

Lender Record Information (Form 582) Frequently Asked Questions

Updated November 2023

The Lender Record Information (Form 582) provides information needed to verify the seller/servicer continues to meet basic eligibility requirements, as well as certifications, in compliance with Fannie Mae's requirements. The seller/servicer must update its Form 582 electronically when it submits its annual financial statements and no later than 90 days after the seller/servicer's fiscal year end.

Please Note: Seller/servicers are now required to provide notification via an update to the **Pending Actions** section in the Form 582 and an email to the [Changes in Lender Organization](#) mailbox within five days of the occurrence of any of the specified events as listed in the [Selling Guide section A4-1-02](#), Submission of Financial Statements and Reports, Lender Record Information Form.

- Q1. How do I get access to Form 582?**
Contact the designated Fannie Mae corporate administrator at your company to request access to the **Enterprise Customer Relationship Management** application and to be assigned the following role: **FORM582_BUSINESS_ROLE**. Enterprise Customer Relationship Management is the application name in Technology Manager for Form 582.
- Q2. Which internet browser should I be using with Form 582?**
Google Chrome™ is the preferred browser to use and provides the best user experience. Microsoft Edge and Internet Explorer (IE) are not recommended.
- Q3. I forgot my password to Form 582. How do I reset it?**
Click [this link](#) to reset your password. You will need your Fannie Mae User ID to reset your password.
- Q4. I no longer need access to Form 582. How can I get this changed?**
Contact the designated Fannie Mae corporate administrator at your company and request that they remove your access to the **Enterprise Customer Relationship Management** application through **Technology Manager**. Technology Manager is the application setup tool used by your organization to manage user access to Fannie Mae applications. For more information, go to the [Technology Manager](#) web page.
- Q5. I should no longer be designated in Form 582 as the person responsible for submitting our annual certification. How can I get this changed and appoint a new submitter?**
In Form 582, we ask our customers to designate at least one individual as the person responsible for the submission of the annual Form 582 certification. If you are no longer responsible for that role, your company will need to appoint a new **Form 582 Submitter** and make that change on the **Roles in Your Organization** page of Form 582. For more information on Form 582 roles and how to update the contact section of Form 582, view the [Quick Reference Guide](#).
- Q6. There are contacts on my Form 582 that no longer work here. How can I have them removed?**
Contact the designated Fannie Mae corporate administrator at your company. They can inactivate outdated contacts in Technology Manager.
- Q7. Who can I contact if I have questions about Form 582?**
Call the Technology Support Center at **1-800-2FANNIE (800-232-6643)** for questions on Form 582.



Q8. Is there anything I need to know when completing the different sections in Form 582?

Please utilize your internal resources, as needed, to ensure all sections and questions are completed accurately. This may include, but is not limited to, your Legal and/or Compliance departments.

Q9. How do I keep Fannie Mae informed of changes in my organization after I submit my Form 582?

Once you officially submit your Form 582 for a given fiscal year (e.g. 2020), the following fiscal year's Form 582 (e.g. 2021) immediately becomes available and you have access to update it at any time during the year as changes in status occur per the Selling Guide requirements. Fannie Mae can see any updates you make but Form 582 can only be submitted within 90 days after your fiscal year end. As mentioned above, seller/servicers are now required to provide notification via an update to the **Pending Actions** section in Form 582 and email the [Changes in Lender Organization](#) mailbox within five days of the occurrence of any of the specified events as listed in the [Selling Guide section A4-1-02](#), Submission of Financial Statements and Reports, Lender Record Information Form.

Q10. What changes were made to Form 582 in 2023?

Changes made to the Form 582 are based on feedback and designed to streamline the process to provide a better customer experience. Changes include:

○ **Minority, Women & Disabled-Owned Business**

- The Asian American-Owned option has been replaced by two other options: **Subcontinent Asian American-Owned** and **Asian Pacific American-Owned**.

○ **Fair Lending**

- Added a new **Fair Lending** section for seller/servicers to confirm compliance with the requirements found in the [Fannie Mae Servicing Guide section A2-1-01](#), General Servicer Duties and Responsibilities under the Maintaining Fair Lending Data subsection.

○ **Quality Control**

- Two new roles have been added to the **Roles in Your Organization** section: **Head of Pre-Funding Quality Control** and **Head of Post-Closing Quality Control**.
- A new **Quality Control** section has been added for seller/servicers to provide the names of the **Pre-Funding** and **Post-Closing Quality Control** vendors they are using, along with the name of the person responsible for vendor oversight.

○ **Alert Message for New Contacts**

- An alert message is displayed when creating a new contact, notifying the seller/servicer that the email address and phone number provided must be accurate, correct, and functional. This message is intended to prevent the use of disposable or dummy email addresses and phone numbers.

○ **Redistribution of Desktop Underwriter (DU)**

- Added a new **Redistribution of DU** section to identify seller/servicers redistributing access to DU to third-party originators and/or subsidiaries.
- If **Yes** is selected as the answer, a representative from your **Fannie Mae Business Account Management Solutions (BAMS)** team will contact you via email and request that you provide a **list of all Permitted TPOs and Subsidiaries** you currently redistribute DU access to. Select this [Redistribution of DU](#) job aid link for more information.