



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

September 2024

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 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. 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 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. What changes were made to Form 582 in 2024?**

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**
  - A warning message is displayed when all options are selected (excluding the **Not Applicable** option). Selecting all options is incorrect based on the requirements around diverse ownership, which are listed at the top of the page. The warning message is intended to help make the right decision when completing this section.
- **Fannie Mae Network Safeguards**
  - In accordance with Fannie Mae Network Security Standards, seller/servicers are only able to login to Form 582 from within the following locations: **United States, Canada, American Samoa, Guam, Puerto Rico, United States Minor Outlying Islands**, or the **US Virgin Islands**.
- **Security and Privacy Breaches – User Access Reviews**
  - A new question regarding **User Access Reviews**, requiring seller/servicers to certify they conduct periodic reviews of users accessing Fannie Mae systems, has been added to the **Security and Privacy Breaches** section.
- **Conflicts of Interest & Multifamily Property Inspection**
  - These two sections are no longer required and have been removed from Form 582.