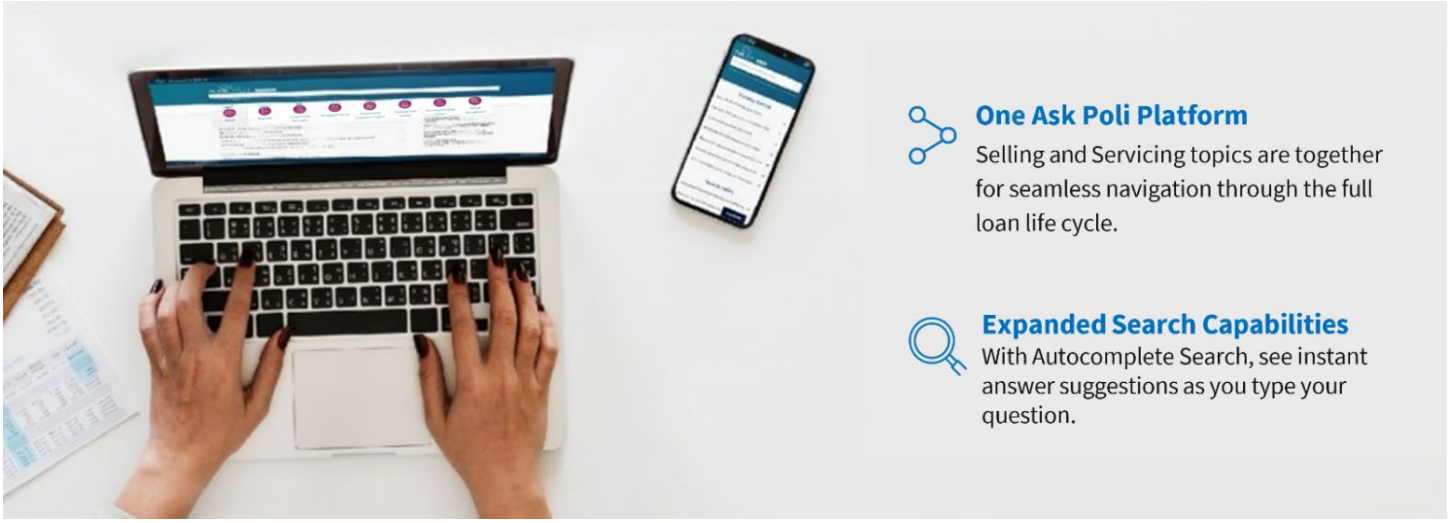
How to Use Ask Poli: Helpful Hints and Tips



Note: For the best Ask Poli experience, use Google Chrome

What is Ask Poli?

Ask Poli is Fannie Mae's intelligent business tool designed to help approved business partners quickly get answers to policy-related questions with reliable information straight from the source.

Sources include the *Selling and Servicing Guides*, policy communications (such as Lender Letters and Announcements), FAQs, job aids, fact sheets, curated Q&As, and other resources to deliver fast and relevant answers.

Ask Poli gets smarter each time you search. It combines technology and human assistance - real people see your questions, read your feedback, and fine-tune the search tool to enhance your experience.

Explore the information below to get started.

- Key Features & Benefits
- Getting Answers in Ask Poli
  - Search Bar
  - Navigational Icons
  - Access the Guides
- Other Helpful Features

Key Features & Benefits

- **One Unified Platform:** Selling and Servicing policy-related content are together in one Ask Poli. The navigational **icons** (shown below) represent the phases in the mortgage loan life cycle.
- **Smart Search:** Autocomplete suggestions help predict relevant answers as you type.
- **Optimized Guide Navigation:** Browse Guide content using the table of contents. Drill down by Part, Subpart, or Chapter.
- **Trending and Featured Content:** View the latest and most popular content directly from the homepage.
- **Related Articles:** Discover additional information connected to your search topic, including theme-based FAQ collections

Navigational Icons

☑ Pro Tip: **Use them to browse selling and servicing policy answers.**



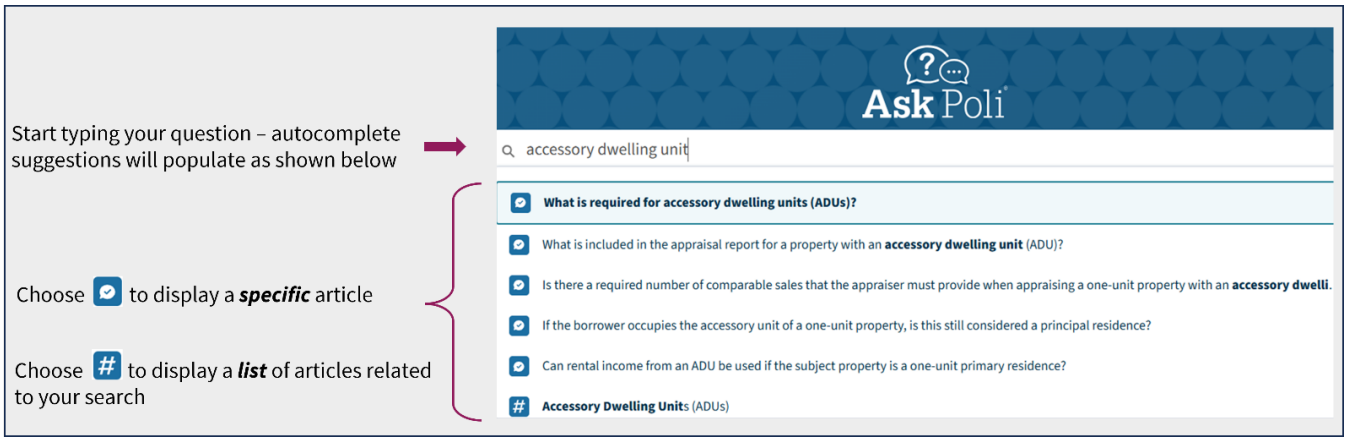
Getting Answers in Ask Poli

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

1. Search: Use the search bar to enter a question like, "***How do I calculate rental income?"*** or a phrase 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 search examples below for more details.

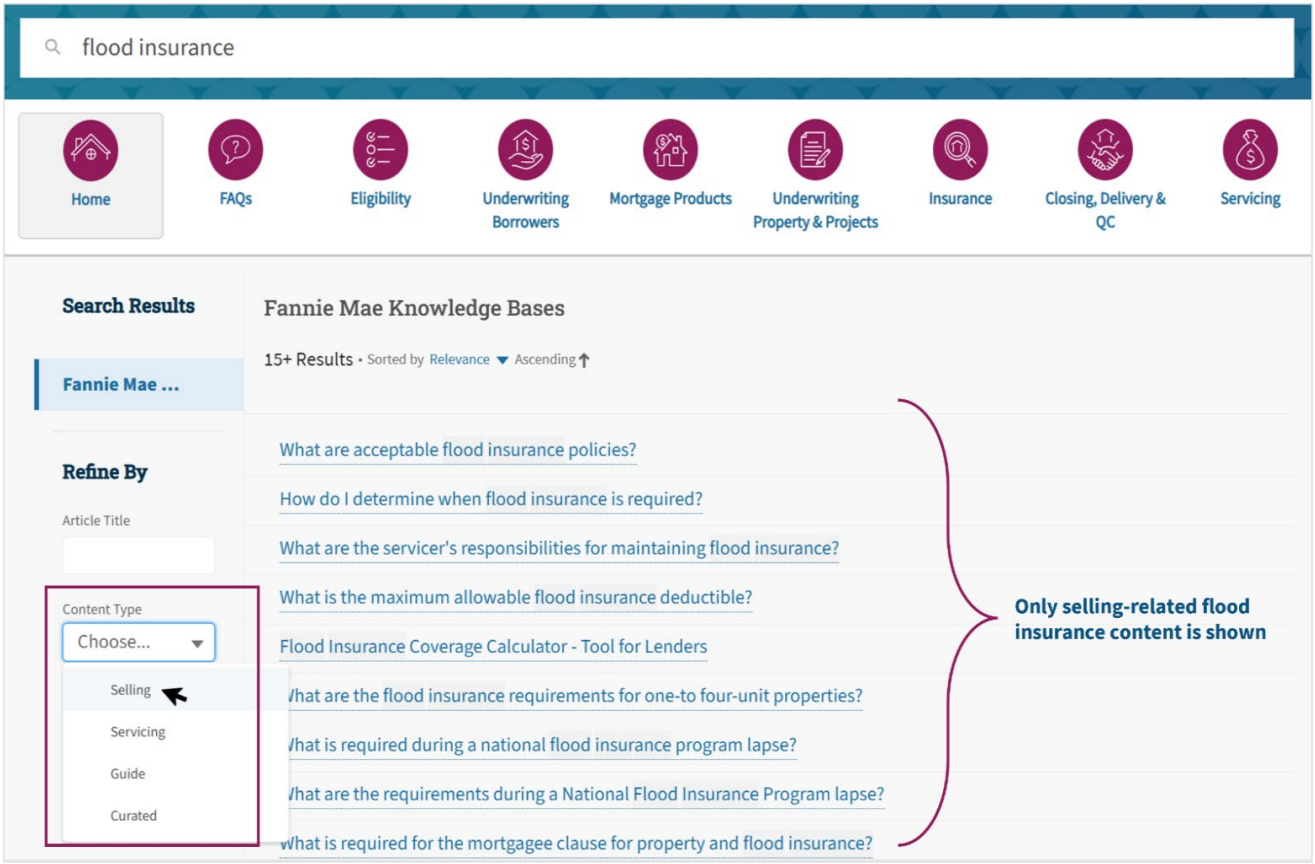
Example 1) Let Ask Poli predict the answer you need. Autocomplete suggestions appear under the search bar. You can select a **specific article title** or choose to display a **list of article results** related to your search theme.



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

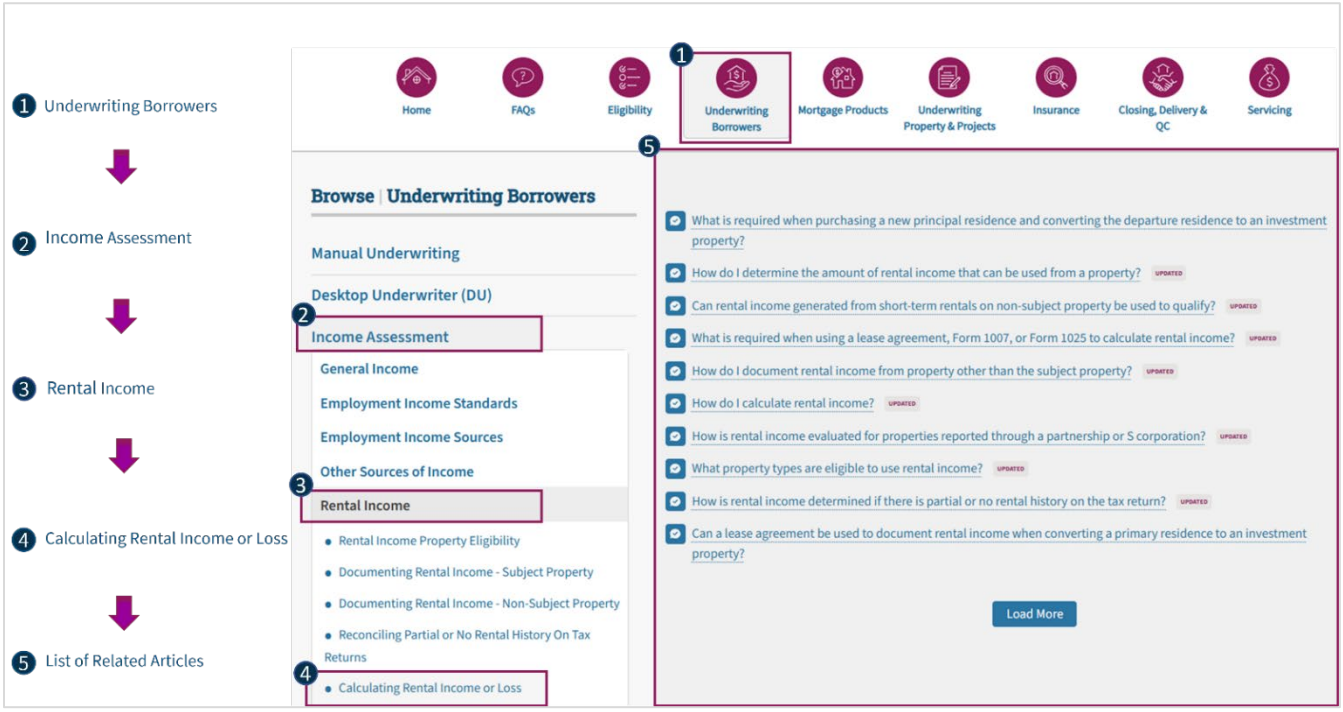
Refine the list to filter by **Content Type**.

- **"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).



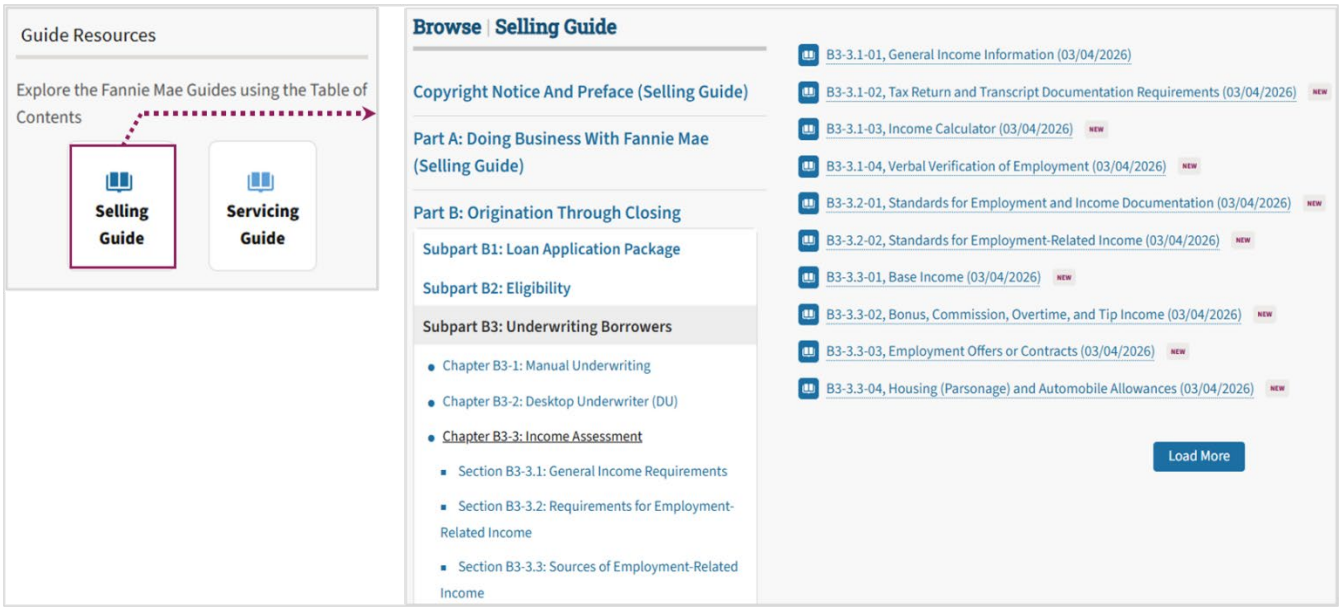
☑ **Pro Tip:** For Guide topics to appear higher in the list of search results, begin your search with the Guide part letter (Part A, B, C, D, E) and then your search query. For example, search for "***B rental Income***" which prioritizes the rental income Guide topic in the list of search results.

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



---

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



Other Helpful Features

- **Share** the article via email (provides a link) or **Print** directly from your browser.
- **Save** an article or view a **History** of your recently viewed articles and search terms.
- Review "**Featured**" and "**Trending**" content. **Featured Content** highlights either new or recently updated questions and **Trending Content** displays the most popular questions and Guide topics.
- Article tags highlight if an article is NEW or UPDATED.
- Leverage **"Related Articles"** to explore more content associated with your search query.
- **Share your thoughts** using thumbs up or down **Have more to say?** When downvoting an article, use the drop-down menu prompts to provide more information.

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.*