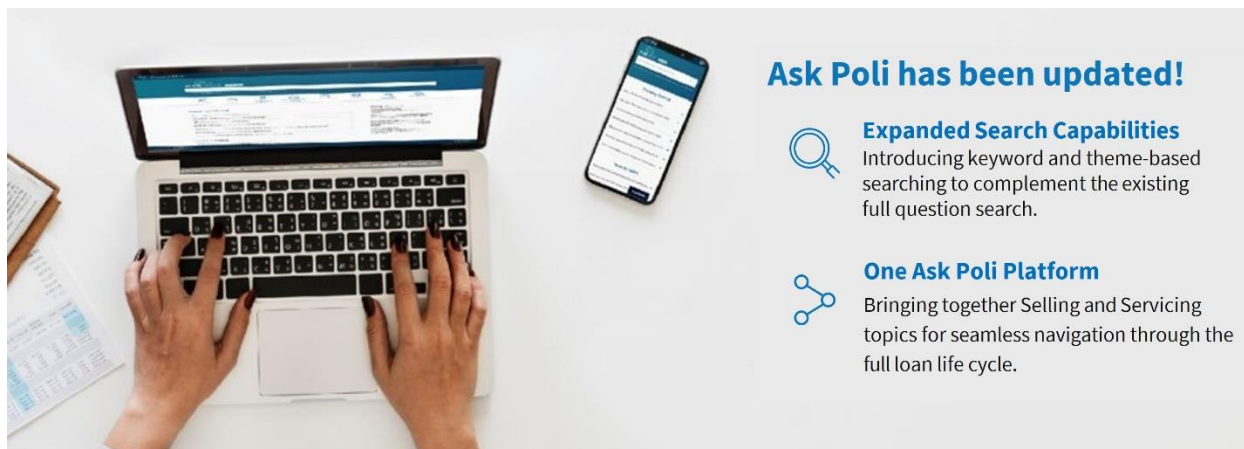
Important: Be sure to bookmark the new login page prior to April 23, 2024 – see the Ask Poli web page.

Note: The preferred default browser for Ask Poli® is Google Chrome

What is Ask Poli?

Ask Poli is an intelligent business tool that helps Fannie Mae's approved mortgage sellers and servicers answer policy-related questions with fast, accurate, and reliable information straight from the source.

Ask Poli also gets smarter each time you search. It combines technology and human assistance to learn how you conduct your search and speed up its response. Real people see your questions, read your feedback, and fine-tune the search tool to enhance your experience.

Read on for helpful hints and tips on using Ask Poli.

Ask Poli has been updated!

What has changed?

- **One Ask Poli:** Selling and Servicing policy-related content are now together on one Ask Poli platform. The **navigational icons** (shown below) have been updated to align with phases in the mortgage loan life cycle. **Use them to drill down to content**.
- **Improved Search Functionality:** You can still ask a specific question in your own words, but we have also introduced:

- o theme-based searching, and
- o keyword searching.
  - **Optimized Guide Navigation:** Just need to browse the Guide? Easily navigate the Selling or Servicing Guide using the table of contents - drill down by Part, Subpart, or Chapter.

Updated Navigational Icons

Eligibility	Underwriting Borrowers	Mortgage Products	Underwriting Property & Projects	Closing & Loan Quality	Servicing Mortgage Loans	Default Management

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What type of content is available in Ask Poli?

Ask Poli searches more than just content from the *Selling and Servicing Guides*. Ask Poli provides an intelligent and intuitive search and navigation experience, connecting you to the most relevant information.

- **Selling Guide (**Parts A thru E) and **Servicing Guide** (Parts A thru F)
- **Selling and Servicing Guide Communications** – Lender Letters, Announcements, and Notices
- **FAQs** – Contain multiple Q&As for a specific theme
- **Individual Q&As** – Curated directly from the Guides or other published resources based on trending customer queries.
- **Other Helpful Sources** – Job aids, matrices, fact sheets, product user guides, and more…

How do I find my answer in Ask Poli?

1. Searching: Use the search bar to enter a question like, ***How do I calculate rental income?*** and either select from the result options presented under the search bar or press **"enter"** for a more robust list of results to choose from. As previously mentioned, Ask Poli now supports theme-based and keyword searches!

| Search Examples:		
• *What is required for…* • *B2-1.1-01, Occupancy Types*	• *rental income* • *Servicing Guide procedures*	• *Where can I learn about…* • *How do I document…*

✅ **Pro Tip:** Want Guide topics to appear higher in your search results? Enter the Guide Part letter first (Part A, B, C, etc.) and then your search query. For example, instead of just searching for ***rental***

income, search ***B rental Income*** which puts the *Selling Guide* topic B3-3.1-08, Rental Income at the very top of your list of search results!
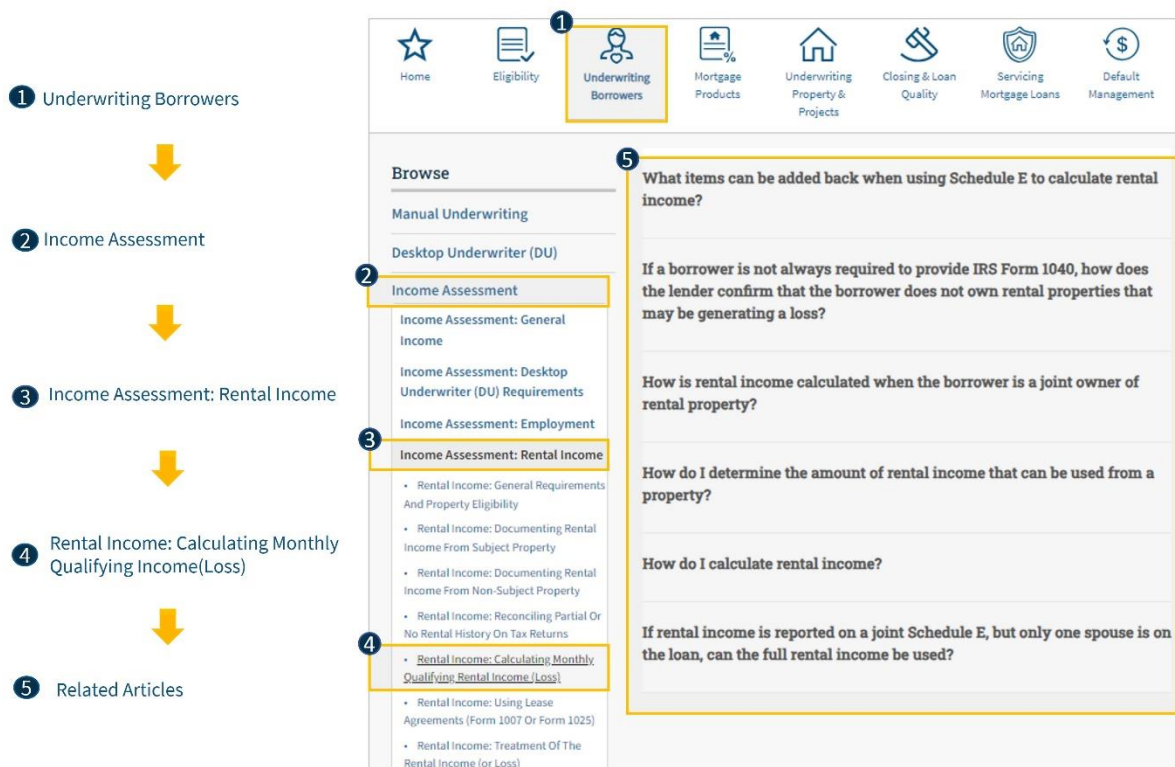

Enter a question, keyword, or theme-based query in the search bar

Choose this 📖 icon to display a ***specific*** Q&A

Choose this # icon to display a ***list*** of Q&As related to your query you can choose from
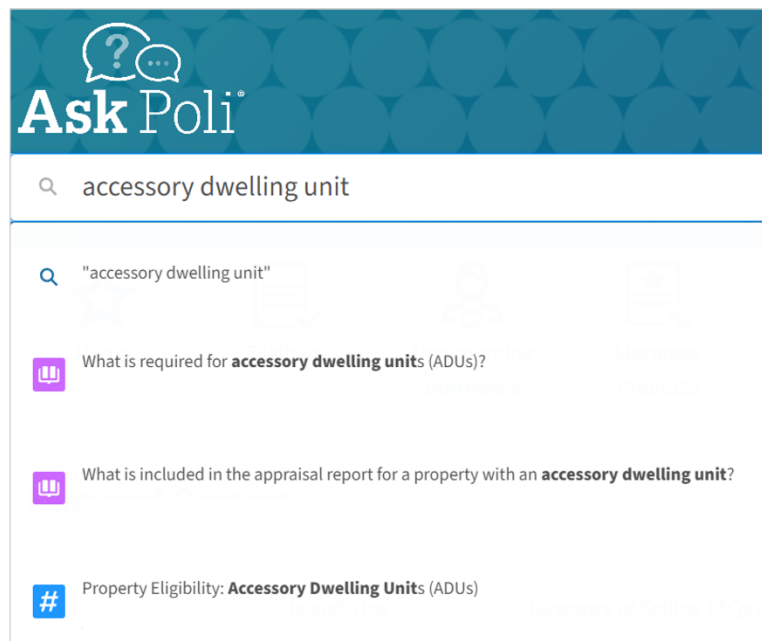
2. Navigating: Use the icons and browse the menu on the left to drill down to the desired content.

❶ Underwriting Borrowers

❷ Income Assessment

❸ Income Assessment: Rental Income

❹ Rental Income: Calculating Monthly Qualifying Income(Loss)

❺ Related Articles

3. Access the Guides: Drill down to a specific Chapter or Guide Topic using the Table of Contents.

What are some other helpful tips and features?

- You can **share** the article via email (provides a link) or **print** the answer directly from your browser.
- Be sure to review "**Featured**" and "**Trending**" content on the Ask Poli landing page. **Featured Content** highlights either new or recently updated questions and **Trending Content** displays the most popular questions and Guide topics.
- Leverage **"Related Articles"** to explore more content associated with your search question.
- Share your thoughts - we value your feedback! Simply indicate thumbs up or down if the article was helpful. Have more to say? Click **"Feedback"** or here to provide more detailed comments.

What is required when using a lease agreement, Form 1007, or Form 1025 to calculate rental income?

Lease Agreements, Form 1007, or Form 1025

When current lease agreements or market rents reported on Form 1007 or Form 1025 are used, the lender must calculate the rental income by multiplying the gross monthly rent(s) by 75%. (This is referred to as "Monthly Market Rent" on the Form 1007.) The remaining 25% of the gross rent will be absorbed by vacancy losses and ongoing maintenance expenses.

When using a lease agreement, the lease agreement amount must be supported by

- Form 1007 or Form 1025, as applicable, or
- evidence the terms of the lease have gone into effect. Evidence may include:
  - two months consecutive bank statements or electronic transfers of rental payments for existing lease agreements, or
  - copies of the security deposit and first month's rent check with proof of deposit for newly executed agreements.

For additional information, see B3-3.1-08, Rental Income.

Was this article helpful? 👍 👎   **← Article Helpful?**

Related Articles list:

Is Form 1007 required when rental income is not being used to qualify?   👁 1

What appraisal forms are required when using rental income?   👁 1

How do I calculate rental income?   👁 1

B3-3.1-08, Rental Income (10/04/2023)   👁 1

What is required when using a written VOE Form 1005 to document income?   👁 1

View Related Articles

Note: While every effort has been made to ensure the reliability of the content in Ask Poli, Fannie Mae's Selling and Servicing Guides and their updates, including Guide Announcements, Lender Letters, and Release Notes, are the official statements of Fannie Mae's policies and procedures, and should be complied with in the event of discrepancies between information provided by this service and the Guides.

Provide Textual feedback

Feedback