

## Quick Reference Guide

# Single-Family and Multifamily Business Contacts

Use this guide to navigate main menu and sub-menu options when calling **1-800-2FANNIE (1-800-232-6643)**.

### Press **1**

If you are a **single-family lender, seller, mortgage broker, or servicer**. Then press:

- 1 For technology application assistance.
- 2 For *Selling Guide* and underwriting questions, please have your seller/servicer number ready.
- 3 For *Servicing Guide* and servicing-related questions, please have your seller/servicer number ready.
- 4 For loan delivery and acquisitions, please have your seller/servicer number ready.
- 5 For bailee letter or document certification.
- 6 For master servicing including investor reporting, please have your seller/servicer number ready.
- 7 For all other inquiries.
- 8 If you know your representative's 4-digit extension.

### Single-family

#### Looking for the Capital Markets Pricing and Sales Desk?\*

**1-800-752-0257**

(Whole loan and MBS questions)

**1-866-944-3863**

(Early Funding questions)

#### Hours of operation:

8 a.m. to 5 p.m. ET,  
Monday through Friday

\*The Desk follows the [Securities Industry and Financial Markets Association's recommended holiday closings](#).

### Press **2**

If you are a **multifamily lender or servicer**. Then press:

- 1 For technology application assistance.
- 2 For acquisitions committing and delivering.
- 3 For master servicing.

### Press:

- 3 If you are an **investor** or would like to reach **Fixed-Income Securities**.
- 4 If you are a **homeowner, homebuyer, or realtor**.
- 5 For **technology application assistance**.
- 6 **All other inquiries**.
- 7 If you know your **representative's 4-digit extension**.