Fannie Mae

Fannie Mae Servicing Platform Release Notes

November 16, 2026

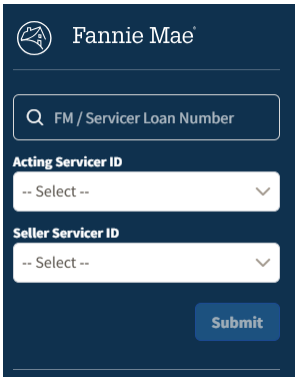
The Fannie Mae Servicing Platform is a centralized solution that supports servicers in reporting, reviewing, and managing loan-level servicing activity. The Servicing Platform is designed to provide a consistent user experience across servicing functions, improve data quality and transparency, and support timely, event-driven reporting through available submission channels and user interface workflows.

Enhancements

Beginning November 16, 2026, the following enhancements will be available in the Fannie Mae Servicing Platform. These updates are designed to make navigation easier and provide users with more flexible ways to locate and manage loan information.

- **Search by Servicer Loan Number**

  Users can now search for a loan using either the Fannie Mae Loan Number or the Servicer Loan Number. From the left-hand navigation, enter the desired Fannie Mae Loan Number or Servicer Loan Number to begin your search.

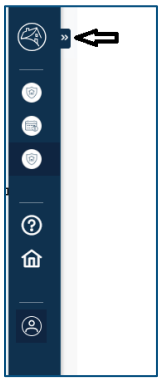


- **Enhanced Servicer Number Selection**

  The Servicer Number drop-down has been updated to provide greater clarity into the relationship between servicer numbers. Users will now be able to identify Master Servicer and Acting Servicer relationships when selecting the servicer population they want to view.

- **Collapse or Expand the Left Navigation**

  Users can now collapse and expand the left-hand navigation menu, providing more flexibility in how screen space is used while working in the Servicing Platform.



- **Simplified Loan Detail Page**

  The Loan Detail page has been redesigned to simplify navigation between loan-level information. The existing vertical sub-navigation has been replaced with horizontal tabs located below the Loan Header. Users can select the applicable tab to move between available loan information and servicing capabilities, including Escrow Reporting**.**

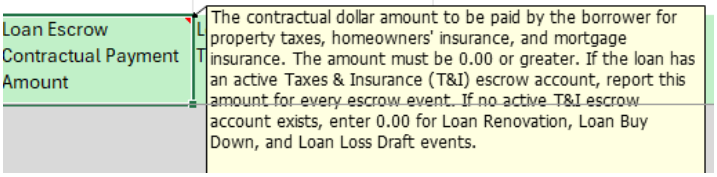
- **Case-sensitive CSV File Upload Validation**

  File Upload and drag-and-drop functionality will now recognize .csv file extensions regardless of capitalization. For example, files ending in .csv, .CSV, or other capitalization variations will be recognized as valid CSV files, helping ensure files are accepted consistently.

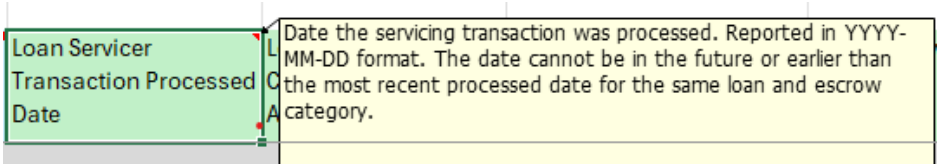
- **Updated File Upload Tooltips**

  Escrow-Reporting-Manual-Upload-v16 tooltip language has been updated to provide clearer and more consistent guidance during file submission. For reference, below are few of the updates to the tool tip language.

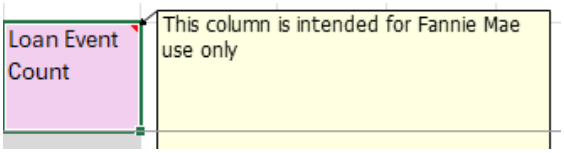
  - **Loan Escrow Contractual Payment Amount**

  - **Loan Servicer Transaction Processed Date**

  - **Loan Event Count**

  Note: V.15 version of the Escrow-Reporting-Manual-Upload file will still be accepted.

- **Enhanced File Upload Validation**

  Additional file validation rules and more user-friendly validation messages have been introduced to help users more quickly identify and correct submission issues. These enhancements are intended to make the file upload process clearer and reduce errors when submitting escrow reporting files.

Additional Helpful Resources

For more information about this release, please contact Master Servicing via email or call 1-800- 2FANNIE.

Other helpful resources:

- Fannie Mae Servicing Platform webpage
- Frequently Asked Questions - answers to common questions and clarifications to support accurate and timely reporting.
- Servicing Platform User Guide – provides clear step-by-step instructions for navigating the User Interface (UI), submitting escrow events, reviewing balances, and managing exceptions to efficiently complete UI testing.