



Fannie Mae Servicer: Getting Started Guide





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Getting Started as a New Servicer for Fannie Mae Loans

Welcome to Fannie Mae!

As a Fannie Mae Servicer, you are responsible for servicing our loans according to our policies and procedures while using our tools and technology. You are also responsible for submitting required reports for both servicing and investor reporting purposes.

This guide is designed to help you get started with your Fannie Mae servicer responsibilities. It arranges and organizes Fannie Mae's resource tools to help you find and access exactly what you need to build a strong foundation with Fannie Mae.

For your convenience, everything you need can be accessed on [FannieMae.com](https://www.fanniemae.com). The instructions provided in this guide will assist you in navigating FannieMae.com to perform required servicer functions.

The screenshot shows the top navigation bar of the Fannie Mae website. It includes tabs for 'Homebuyers, Owners, and Renters', 'Business Partners', 'About Us', 'Careers', 'Contact Us', and a 'Translate' button. Below the navigation are three columns of business focus areas: 'Single-Family Business' (Helping lenders serve homebuyers and homeowners with affordable mortgages), 'Multifamily Business' (Financing for quality, affordable rental housing in every market, every day), and 'Capital Markets' (Reducing risk and enhancing housing finance liquidity). The main content area features a hero section with the text 'Prepare your home for unexpected weather' and a 'Learn more' button. Below this is a yellow banner with the text 'Answers for some of the most common housing questions' and a search bar containing the text 'Find answers from Fannie Mae ...'.



Selling Loans to Fannie Mae

If you also sell loans to Fannie Mae, contact our Customer Sales Support team. They use a very personal approach during your “start-up” time and provide one-on-one training on how to use Fannie Mae’s Web-based committing and delivery applications. The Customer Sales Support team’s goal is to streamline the start-up process by sending you exactly what you need, including forms with pre-filled data fields. You do not need to go online and download forms at Fannie Mae’s website to complete on your own. Our Customer Sales Support team will provide only the forms that your organization needs to start doing business with Fannie Mae.

If you have not spoken to our Customer Sales Support team, contact your Customer Account Manager, who will notify us that you are ready to get started. The name and contact information for your Customer Account Manager was included in the Lender Approval letter you received from Fannie Mae. If you don’t know who your Customer Account Manager is, call Fannie Mae’s National Sales Center at 888-326-6438 and select option #4 when prompted.

Fannie Mae Policies

Read Our Policies and Procedures

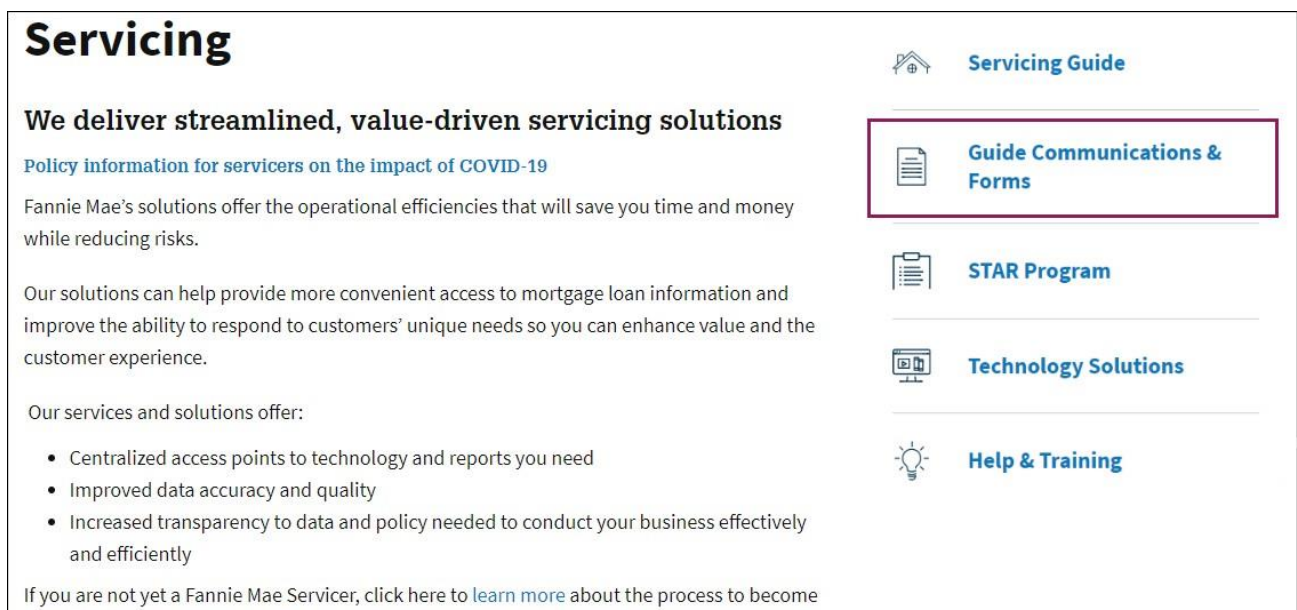
Our policies and procedures are contained in the *Fannie Mae Servicing Guide*, Announcements, Lender Letters and Notices. In addition to the online version of the [Servicing Guide](#), we have partnered with AllRegs® to provide free customer access to these documents from a searchable online library.

From the [Single-Family Business](#) page, follow the steps below to access the *Servicing Guide* and policy documents on AllRegs:

1. Click the **Servicing** tab near the top of the page.



2. Click **Guide Communications & Forms**.



NOTE: *Selling and Servicing Guide Communications and Forms screen appears.*



3. Click **AllRegs.com**.

NOTE: *The Fannie Mae Single Family library displays on AllRegs.*

4. Use the Table of Contents or Advanced Search buttons to find your topic in the most recent *Servicing Guide* or the Announcements, Letters and Notices directory.



Find Lender Announcements and Letters

Lender Announcements and Letters are initially published on SingleFamily.FannieMae.com.

From the [Single-Family Business](#) page, follow the steps below to find the current **Lender Announcements or Letters**.

1. Click the **Servicing** tab near the top of the page.

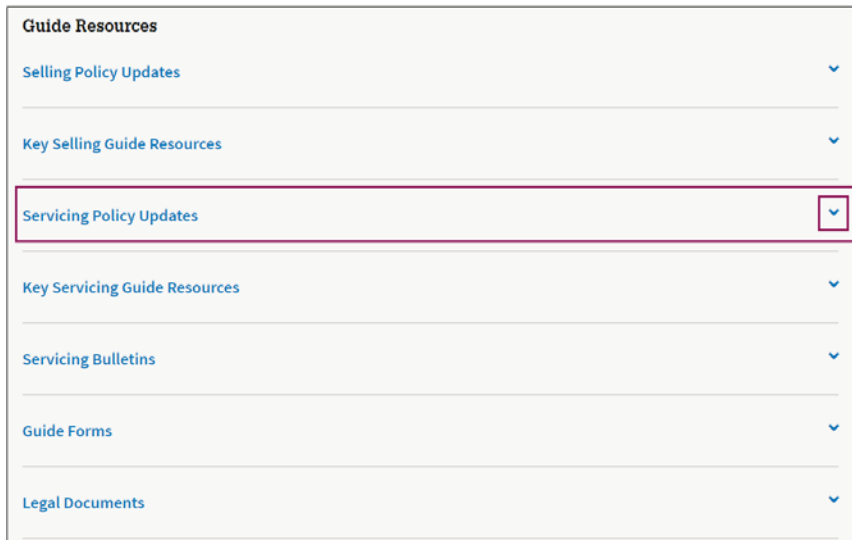


NOTE: *The Single-Family News Center page appears.*

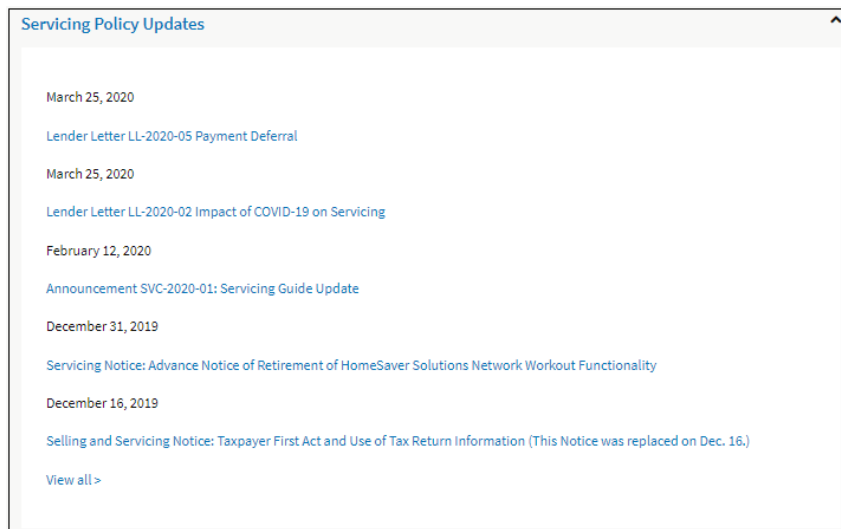
2. Click **Guide Communications**.

NOTE: *The Selling and Servicing Guide Communications and Forms page appears.*

3. Scroll down to the **Guide Resources** section and click the **Servicing Policy Updates Dropdown Arrow**.



4. Click the desired **Lender Announcement or Letter** or click **View All** for a complete list.





Register for Servicing News

The Servicing News email is another convenient way to learn what is new at Fannie Mae. Servicing News delivers our policy updates and general news directly to your email every week. We encourage everyone in your servicing organization to sign up for these weekly emails.

From the [Single-Family Business](#) page, follow the steps below to register for the Servicing News:

1. Click the **Servicing** tab.
2. Click the **Sign up for email updates** button at the bottom of the page.

Stay informed with the latest information

Sign up for email updates >

NOTE: The **Stay Informed** form appears

1. Enter appropriate information in the **Stay Informed** form.
2. Click **Selling and servicing...** check box.

NOTE: Click on the **News and updates ...**check box is desired.

3. Click **I'm not a robot** check box and follow instructions.
4. Click **Save Changes**.



Stay Informed

We want to make it easy for you to stay informed about new and updated policies, procedures, and technology applications; and the services and support we offer to help you address their implications to your business. Check the notification typer to register for e-mails of interest to you, and then click the Save Changes button.

First Name *

Last Name *

Email *


Company or Organization *

Company or Organization Type * --Type--

Responsibility * --Responsibility--

Seller or Servicer Number

- Selling and servicing news, including Guide updates, policy changes, technology enhancements, product information, and other Fannie Mae Single-Family news in one weekly email.
- News and updates related to appraisal policies and processes, Collateral Underwriter®, and industry activities.

I'm not a robot  reCAPTCHA
[Privacy](#) [Terms](#)

Save Changes



Fannie Mae Technology Applications

Register to Use Fannie Mae Technology

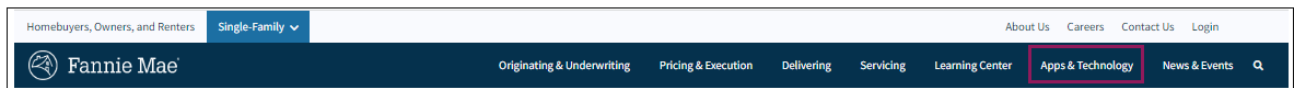
During the onboarding process for new servicers, your organization receives authorization to use Fannie Mae’s technology software. This is generally a one-time process and results in:

- The receipt of a Subscriber ID for your organization
- The designation of your firm’s Technology Manager corporate administrator and technology signatory authority
- Access to Technology Manager for the designated corporate administrator

Your Technology Manager corporate administrator then registers individual users in your organization for specific technology applications. There may also be times when it is necessary to designate a new Technology Manager corporate administrator.

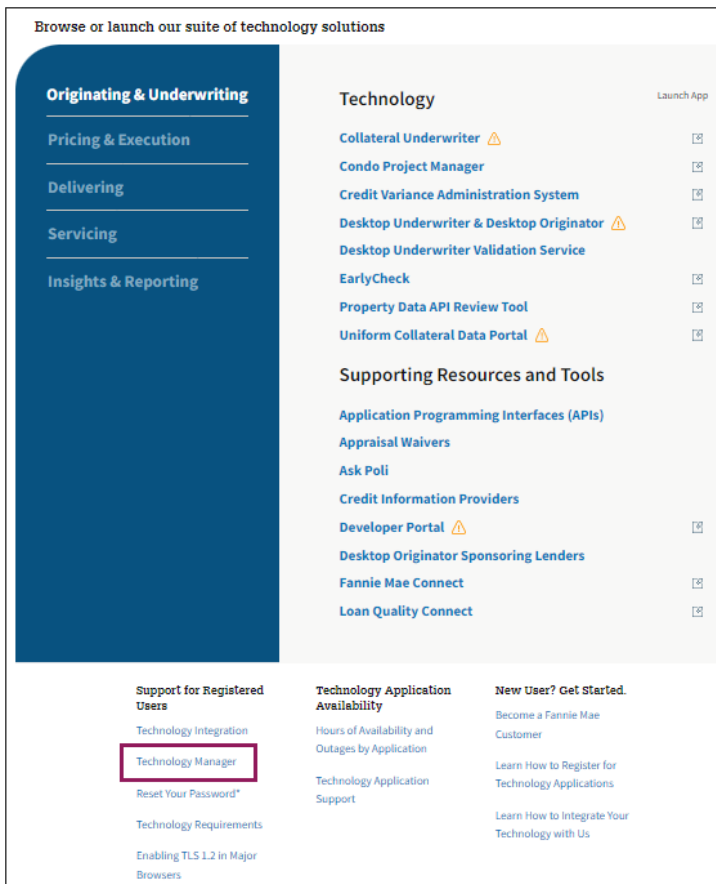
From the [Single-Family Business](#) page, follow the steps below to designate a new Technology Manager corporate administrator to access the [Online Technology Manager Form](#):

1. Click the **Apps & Technology** tab near the top of the page.



NOTE: The [Technology Manager](#) page appears.

2. Scroll down and click **Technology Manager**.





3. Scroll down to the **Administrators** section and follow the instructions.

Administrators

As an Administrator, you can manage your company's access to Fannie Mae technology applications and manage your user's access to these applications.

To register a new administrator, please follow the instructions below:

Corporate & User Administrators*	Other Users
Register corporate and user administrators through Technology Manager via the Manage Users option on your dashboard.	Call 800-2Fannie (800-232-6643) Once your identity has been verified, you or your organization's point-of-contact will be notified by email with next steps.

**User Administrators at organizations without a 5-digit seller/servicer number.*

Need more information? Click below to view administrator resources and job aids.

[Resources & Job Aids >](#)

4. Click **Resources & Job**.
5. Scroll down to the **Setting up an Administrator** section **Q1** and click **link**.

Setting up an Administrator

Q1. What is the process to register a Corporate Administrator or User Administrator?

An authorized representative from your company must complete and submit the online form at this [link](#) to designate a Corporate Administrator or User Administrator. Instructions on using this form can be found on the Fannie Mae website.

NOTE: The [Online Administrator Registration Form](#) appears.



Fannie Mae **Technology Manager**

Existing Administrators can now request updates to administrative privileges within Technology Manager. Go to Manage Users/Edit User Profile -> Administration Profile.

Note: Not all User Administrators will have access to administrative privileges within Technology Manager. In this case, please continue to use Administrator Registration Form.

Administrator Registration Form

This Administrator Registration request must be executed by an authorized representative of your organization, which organization (i) shall be responsible for any actions taken by an Administrator through Technology Manager, and (ii) agrees to periodically review the status of each Administrator. Please fill out the form below. For instructions on using this form, click [here](#). Mortgage Brokers, click [here](#) for instructions.

Customer Type: *
Select one

Requestor Information

Name: *
E-mail: *
Phone: Ext.:

Desired Administrator Type *

Corporate Administrator - Has the authority to manage all access to Fannie Mae technology for your company, including activating and configuring applications, managing user access, and managing lender-broker relationships, if applicable. This role is available to Fannie Mae seller/servicers only.

Individuals designated as Corporate Administrators will have the ability to legally bind your company by signing and submitting requests and terms and conditions for technology applications until Fannie Mae receives a signed Administrator Registration Request directing that their status as a Corporate Administrator be terminated. Corporate Administrators will be the recipients of Bulletins to your company's Software Subscription Agreement with Fannie Mae.

User Administrator - Has the authority to set up and manage user profiles, passwords, and access to Fannie Mae technology applications. This role is for Fannie Mae Lenders and non-Lenders.

Company Information

Company Name: *
Seller/Servicer 5-digit Number: *

Registration Information *

User ID Type:
 New User ID Existing User ID

Administrator Information

Administrator Name: **
E-mail: **
Phone: ** Ext.:
PIN (4-digits): **

Important: Please provide a unique PIN for each new user. The PIN will be required during the password retrieval process. Each PIN must contain exactly four digits (numeric) and should not be easy for others to guess. Password retrieval instructions will be sent to the e-mail address designated on this form for each user.

* Required.
** Required for New Users.

[Home](#)

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- Go to the [Instructions for Using Online Request Form job aid](#) on [Fannie Mae's Technology Manager](#) page for step-by-step instructions on how to fill out the form.



7. Complete the form online and enter the name and title of the authorized representative who is agreeing to the terms and conditions of use.

NOTE: The individual's name entered on the form as the requestor will receive two initial emails: one with the submitted information listed, and a second one which contains a tracking number for the request. This tracking number indicates that the Technology Registration Team is working on the request. Within three (3) business days, the requester will receive an email confirming that the request is complete.

NOTE: View the [Technology Manger Learning Center](#) which includes an online interactive Job Aid for Administrators, frequently requested Quick Links for Administrators, and targeted video modules under eLearning for Administrators.

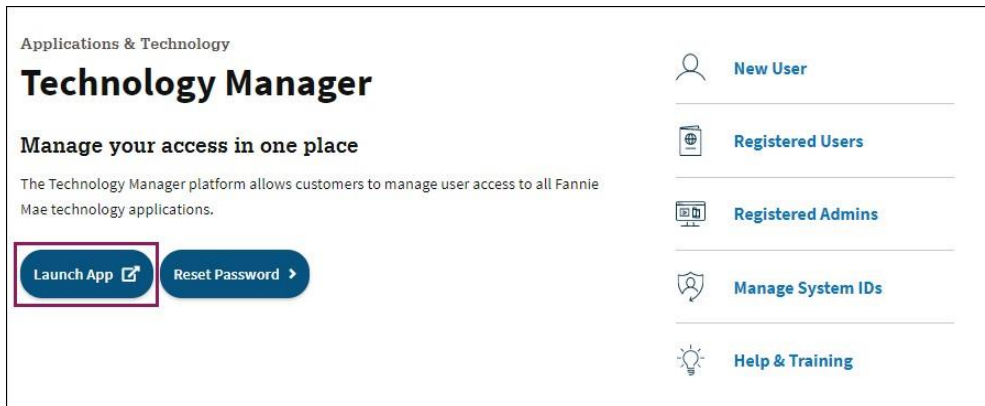
Manage Users with Technology Manager

Technology Manager's administrator function enables control over users and their access to applications so that only authorized parties have the ability to transact business and manage company data using Fannie Mae's technology. The administrator role can include:

- Managing company access to technology applications
- Activating and configuring applications
- Managing user access and passwords
- Managing lender-broker relationships
- Improving user access to review processes

From the [Technology Manager](#) page, follow the steps below if you are registered to use Technology Manager:

1. Click the **LAUNCH APP** button.





2. Enter your **User ID** and **Password**.



3. Click **Login**.

NOTE: Utilize the appropriate guides in the **User** and **Administrators** section of the **Technology Manager** page.

Register New Users for Specific Software Applications

New users should contact their company's designated Technology Manager Administrator to obtain access to specific technology applications.

If you have any questions regarding the Technology Manager application, call the Technology Service Center at 800-2FANNIE (232-6643).

Servicing and Investor Reporting Applications

Accessing Servicing and Investor Reporting Applications

To access all of the servicing and investor reporting applications from the Servicing page at <https://www.fanniemae.com/singlefamily/servicing>

Follow the steps below to access all the servicing and investor reporting applications.

1. Click the **App & Technology** tab.





2. Scroll down to the **Browse or launch our suite of technology solutions** section and click either **Servicing** or **Insights & Reporting**.

Technology		Launch App
Master Servicing		
Cash Remittance System		
eBoutique		
eTransfers		
Loan Servicing Data Utility (LSDU)		
Master Servicing Portfolio Manager		
Quick Exchange		
Servicing Transfer Approvals		
Loss Mitigation		
Asset Management Network (AMN)		
Default Reporting Application		

NOTE: That apps resource page appears.

3. Select the appropriate app from the **Technology** pick list.

NOTE: The apps login information page appears.

4. Click on the **Launch App** button.



Accessing HSSN

Fannie Mae servicers frequently use HomeSaver Solutions™ Network (HSSN), which is:

- Part of Fannie Mae's Asset Management Network (AMN)
- Used to submit Fannie Mae loss mitigation workout cases via the internet and report delinquencies each month via Delinquency Reporting

From the [Apps & Technology](#) page, follow the steps below to access HSSN:

1. Click on **Servicing** under **Browse or launch our suite of technology solutions** heading.

NOTE: *Servicing applications will appear on the right of screen.*

2. Scroll down to the **Browse or launch our suite of technology solutions** section and click **Asset Management Network (AMN)**

Browse or launch our suite of technology solutions

Originating & Underwriting	Technology Launch App
Pricing & Execution	
Delivering	
Servicing	
Insights & Reporting	
	Master Servicing
	Cash Remittance System ☒
	eBoutique ☒
	eTransfers ☒
	Loan Servicing Data Utility (LSDU) ☒
	Master Servicing Portfolio Manager ☒
	Quick Exchange ☒
	Servicing Transfer Approvals ☒
	Loss Mitigation
	Asset Management Network (AMN) ☒
	Default Reporting Application ☒
	File Transfer Portal ☒
	Property 360 ☒

NOTE: *The AMN information screen appears.*

3. Click on **Launch App** button.

NOTE: *The AMN login screen appears.*



4. Enter the Username and Password you received when you became a registered user.

5. Click **Login**.

NOTE: The **AMN Main Menu** appears displaying a list of tasks that can be performed in HSSN under the **Home Savers Solutions Network** section.

6. Select appropriate menu option.

Home Savers Solutions Network Create/Submit Closed Loan Modification Case Create/Submit Closed HomeSaver Advance Case™ Create/Submit Closed Preforeclosure Case Create/Submit Closed Deed In Lieu Case File Transfer Portal Fannie Mae's Workout Profiler™ Fannie Mae's Workout Profiler for Non Fannie Mae Loans Close Approved Cases Cancel Modification Cases Regular Servicing Foreclosure Sale Notification View Foreclosure Sale Exception Report Enter Trial Period Data Request Reclass Transactions/Reports	Home Savers Solutions Reporting Query Manager Closed Case Query Manager Query Draft Cases Query Case Letters Query Modification Agreements Query Authority Level Issues Bulk Upload Mod Cases Query NSO Valuations Special Programs
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NOTE: The HSSN application appears.



Accessing Fannie Mae Connect

Fannie Mae Connect is a reporting portal that streamlines and integrates key information and data in a single location with a single sign-on. Servicers use the application to access data, reports, and analytics. Go to the [Fannie Mae Connect business page](#) for:

- Details on Getting Started / How to Register
- Help & Training
- Managing your account
- Access to the application
- Other resources

The screenshot shows the Fannie Mae Connect website interface. At the top left, there is a breadcrumb trail: "Home / Fannie Mae Connect". Below this, the page is titled "Applications & Technology" and "Fannie Mae Connect". A sub-header reads "Where information and insight meet". The main text describes the platform as a source for data, reporting, and analytics. Two buttons are visible: "Launch App" with an external link icon and "Manage Account" with a right-pointing arrow. On the right side, there are three menu items: "New User" with a person icon, "Help & Training" with a lightbulb icon, and "Technology Support" with a computer monitor icon. Below these is a section for "Fannie Mae Connect Availability" stating it is available 24/7 except for maintenance on the third Sunday of each month. At the bottom, there are two sections: "Features" and "Benefits", each with a list of key capabilities.

Home / Fannie Mae Connect

Applications & Technology

Fannie Mae Connect

Where information and insight meet

Fannie Mae Connect™ is your source for data, reporting and analytics, providing full visibility into your business transactions with Fannie Mae. Whether you want raw data or dynamic dashboards, our cutting-edge business intelligence will help you discover the insights you need to make informed and focused decisions. Giving you the information you want, how you want it, is what we're all about.

[Launch App](#) [Manage Account](#)

[New User](#)

[Help & Training](#)

[Technology Support](#)

Fannie Mae Connect Availability

Every day, 24 hours a day, except from 9 p.m. to 1 a.m. ET the third Sunday each month due to maintenance.

[All Technology Application Availability](#)

Features

- **Beautiful visualizations** that transform your data into actionable insights
- **Raw data available for download** in multiple formats and via API's
- **Over 80 curated reports** across the loan lifecycle
- **Customizable experience** with the ability to organize reports and set up notifications based on your needs

Benefits

- **Access business-critical data 24/7** to support financial reporting and execution decisions
- **See how you compare** to your industry peers
- **Discover opportunities** to utilize Fannie Mae's industry-leading products
- **Unlock insights** to better manage your business portfolio and improve operational efficiency



Accessing Loan Servicing Data Utility

Fannie Mae servicers frequently use the Loan Servicing Data Utility (LSDU) application for loan activity searches i.e., payment exceptions, payment and rate change status, invalid transactions, loan data and cash position searches.

From the [Apps & Technology](#) page, follow the steps below to access LSDU:

1. Click **Servicing** under **Browse or launch our suite of technology solutions** heading.

NOTE: *Servicing systems will appear on the right of screen.*

2. Click **Loan Servicing Data Utility (LSDU)**.

Browse or launch our suite of technology solutions

Originating & Underwriting

Pricing & Execution

Delivering

Servicing

Insights & Reporting

Technology Launch App

Master Servicing

Cash Remittance System

eBoutique

eTransfers

Loan Servicing Data Utility (LSDU)

Master Servicing Portfolio Manager

Quick Exchange

Servicing Transfer Approvals

Loss Mitigation

Asset Management Network (AMN)

Default Reporting Application

File Transfer Portal

Property 360

3. Enter the Username and Password that you received when you became a registered user of Fannie Mae's technology applications.

Sign On

USERNAME * REQUIRED

PASSWORD * REQUIRED

[Need help with unlocking your user ID or resetting your password?](#)

NOTE: *The LSDU application opens.*

4. Pick a **Seller Servicer** number from the dropdown list or **Enter a Seller Servicer Number**.



5. Click the **Select Servicer** button.

NOTE: See the [Help & Training](#) section on the Loan Servicing Data Utility page to access step-by-step procedures for performing tasks in LSDU.



Servicing Tab

Fannie Mae Business Partners Homeowners & Renters About Us Research & Insights Newsroom Careers Contact Us Login

SINGLE FAMILY Originating & Underwriting Pricing & Execution Delivering Servicing Learning Center Apps & Technology News & Events

COVID-19 UPDATE: Find out how Fannie Mae is retooling.

Home / Servicing

Servicing

We deliver streamlined, value-driven servicing solutions

Policy Information for servicers on the Impact of COVID-19

Fannie Mae's solutions offer the operational efficiencies that will save you time and money while reducing risks.

Our solutions can help provide more convenient access to mortgage loan information and improve the ability to respond to customers' unique needs so you can enhance value and the customer experience.

Our services and solutions offer:

- Centralized access points to technology and reports you need
- Improved data accuracy and quality
- Increased transparency to data and policy needed to conduct your business effectively and efficiently

If you are not yet a Fannie Mae Servicer, click here to learn more about the process to become one.

- [Servicing Guide](#)
- [STAR Program](#)
- [Help & Training](#)
- [Technology Solutions](#)
- [Guide Communications & Forms](#)

Impact of COVID-19 on Servicing

These resources provide policy information for servicers related to COVID-19. Updates will be posted as they become available.

- [Lender Letter LL-2078-02, Impact of COVID-19 on Servicing](#) (updated March 25, 2020) communicates temporary policies to enable servicers to better assist borrowers impacted by COVID-19.
- [FAQs](#) (March 25, 2020)
- [Servicers and Business Continuity](#). If you are a servicer experiencing issues with maintaining your business operations, please contact us. View these [reminders and resources](#).
- View [Fannie Mae's COVID-19 update page](#) for additional information

Learn more about all of our servicing solutions

Master Servicing

Applications and resources to help understand your service responsibilities and activities.

[Learn More >](#)

Loss Mitigation

Manage home retention options and navigate complex processes to assist homeowners.

[Learn More >](#)

Expense Reimbursements

Access loan information and submit qualified expenses, resolve claims and retrieve documentation for Fannie Mae loans.

[Learn More >](#)

Preservation Management

Assist our servicers maintain each property to a level of Fannie Mae quality adhering to local codes and requirement.

[Learn More >](#)

Real-Estate Owned (REO) Properties

Access tools and resources to manage and sell Fannie Mae owned REO properties.

[Learn More >](#)

Stay informed with the latest information

[Sign up for email updates >](#)

Ask Poli

Have questions?

Get answers to your policy and guide questions, straight from the source.

[Get Started >](#)

Work with Fannie Mae

Customer Login
Feedback Portal
Not a customer? Get Started

Products & Solutions

Mortgage Products & Options
Technology Apps & Solutions

Support & Resources

Customer Service
News & Events
Learning Center
Guide Forms

Other Sites

The Marketing Center
Know Your Options
Duty to Serve
HomePath

Follow us Tell Us Your Feedback Suppliers Careers Contact Us Legal Privacy © 2020 Fannie Mae



Find Servicing Resources

The Servicing tab has several sections that provide additional tools and resources:

- Servicing Solutions
- Servicing Guide
- STAR Program
- Help & Training
- Technology Solutions
- Guide Communication & Forms
- Ask Poli

Servicing Guide Section

This section provides links to the *Servicing Guide* and Selling and Servicing Guide forms. This section also includes links to all *Servicing Guide* Manuals as well as *Servicing Guide* Exhibits and Resources. Links for online access to the *Servicing Guide* are dated to ensure referencing the current version of the *Servicing Guide*.

STAR Section

This section contains information about the Servicer Total Achievement Rewards™ (STAR™) Program as well as links to the STAR™ Program reference guide and other key resources.

Help & Training

This section contains various links to general servicing operations job aids, online learning, and other resources. Training assets are added and updated frequently so check this section often.

Technology Solutions

This section contains links to our servicing systems along with important system notifications when applicable.

Guide Communications & Forms

This section contains links that will display the *Selling and Servicing Guide* forms as well as Legal Documents and Exhibits that will help you with your tasks for doing business with Fannie Mae.

Learn more about our servicing solutions

This section contains links to more in-depth information pertaining to; Master Servicing, Loss Mitigation, Expense Reimbursements, Preservation Management, and Real Estate Owned (REO) Properties by clicking on the Learn More buttons.

Ask Poli

This tool provides answers to your policy and guide questions by searching through all resources on Fanniemae.com giving you the most accurate and up-to-date answers to your questions at the touch of your fingers.



Reporting Resources

Servicers have reporting requirements that are due monthly or annually. This section discusses resources you need to complete your reporting requirements, including:

- HSSN Delinquent Loan Reporting and Reclassification Timeline
- Monthly Reporting/Remitting Dates and Action Codes
- Annually Certify your Lender Record Information

Find the HSSN Delinquent Loan Reporting and Reclassification Timeline

Fannie Mae requires that you report and reclassify delinquent MBS loans on a designated monthly schedule using the HomeSaver Solutions™ Network (HSSN) application. Each month's schedule is published as a timeline on FannieMae.com.

Follow the steps below to access the Timeline:

1. From the [Single-Family Business](#) page, click the **Servicing** tab.
2. On the **Servicing** tab.

| **NOTE:** *The Servicing page appears.*

3. Click on **Technology Solutions**.

| **NOTE:** *The Applications & Technology page appears.*

4. Click on **Servicing**.

5. Click on **Asset Management Network**.

| **NOTE:** *The Asset Management Network page appears.*

6. Scroll down to the **Additional Resources** section and click on **Delinquent Loan Reporting and Reclassification Timeline**.

Release Notes	<ul style="list-style-type: none">• AMN/HSSN V. 25.3 Release Dec. 14, 2014• AMN/HSSN V. 25.2 Release September 7, 2019• File Transfer Portal V. 6.0 Release June 15, 2019• AMN/HSSN V. 25.1 Release June 8, 2019• AMN/HSSN V. 25 Release Mar. 23, 2019
Additional Resources	<ul style="list-style-type: none">• Delinquent Loan Reporting and Reclassification Timeline
Related Applications	<ul style="list-style-type: none">• SMDU



Find Monthly Reporting/Remitting Dates and Action Codes

The Investor Reporting and Remitting Calendar shows specific reporting and remitting due dates for each month, but these dates are subject to change should unforeseen problems occur during a cycle. While we encourage you to print the calendar for use as a reference, you should also check the web page on a regular basis for monthly updates.

The link to the calendar is published on Fannie Mae's Servicing page at <https://www.fanniemae.com/singlefamily/servicing> under the Investor Reporting heading. You can also find it using the Search field.

Annually Certify your Lender Record Information

Complete and Submit Lender Record Form 582

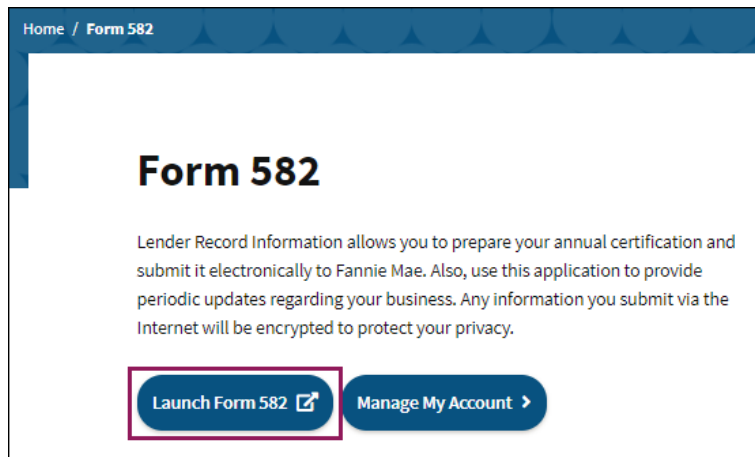
Fannie Mae requires that you certify your Lender Record Information annually within three months of the fiscal year end. To do so, use Form 582, which is embedded in the Lender Record Information application and allows you to prepare your annual certification and submit it electronically to Fannie Mae.

Access to the Lender Record Information/Form 582 application can be provisioned by your Technology Manager administrator.

If you are registered to fill out Form 582, login to the Portal to access the link to submit the form. You can also find the form using the Search field.

Follow the steps below to complete and submit Form 582 using the Search field:

1. From any page on the [Portal](#), enter Form 582 into the Search field and click **Enter**.
2. Click on the [Form 582](#) link.
NOTE: *The Form 582 page appears.*
3. Click on **LRI Form 582** in the **Help & Training** section for instructions on completing the electronic form.
4. Click **LAUNCH APP**.



NOTE: *The Lender Record Information Login page appears.*

5. Enter your Username and Password.
6. Click **Login**.

NOTE: *Form 582 opens.*

7. Enter lender record information.
8. Click **Submit**.



More Questions?

Contact the Servicer Support Center by telephone or email. Remember to have your Fannie Mae Servicer Number ready each time you call.

Phone: 1-800-232-6643 or 1-800-2FANNIE

Hours: 9:00 a.m. until 6:00 p.m. ET, Monday through Friday

Email: servicing_solutions@fanniemae.com

For workout/loss mitigation case-specific questions and updates about Fannie Mae loans, email Loss_mitigation@fanniemae.com.

For general servicing-related or loss mitigation questions that are non-case-specific and relate to Fannie Mae portfolio mortgages and MBS pool mortgages, email servicing_solutions@fanniemae.com.

For other additional contact information, go to the [Single-Family and Multifamily Business Contacts](#) page.