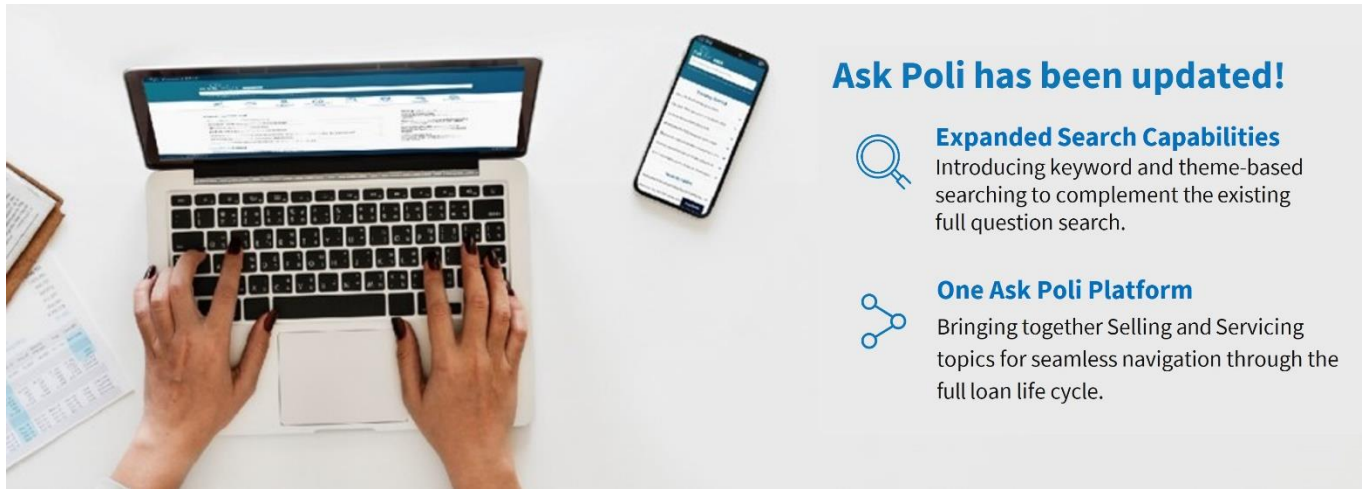# Using Ask Poli: Helpful Hints and Tips

Ask Poli has been updated!

Expanded Search Capabilities
Introducing keyword and theme-based searching to complement the existing full question search.

One Ask Poli Platform
Bringing together Selling and Servicing topics for seamless navigation through the full loan life cycle.

Important: Be sure to bookmark the new login page prior to April 23, 2024 – see the Ask Poli web page.

Note: The preferred default browser for Ask Poli is Google Chrome

What is Ask Poli?

Ask Poli is an intelligent business tool that helps mortgage sellers and servicers answer policy-related questions with fast, accurate, 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 for helpful hints and tips on using Ask Poli.

Ask Poli Update

What has changed?

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

Eligibility | Underwriting Borrowers | Mortgage Products | Underwriting Property & Projects | Closing & Loan Quality | Servicing Mortgage Loans | Default Management

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.
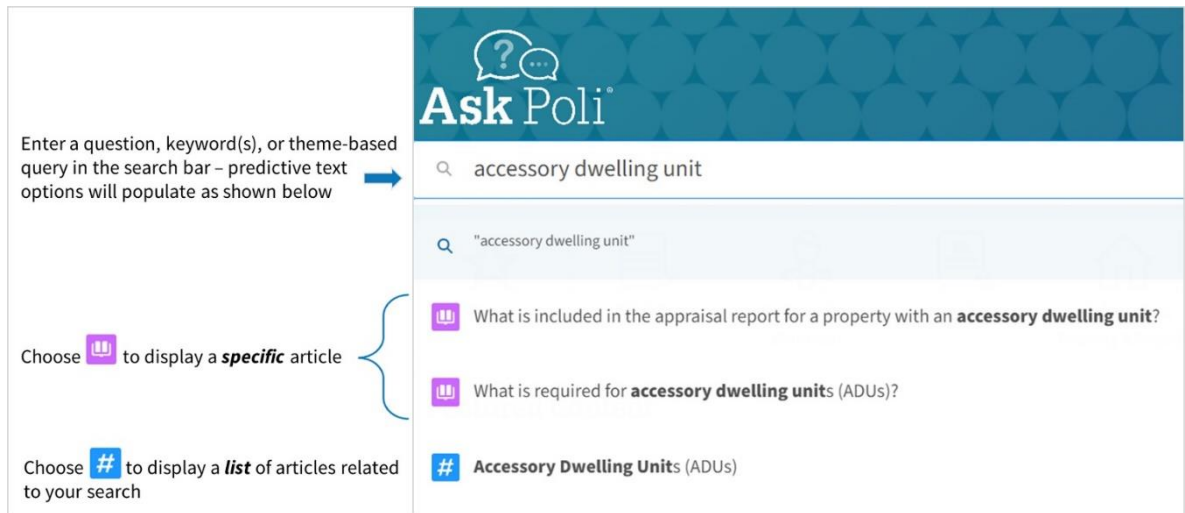
- **Selling Guide (**Parts A thru E) and **Servicing Guide** (Parts A thru F).
- **Selling and Servicing Guide Communications** – Lender Letters, Announcements, and Notices
- **FAQs** – Contain multiple Q&As for a specific theme.
- **Individual Q&As** – Curated directly from the Guides or other published resources based on trending customer queries.
- **Other Helpful Sources** – Job aids, matrices, fact sheets, product user guides, and more.

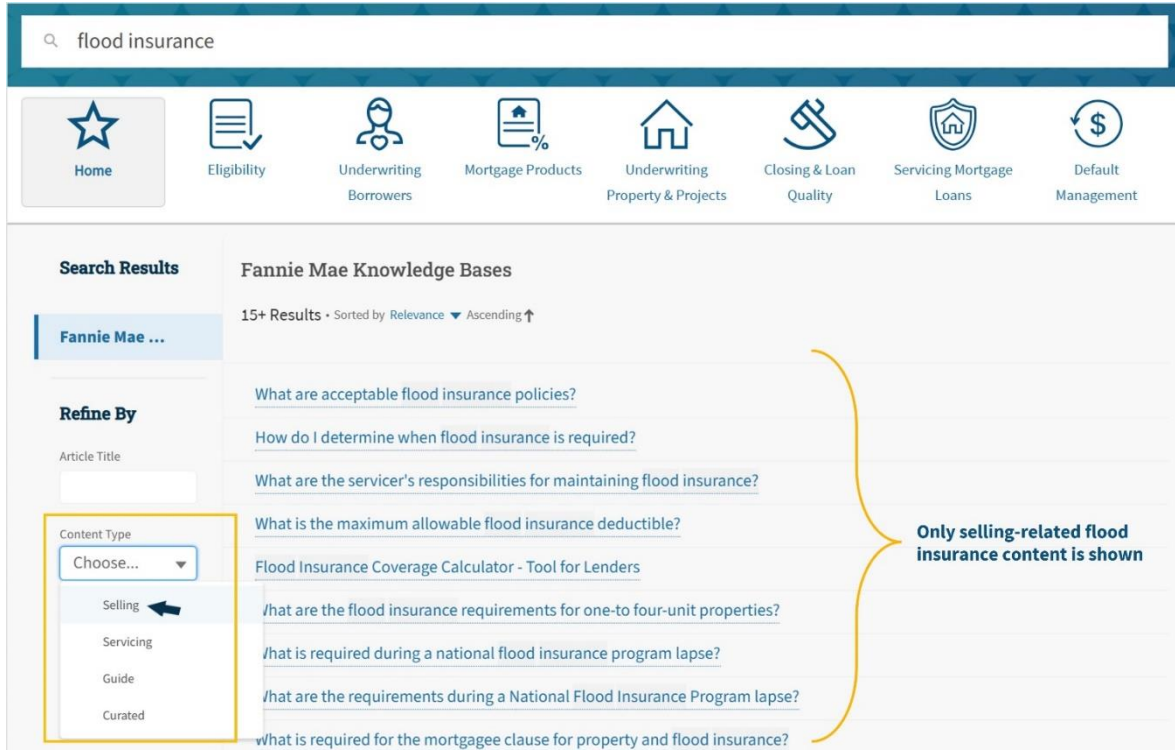## Finding Answers in Ask Poli

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

1. **Searching:** Use the search bar to enter a question like, "*How do I calculate rental income?"* or keywords like, *"accessory dwelling unit"*. Either select from the options presented under the search bar or press **"enter"** for a more robust list of results to choose from. Refine the list of results by **Content Type** (Selling, Servicing, Guide, and Curated). See the examples below for more details.

- In the first search example, predictive results appear under the search bar. You can choose a **specific article title** or display a **list of articles** related to your search theme.

- In this search example, after pressing enter to display a more robust list of results, you can refine the list by using **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. Navigating: Use the icons and browse the 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.

Access the Guides

Navigate Guide Parts
Have a need to drill down by the Guide Table of Contents?

Selling Guide | Servicing Guide

Browse

Copyright Notice And Preface (Servicing Guide)

Part A: Doing Business With Fannie Mae (Servicing Guide)

Part B: Escrow, Taxes, Assessments, And Insurance

Chapter B-1: Escrow Account Administration

Chapter B-2: Property Insurance Requirements

Chapter B-3: Flood Insurance Requirements

Chapter B-4: Additional Insurance Requirements

Chapter B-5: Property And Flood Insurance Loss Events And Claim Settlements

Chapter B-6: Lender-Placed Insurance

Chapter B-7: Liability And Fidelity/Crime Insurance Requirements For Project Developments

Chapter B-8: Mortgage Insurance

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)

B-7-01: General Liability Insurance Requirements for Project Developments (12/21/2022)

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.

Email, Save, or Print the Article ➡ Save Email Print

< Back

Your Recent Articles

What is required when using a lease agreement, Form 1007, or Form 1025 to calculate rental income?

Saved History **View Saved and Article History**

Lease Agreements, Form 1007, or Form 1025

When current lease agreements or market rents reported on Form 1007 or Form 1025 are used, the lender must calculate the rental income by multiplying the gross monthly rent(s) by 75%. (This is referred to as "Monthly Market Rent" on the Form 1007.) The remaining 25% of the gross rent will be absorbed by vacancy losses and ongoing maintenance expenses.

When using a lease agreement, the lease agreement amount must be supported by

- Form 1007 or Form 1025, as applicable, or
- evidence the terms of the lease have gone into effect. Evidence may include:
  - two months consecutive bank statements or electronic transfers of rental payments for existing lease agreements, or
  - copies of the security deposit and first month's rent check with proof of deposit for newly executed agreements.

For additional information, see B3-3.1-08, Rental Income.

To save an article, click the Save button in the upper right of any article.

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B3-3.1-08, Rental Income (10/04/2023) 👁 423

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What appraisal forms are required when using rental income? 👁 65

How do I calculate rental income? 👁 1.1K

Article Helpful?

Was this article helpful? 👍👎

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

Provide Textual Feedback

Feedback