

# Quick Reference Guide:

## Phone Prompts for 1-800-2FANNIE (1-800-232-6643)

### 1 If you are a single-family lender, seller, mortgage broker, or servicer, 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

### 2 If you are a multifamily lender or servicer, press:

- 1 for technology application assistance
- 2 for acquisitions, housing goals, and e-rent
  - 1 for conventional and affordable loans
  - 2 for structured and DMBS loans
  - 3 for housing goals and e-rents
- 3 for document certification and custody for master servicing
- 4 for all other inquiries

### 3 If you are an investor or to reach Fixed-Income Securities

### 4 If you are a homeowner, homebuyer, or realtor

### 5 For technology application assistance

### 6 All other inquiries

### 7 Automated employee directory

#### FOR SINGLE-FAMILY

#### Looking for Fannie Mae's Capital Markets Pricing and Sales Desk\*?

Call **1-800-752-0257**

(Whole loan and MBS questions)

or **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](#).