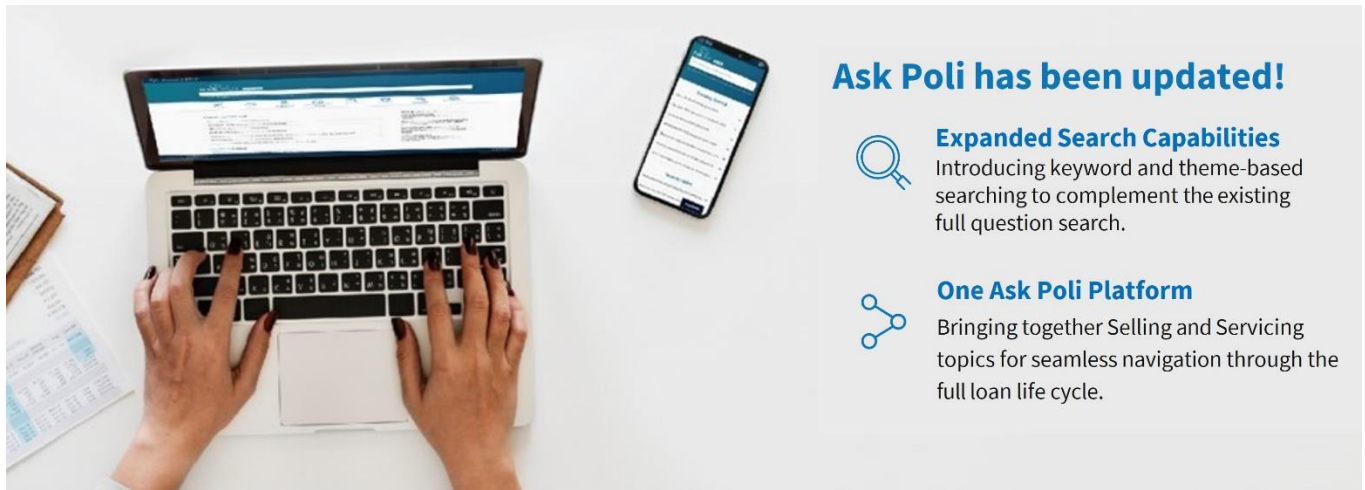


Using Ask Poli: Helpful Hints and Tips



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 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 to get helpful information on the below topics:

- [Ask Poli Update](#)
- [Types of Content](#)
- [Using the Search Bar](#)
- [Using the Navigational Icons](#)
- [Direct Guide Access](#)
- [Other Features](#)

Ask Poli Update

What has changed?

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

- theme-based searching, and
 - keyword(s) 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



Content 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...

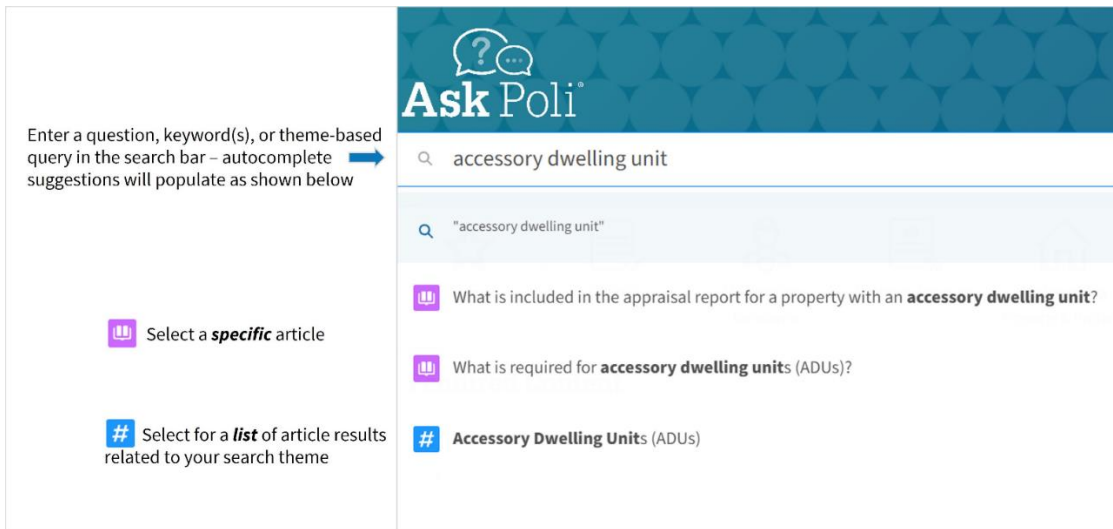
Getting Answers in Ask Poli

There are several ways to get answers to your policy questions: search, navigate to content, or easily access the Guides.

1. **Search:** Use the search bar to enter a question like, "**How do I calculate rental income?**" or keyword(s) like, "**accessory dwelling unit**". From there, either
 - select from the autocomplete suggestions right under the search bar, or
 - press "**Enter**" for a more robust list of article results to choose from.

See the examples below for more details.

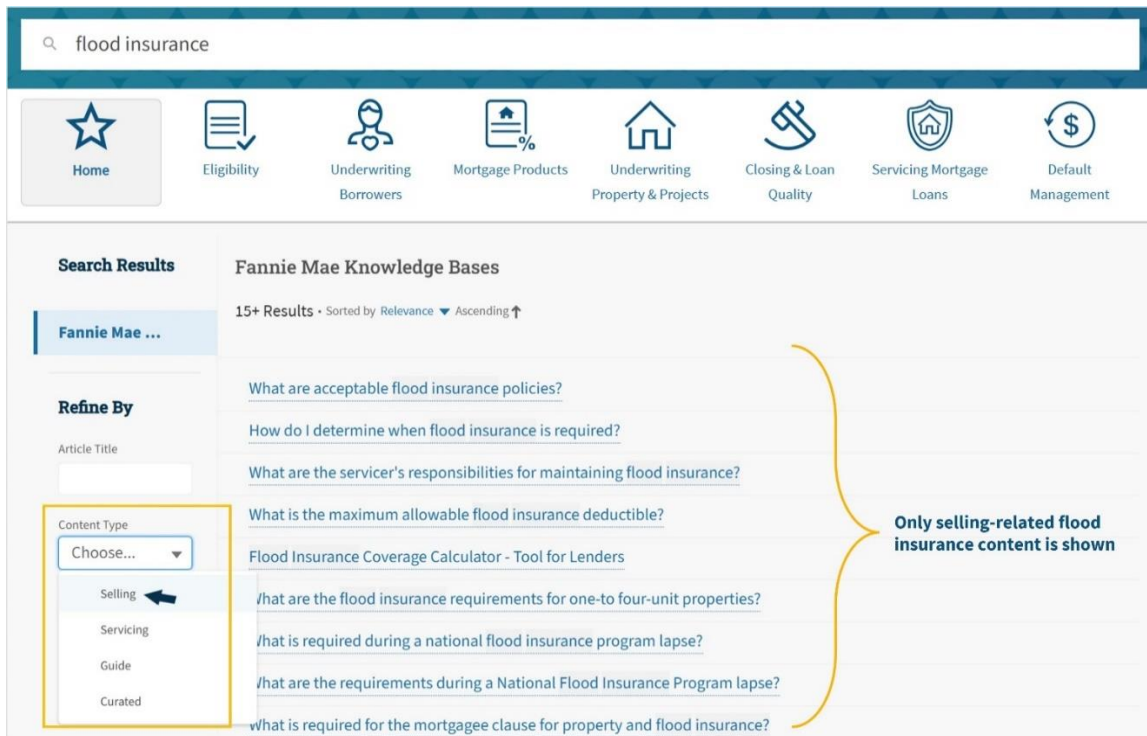
Search Example 1) Let Ask Poli predict the answer you need. Autocomplete suggestions appear under the search bar. You can select a **specific article title** or choose to display a **list of article results** related to your search theme.



Search Example 2) Press **"Enter"** to display a more robust list of results.

Refine the list to filter by **Content Type**.

- **"Selling"** or **"Servicing"** displays either all selling-related or servicing-related content.
- **"Guide"** displays *only* Guide topics.
- **"Curated"** displays *only* curated content (FAQs, individual Q&As, and other sources).



✓ **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* higher in the list of search results!

2. Navigate: Use the icons and the Browse menu on the left to drill-down to the desired content.

The screenshot shows a navigation interface with a top menu bar containing icons for Home, Eligibility, Underwriting Borrowers (highlighted with a '1'), Mortgage Products, Underwriting Property & Projects, Closing & Loan Quality, Servicing Mortgage Loans, and Default Management. On the left, a vertical flow of steps is shown: 1 Underwriting Borrowers, 2 Income Assessment, 3 Rental Income, 4 Calculating Monthly Qualifying Rental Income (Loss), and 5 List of Related Articles. A 'Browse' menu on the left contains sub-sections: Manual Underwriting, Desktop Underwriter (DU), Income Assessment (highlighted with a '2'), General Income, DU Income Requirements, Employment Income, Rental Income (highlighted with a '3'), and a list of articles (highlighted with a '4'), including 'Calculating Monthly Qualifying Rental Income (Loss)'. On the right, a list of five questions is shown, with the entire list highlighted by a '5'.

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

The 'Access the Guides' section features a 'Navigate Guide Parts' box with the text 'Have a need to drill down by the Guide Table of Contents?' and links for 'Selling Guide | Servicing Guide'. Below this is a 'Browse' table of contents. The table lists various chapters and articles, including 'B-2-03: Master Property Insurance Requirements for Project Developments (12/21/2022)', 'B-8.2-03: Termination or Cancellation of FHA Mortgage Insurance and FHA Mortgage Insurance Premium (11/12/2014)', 'B-8.1-04: Termination of Conventional Mortgage Insurance (05/15/2019)', 'B-4-01: Additional Insurance Requirements (12/21/2022)', 'B-8.2-01: FHA Mortgage Insurance Coverage Requirements (05/10/2017)', 'B-2-01: Property Insurance Requirements Applicable to All Property Types (12/21/2022)', 'B-2-04: Individual Property Insurance Requirements for Units in Project Developments (12/21/2022)', and 'B-7-01: General Liability Insurance Requirements for Project Developments (12/21/2022)'. The 'Browse' section also includes 'Copyright Notice And Preface (Servicing Guide)', 'Part A: Doing Business With Fannie Mae (Servicing Guide)', and 'Part B: Escrow, Taxes, Assessments, And Insurance' with sub-chapters B-1 through B-8.

Other Helpful Features

- **Share** the article via email (provides a link) or **print** the answer directly from your browser.
- **Save** an article and view a **History** of your recently accessed articles.
- 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 query.
- **Share your thoughts** - we value your feedback! Simply indicate thumbs up or down if the article was helpful. Have more to say? Select "**Feedback**" or click [here](#) to provide more detailed comments.

The screenshot shows an article page with several key features highlighted by yellow boxes and blue arrows:

- Article Header:** A navigation bar with a back arrow, the text "Email, Save, or Print the Article" with a right-pointing arrow, and three buttons: "Save" (with a heart icon), "Email" (with an envelope icon), and "Print" (with a printer icon).
- Main Article Title:** "What is required when using a lease agreement, Form 1007, or Form 1025 to calculate rental income?"
- Article Content:** A section titled "Lease Agreements, Form 1007, or Form 1025" with a paragraph of text and a bulleted list of requirements. Below the list is a link for additional information.
- Feedback Section:** A box containing the text "Was this article helpful?" followed by thumbs up and thumbs down icons. A blue arrow points to this section with the label "Article Helpful?".
- Right Sidebar:**
 - Your Recent Articles:** A box containing "Saved" (with a heart icon) and "History" (with a list icon) buttons. A blue arrow points to this box with the label "View Saved and Article History". Below this is a note: "To save an article, click the Save button in the upper right of any article."
 - Related Articles:** A list of four articles with titles and view counts (e.g., "How do I document rental income from the subject property?" with 410 views). A large yellow bracket on the right side of this list is labeled "View Related Articles".
- Footer:** A dark blue bar with the text "Give Us Your Feedback" in a white box. A blue arrow points to this box with the label "Provide Textual Feedback".

Note: While every effort has been made to ensure the reliability of the content in Ask Poli, Fannie Mae's Selling and Servicing Guide 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