



Fannie Mae Servicer: Getting Started Guide





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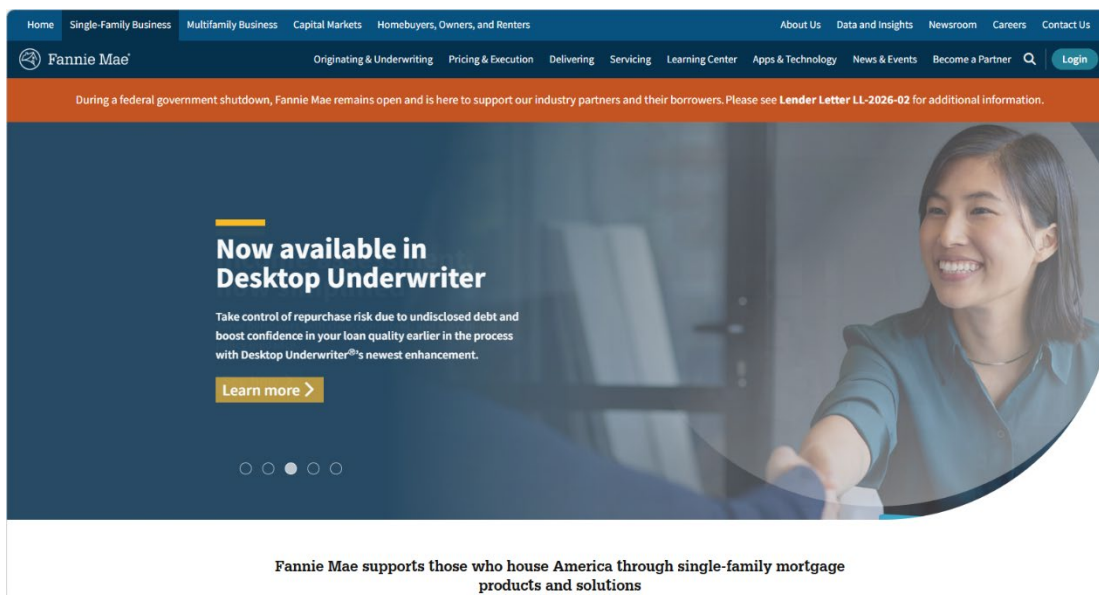
Getting Started as a New Servicer for Fannie Mae Loans

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. The instructions provided in this guide will assist you in navigating FannieMae.com to perform required servicer functions.



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.

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.

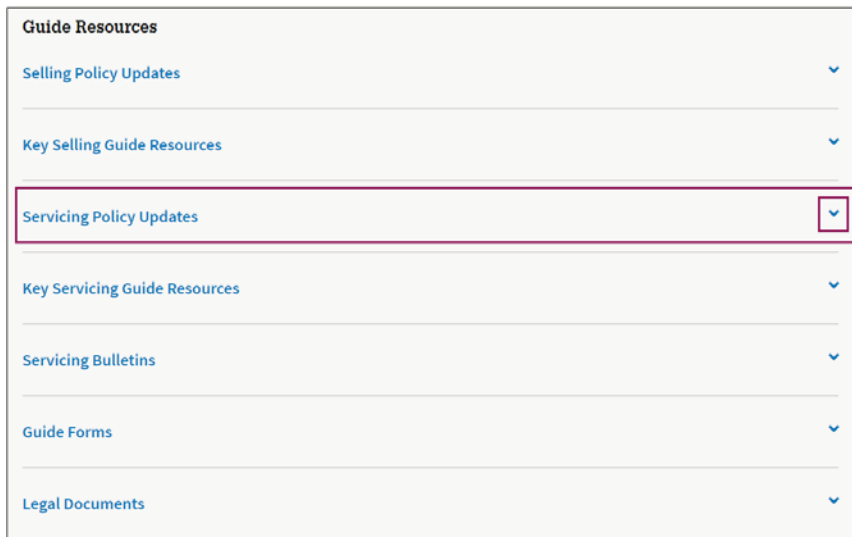


NOTE: *The Single-Family News Center page appears.*

2. Click Guide Communications.

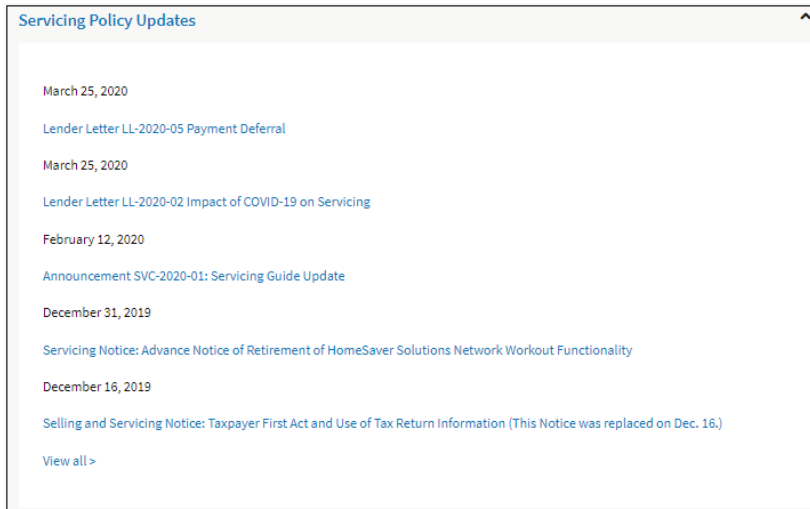
NOTE: *The Selling and Servicing Guide Communications and Forms page appears.*

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.

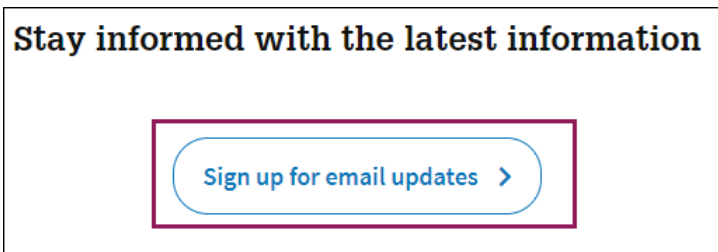


Register for Servicing News

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.



NOTE: *The [Stay Informed](#) form appears.*

3. Enter appropriate information in the Stay Informed form.
4. Click Selling and servicing... check box.

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

5. Click I'm not a robot check box and follow instructions.
6. 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 type 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](#)



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

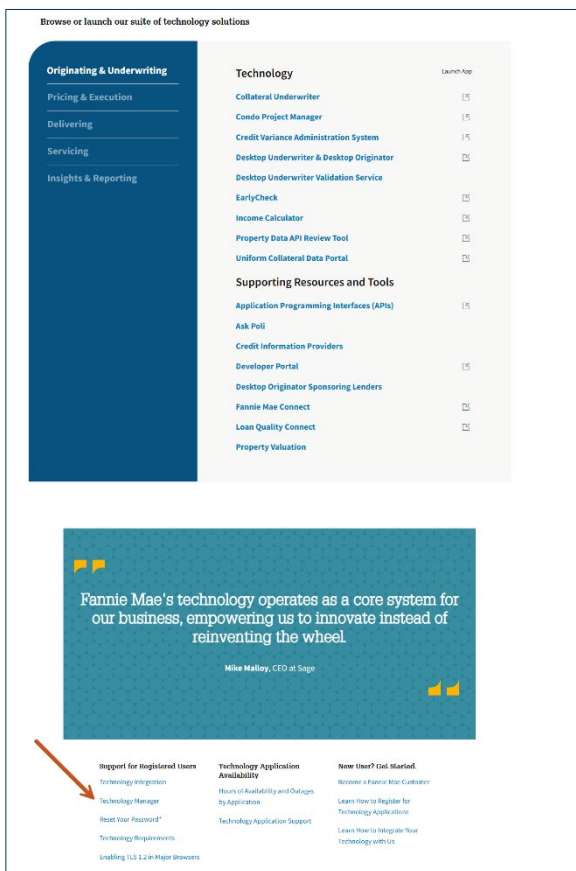
Your Technology Manager corporate administrator then registers individual users in your organization for specific technology applications. There may also be times when it is necessary to designate a new Technology Manager corporate administrator.

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.



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.

[Access Best Practices for Administrators](#)

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) or type 'Help' in the Technology Manager Virtual Assistant chat window
<p>Corporate Administrator:</p> <p>Technology Manager: Administration Management</p>	Once your identity has been verified by a Help Desk agent, you or your organization's point-of-contact will be notified by email with next steps.
<p>User Administrator:</p> <p>Technology Manager: Administration Management Non Lenders</p>	

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

Need more information? Please visit the [Technology Manager Learning Center](#) for various resources & job aids.

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.

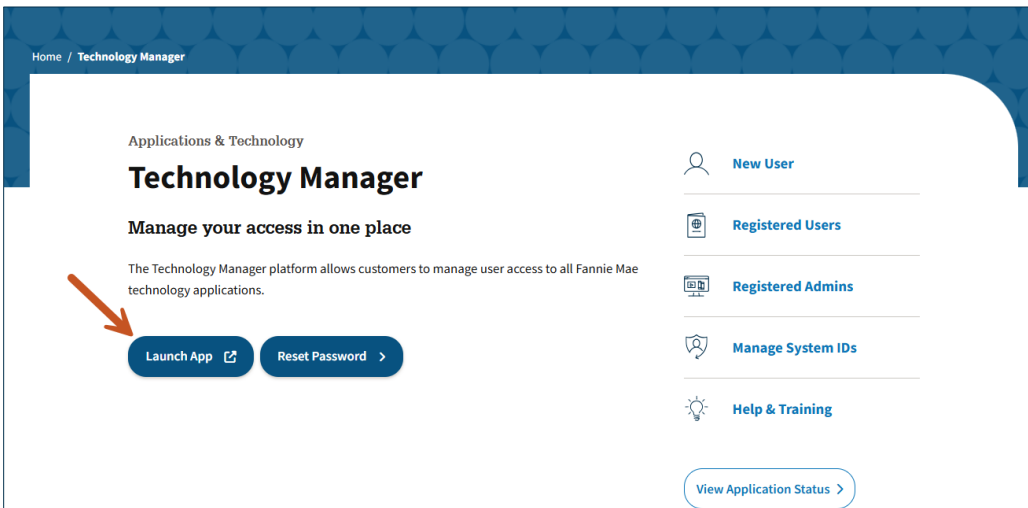
Manage Users with Technology Manager

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 and 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

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

1. Click the Apps & Technology tab.





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

Browse or launch our suite of technology solutions

Originating & Underwriting	Technology	Launch App
Pricing & Execution	Collateral Underwriter	<input type="checkbox"/>
Delivering	Condo Project Manager	<input type="checkbox"/>
Servicing	Credit Variance Administration System	<input type="checkbox"/>
Insights & Reporting	Desktop Underwriter & Desktop Originator	<input type="checkbox"/>
	Desktop Underwriter Validation Service	<input type="checkbox"/>
	EarlyCheck	<input type="checkbox"/>
	Income Calculator	<input type="checkbox"/>
	Property Data API Review Tool	<input type="checkbox"/>
	Uniform Collateral Data Portal	<input type="checkbox"/>
	Supporting Resources and Tools	
	Application Programming Interfaces (APIs)	<input type="checkbox"/>
	Ask Poli	

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 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



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 the 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.

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

Home Single Family Lenders Multifamily Business Capital Markets Homeowners, Owners, and Renters About Us Data and Insights Newsroom Careers Contact Us

Originaling & Underwriting Pricing & Execution Servicing Learning Center Apps & Technology News & Events Become a Partner Log In

Servicing: Elevated

A shared commitment to resilient homeownership

Partnering with Fannie Mae puts you at the center of the transformation reshaping the servicing experience. Big changes are coming soon, and we're building teams with you to help you move faster, work smarter, and deliver even more for the homeowners you serve. From enhanced capabilities to a more connected ecosystem, we're raising the bar so you can focus on what matters most: your customers.

Most importantly, you're not navigating this transformation alone. Our commitment to being the most engaged, dependable partner in the industry means your team is backed by ours every step, every change, and every challenge. Let's shape the future of servicing together. *See how together, progress isn't just possible — it's already happening.*

Clearer guidance for servicers, faster relief for homeowners

New policy updates streamline forbearance terms, refine Plan Modification eligibility, and clarify foreclosure guidance for disaster-impacted properties to help you deliver faster, more confident assistance to borrowers when they need it most.

[Learn more](#)

Servicing solutions Our approach Resources

Servicing solutions

These solutions empower you to drive meaningful results.

- Master Servicing**
Confidently manage portfolios with precision and seamless reporting.
- Loss Mitigation**
Navigate borrower challenges with clear, proven solutions.
- Expense Reimbursements**
Streamline reimbursements for faster, hassle-free processing.
- Pre-foreclosure Property Preservation**
Get support with protecting properties and preserving value in communities.

In 2020 alone, together we helped more than 100,000 homeowners find a path forward through challenging financial times.

How we're elevating servicing

- Partnership**
Have the tools you need to support long-lasting homeownership in changing economic times.
- Performance recognition**
Recognize your performance and get recognized for leadership with our STAR Program.
- Innovation**
Big changes are coming: a smarter, simpler servicing experience.
- Dedicated support**
We are committed to being the most engaged, dependable partner in the industry. Your team is backed by our team, always.

Resources

- Explore the Learning Center**
Get expert guidance and practical training.
- Access your technology solutions**
Discover all the tools designed to simplify operations and drive meaningful results.
- Managing & Selling Fannie Mae Properties**
Deliver market-ready properties through expert RMO management to help make homeownership a reality.
- Learn about the STAR Program**
Dive into targeted performance insights and spotlight your industry leadership.
- See Servicing Guide resources**
Get access to essential communications and forms for servicing standards and requirements.

Stay informed with the latest information

Sign up for key policy, technology, and product updates.

[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 Apps
Resource Hub
New & Updated Case Studies

Products & Solutions
Originate/Underwrite Solutions
Technology Apps & Systems

Support & Resources
Customer Service
Guidance
Learning Center
News & Events
Request Meetings: Log In

Other Sites
Fannie Mae's Consumer Website
Daily Updates
Investment

Support Careers Contact Us Legal Privacy Lender Information © 2026 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:

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

Find the AMN Delinquent Loan Reporting and Reclassification Timeline

Fannie Mae requires that you report and reclassify delinquent MBS loans on a designated monthly schedule using the AMN 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.

Help & Training	<ul style="list-style-type: none">• Converting a Delinquent Reporting File for Bulk Submission Job Aid• Asset Management Network Job Aids• Monthly Delinquency Loan Reporting Job Aid• Monthly Delinquency Loan Reporting Webinar Replay• SMDU UI Registration Job Aid
Additional Resources	<ul style="list-style-type: none">• Delinquent Loan Reporting and Reclassification Timeline
Related Applications	<ul style="list-style-type: none">• Servicing Management Default Underwriter



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 [fanniemae.com](https://www.fanniemae.com) 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 [fanniemae.com](https://www.fanniemae.com), 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 Form 582.

Lender Record Information (Form 582)

The Lender Record Information (Form 582) app allows you to prepare your annual certification and submit it electronically to Fannie Mae.

[Launch Form 582 >](#)

Access requirements

To register for Form 582 access, contact your company's corporate administrator. Once registered, you can setup your password and update your personal profile via [Technology Manager](#).

Need to make an update?

Keep us informed of updates or changes that occur outside the annual submission by updating the Form 582 and notifying Fannie Mae within five business days of the occurrence of events listed in [Selling Guide section A4-1-02](#).

| 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 inquiries or loss mitigation questions that are not specific to an individual loan, including those related to Fannie Mae-held portfolio mortgages or MBS pool mortgages, servicers must contact the Servicer Solutions Team at servicing_solutions@fanniemae.com or call 1-800-232-6643, *Option 1, Option 3*.

For case-specific questions related to the use of Servicing Management Default Underwriter (SMDU), servicers should also submit their inquiry to the Servicer Solutions Team at servicing_solutions@fanniemae.com or call 1-800-232-6643, *Option 1, Option 3*.

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