

Quick Reference Guide

Single-Family and Multifamily Business Contacts

Use this guide to navigate main menu and sub-menu options when calling **1-800-2FANNIE (1-800-232-6643)**.

Press **1**

If you are a **single-family lender, seller, mortgage broker, or servicer**. Then 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.
- 8** If you know your representative's 4-digit extension.

Single-family

Looking for the Capital Markets Pricing and Sales Desk?*

1-800-752-0257

(Whole loan and MBS questions)

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](#).

Press **2**

If you are a **multifamily lender or servicer**. Then press:

- 1** For technology application assistance.
- 2** For acquisitions committing and delivering.
- 3** For master servicing.

Press:

- 3** If you are an **investor** or would like to reach **Fixed-Income Securities**.
- 4** If you are a **homeowner, homebuyer, or realtor**.
- 5** For **technology application assistance**.
- 6** **All other inquiries**.
- 7** If you know your **representative's 4-digit extension**.