# Lender Record Information (Form 582)
# Frequently Asked Questions

**September 2026**

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. An approved seller and/or servicer must update its Form 582 electronically when it submits its Annual Financial Statement (AFS) 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 Form 582 and an email to the Changes in Lender Organization mailbox within five business 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.

**Q3. I forgot my password to Form 582. How do I reset it?**
Select 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** section of Form 582.

**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 deactivate 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.

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**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. 2025), the following fiscal year's Form 582 (e.g. 2026) 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 business 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. I recently submitted my Form 582 for 2026 but just noticed an error. Can I open it to fix the error?**
Once you submit Form 582 it is locked and cannot be edited. However, as mentioned above, the following fiscal year's Form 582 (i.e. 2027) is available, and you have access to it at any time. Open and fix the error in the 2027 form and notify your Relationship Manager so they are aware of the error.

**Q11. What changes have been recently made to Form 582?** Changes include the following:

- **Contact Verification**
  - Updated with a new **Roles** column that shows the full list of roles each contact is assigned within Form 582.
- **Redistribution of DU**
  - Modified the requirement to submit the **Redistribution of DU Contact List** with the submission of Form 582.
- **Quality Control**
  - The section now includes vendor picklists to select a vendor rather than having to enter the name of a vendor manually.
- **Contractors/Third Parties**
  - Updated to split the single question into two separate questions for clarity.

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