

Document Delivery through Box for MORA, STAR, and CMR Reviews

The Fannie Mae Counterparty Risk Oversight (CRO) Box is the electronic document submission format through which sellers and servicers must submit electronic files and documents requested by Fannie Mae for Mortgage Origination Risk Assessment (MORA), Servicer Total Achievement and Rewards™ (STAR™) reviews, and Cash Management Reviews (CMR).

Background Information

The CRO Team is here to assist customers in providing documentation. If you have any questions, please do not hesitate to ask.

- Documents must be submitted via Box — a secure environment that uses encryption to protect non-public information.
- Please follow the naming convention provided in the Document Requests to ensure that documents are properly matched with the corresponding items on the Document Request.
- Fannie Mae's technology identifies, catalogs, and reconciles documents uploaded to the Box based on the filename. Documents are sorted using the naming convention and stored together to initiate a timely review. This provides for faster reconciliation and allows us to produce an Outstanding Files Report showing any missing items, improving our communication with you on the completion of the Document Request.
 - Fannie Mae receives over 100 documents uploaded to Box every day for seller (MORA) and servicer (STAR) and (CMR) reviews. Using the requested naming convention is critical to ensure that each set of review documents is properly identified.

Special Notes

- Special characters (parentheses, commas, ampersands, etc.) are not allowed and will result in an upload failure.
- Spaces between characters are **not allowed**.
- A file name cannot **exceed 100 characters** (reference the provided naming conventions).
- File size cannot **exceed 150 GB**.
- **Do not** encrypt or password-protect files.
- **Do not** zip or upload folders.



Getting Started


Sign up for a Free Box Account via <https://account.box.com/signup/n/personal>. If you already have a Box account, you can skip this step.

Box Individual

Let's Get Started

Your Information

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I'm not a robot 

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Box Individual

Free

10GB Storage

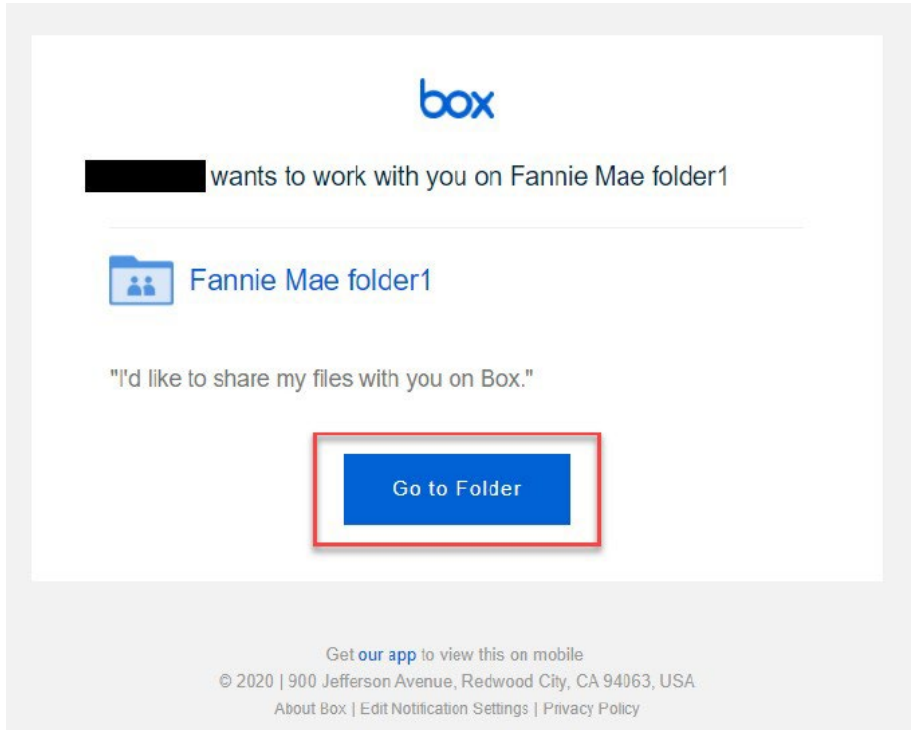
Securely Access Your Content from Anywhere

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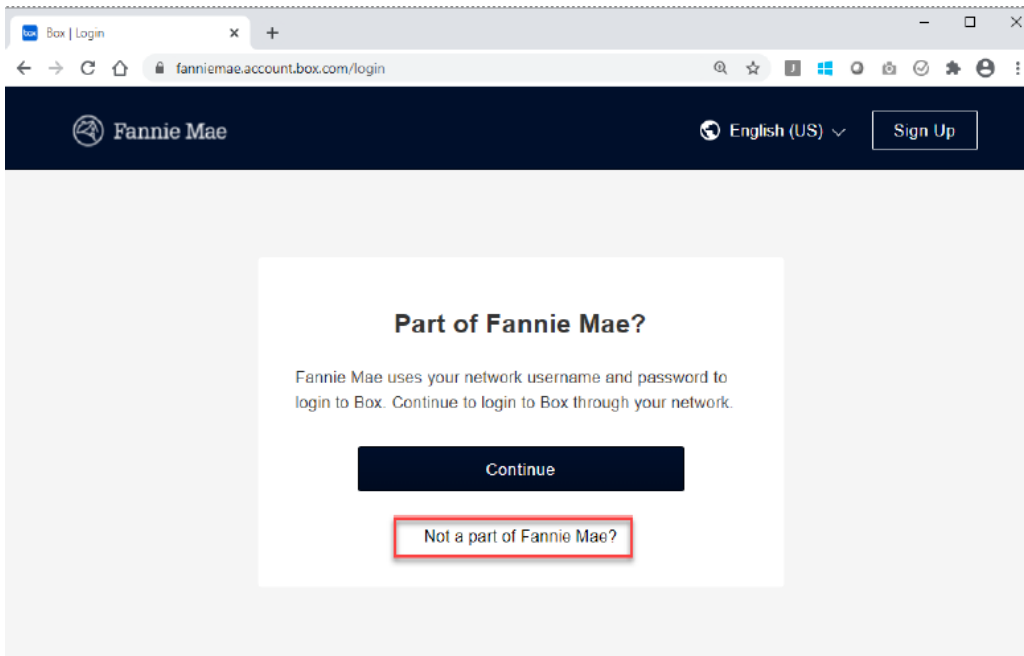
Click **Submit**.



To sign into the Fannie Mae Box Workspace, you can use the link that you received from the Box email Notification (example below).

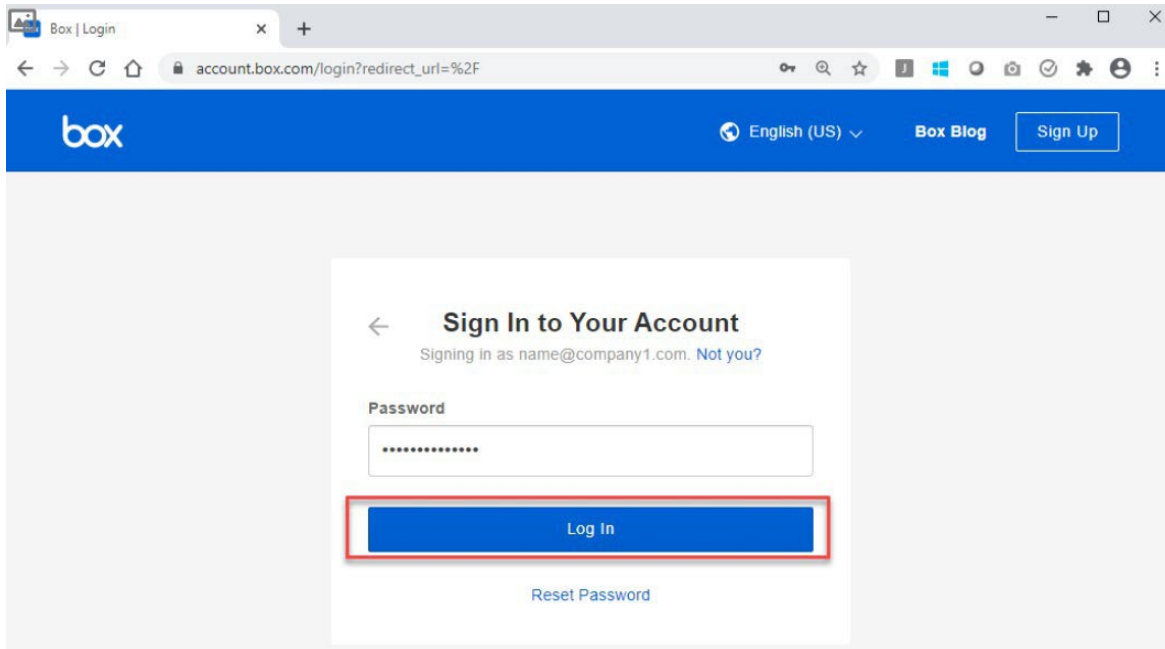


Alternatively, you can browse <https://fanniemaebox.com>. Ensure you select “**Not Part of Fannie Mae?**” to sign in.

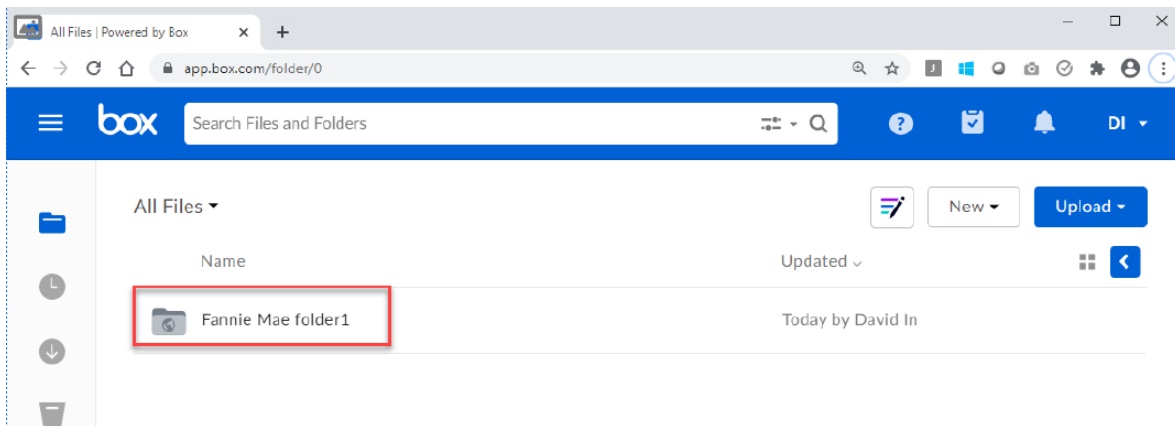




To sign into your Box account, enter the email address and password that you registered as shown below.



You will then see folders and files that have been shared with you from Fannie Mae.



The Communications, Analytics, and Governance (CAG) Team will inform the Review Lead and/or Remediation Team when documents have been received in Box. If you have any questions, please use the following email addresses:

[STAR Team](#)

[MORA Team](#)

[Remediation Team](#)