Fannie Mae

Lender Record Information Form 582
Frequently Asked Questions

January 10, 2020

The Lender Record Information (Form 582) provides information needed to verify that the seller/servicer continues to meet basic eligibility requirements, as well as certifications, in compliance with Fannie Mae's requirements. The seller/servicer must update its Form 582 electronically when it submits its annual financial statements, and no later than 90 days after the seller/servicer's fiscal year end. Once that submission deadline has been met, the seller/servicer may continue to submit updates as changes to its status occur.

Q1. How do I get access to Form 582?
Contact the designated Fannie Mae corporate administrator at your company to request access to the Enterprise Customer Relationship Management application and to be assigned the following role: FORM582_BUSINESS_ROLE. Enterprise Customer Relationship Management is the application name in Technology Manager for the LRI Form 582.

Q2. Which internet browser should I be using with Form 582?
Google Chrome is the preferred browser to use and provides the best user experience. Mozilla Firefox also works. Internet Explorer is not recommended for use as some form functionality may not be available

Q3. I forgot my password to Form 582. How do I reset it?
Click this link to reset your password. You will need your Fannie Mae User ID to reset your password.

Q4. I no longer need access to Form 582. How can I get this changed?
Contact the designated Fannie Mae corporate administrator at your company and request that they remove your access to the Enterprise Customer Relationship Management application through Technology Manager. The Technology Manager platform allows customers to manage user access to all Fannie Mae technology applications. For more information go to the Technology Manager web page.

Q5. I should no longer be designated in Form 582 as the person responsible for submitting our annual certification. How can I get this changed and appoint a new submitter?
In Form 582, we ask our customers to designate at least one individual as the person responsible for the submission of the annual Form 582 certification. If you are no longer responsible for that role, your company will need to appoint a new Form 582 Submitter and make that change on the **Roles in Your Organization** page of Form 582. For more information on Form 582 roles and how to update the contact section of Form 582, view the Quick Reference Guide.

Q6. There are contacts on my Form 582 that no longer work here. How can I have them removed?
Contact the designated Fannie Mae corporate administrator at your company. They can inactivate outdated contacts in Technology Manager.

Q7. Who can I contact if I have questions about Form 582?
Call the Technology Support Center at 1-800-2FANNIE (800-232-6643) for questions on Form 582.

Q8. What changes were made to Form 582 during 2018?

Changes made to Form 582 were based on customer feedback and designed to streamline the process to provide a better customer experience. Changes include the following:

- Customers are now able to view and download previous forms submitted via the legacy application. After logging into Form 582, use the **Fiscal Year** dropdown list on the **Home** page to select a prior year, and the form will be automatically displayed. You can also view, download and print any previous year's forms in PDF format by navigating to the **Review** page and selecting the **Print/Download Form** button.
- Customers can also view, download, and print any forms **In Progress** from the **Review** page.
- Submission Confirmation – Customers will now receive an email with a PDF version of Form 582 upon successful completion and submission.
- Progress Bar – A new progress bar showing completion status of the overall form is displayed on each screen, with back and forward navigation links showing the previous page name and the next page name.
- **N/A** was added to the list of responses for the **Credit Repositories** question, so if **N/A** is selected, the other repositories cannot be selected, and a comment is required before the page can be verified. Additionally, if one or more of the repositories is selected, **N/A** cannot be selected.
- All Form 582 records and information have been migrated to the Seller/Servicer's 5-digit Seller/Servicer number.
- The following fields are now mandatory on the **Seller Information** page: Address, Email, and Phone.
- **Help** text has been changed to an FAQ format for the **Roles in Your Organization** and **Contact Verification** pages. Links were added to return to the two pages mentioned and text was added to make help information easier to understand.
- Explanatory text was added to the **Approved Affiliates** page to eliminate confusion and clarify that if no approved affiliate exists, the field can be left blank and the **Verify this Response** checkbox can be selected.
- The **Submit** page was updated so the customer submitting the form is listed as the default contact for the **Form 582 submitted on behalf of** field. The customer can change this designation by selecting the **Change Contact** button and searching through the lender's list of contacts, then selecting the appropriate contact for the **Form 582 submitted on behalf of** field.

Q9. What changes were made to Form 582 during 2019?

Changes made in 2019 are to specific questions and each question changed is fully identified with an 'Updated' label next to the question in the left navigation panel. Additionally, a banner is located at the top of the question page that details the changes made. These updated questions include:

- **Cross Default** – Changes made to the text of the question to match the Cross Default section of the Selling Guide
- **Document Custodians** – Updated to display available custodians authorized to conduct business with Fannie Mae
- **Monitoring Legal Compliance** – Included a new checkbox for the Fair Housing Act