



Fannie Mae®

---

# **Servicing Platform User Interface (UI) User Guide**

*April 2026*



# Contents

- Overview ..... 3
  - Benefits..... 3
  - Browser Requirements ..... 3
  - System Accessibility..... 3
  - Support..... 3
- Logging into Escrow Reporting UI ..... 4
- Escrow Reporting Navigation ..... 4
- Escrow Reporting Navigation ..... 5
  - Fannie Mae Loan Search ..... 6
  - Servicer Number(s) ..... 6
  - Summary ..... 6
  - Dashboard Summary ..... 7
  - Submission History ..... 8
  - Exceptions ..... 8
- Loan Details..... 9
  - Navigation ..... 9
  - Current Exception & Loan Position ..... 9
  - Exception History ..... 11
- Reporting Escrow Events ..... 11
  - Submit Single Event..... 11
    - Add Single Event ..... 12
    - Enter Escrow Event Details ..... 12
    - Template ..... 14
- Escrow Setup and Transaction Reporting Examples..... 14
- Attestation..... 15
- Testing Support..... 15
- Learn More ..... 16



## Overview

Fannie Mae is changing how servicers report and manage loan-level activity through a multi-year transformation initiative. The first phase in this transformation is the introduction of Escrow Reporting.

Escrow Reporting will provide comprehensive visibility into escrow balances held by Servicers on behalf of borrowers. This enhanced visibility strengthens risk management and ensures alignment between servicers' records and Fannie Mae. At the time of conversion or for newly acquired loans, the initial escrow account balances must be established using the 'setup event', and all subsequent events must be reported through ongoing event-based reporting.

## Benefits

The new servicing platform allows users to view current balances and loan position history for each Escrow Category Type, enhancing transparency and operational efficiency.

## Browser Requirements

For optimal performance, the preferred browser for Escrow Reporting on the new servicing platform is Google Chrome; however, Microsoft Edge and Safari are also acceptable.

## System Accessibility

Please refer to the [Escrow Reporting Customer Integration Test Plan](#) for details on how to access the integration test environment for Escrow Reporting.

- Acting servicers must complete the [Request Access to Escrow Reporting UI CIT Environment](#) form for all UI test participants.
- Fannie Mae will provision test user IDs and passwords based on the information provided in the access request form.
- Fannie Mae will email each testing participant with their User ID and inform them when their access to the Escrow Reporting testing environment has been granted.
- Once provisioned, you can access the test environment [here](#).

More details will be made available on how to access the system and its availability after Escrow Reporting is released into production. Servicers can transition to the production environment during the rolling go-live window, between July 18 – December 1, 2026.

## Support

During the Customer Integration Test period:

- Acting servicers and Technology Service Providers should report technical issues using the [Escrow Reporting Test Finding Form](#), including all relevant details to facilitate timely resolution.
- For all other questions related to Escrow Reporting, contact [Future of Servicing](#).
- You are encouraged to visit the Fannie Mae [servicing platform](#) website regularly to stay current on upcoming changes.
- All users should subscribe to Fannie Mae's Selling and Servicing News for the latest information related to changes to our servicing processes and systems.



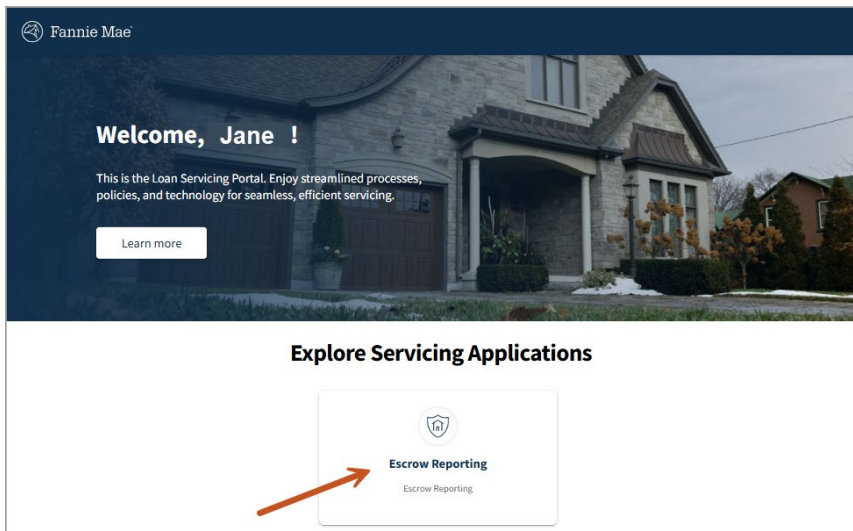
## Logging into Escrow Reporting UI

Log in to the [servicing platform](#):

1. Enter your user ID
2. Enter your password.
3. Click **Sign On**.

The image shows a 'Sign On' form with three numbered steps. Step 1 points to the 'USERNAME' field containing 'JaneTest'. Step 2 points to the 'PASSWORD' field containing '\*\*\*\*\*'. Step 3 points to the 'Sign On' button. Below the button is a link: 'Need help with unlocking your user ID or resetting your password?'.

The servicing platform Welcome page will display. Click **Escrow Reporting**.



## Escrow Reporting Navigation

The Escrow Reporting Service offers a comprehensive overview of your portfolio. The primary components are:

- Left Navigation Panel
- Summary
- Dashboard Summary [Percentage of Loans without Taxes and Insurance (T&I) Escrow Event Gauge]
- Submission History
- Exceptions
- Attestation



# Escrow Reporting Navigation

Field Name	Description
1	<a href="#">Fannie Mae Loan Search</a>
2	<a href="#">Servicer Number(s)</a>
3	<a href="#">Escrow Reporting</a>
4	User Profile
5	<a href="#">Submit Single Event</a>
6	<a href="#">Upload Event(s)</a>
7	<a href="#">Summary</a>
8	<a href="#">Dashboard Summary</a>
9	<a href="#">Submission History</a>
10	<a href="#">Exceptions</a>

The screenshot shows the Fannie Mae Escrow Reporting interface. The left sidebar contains navigation options: Fannie Mae Loan Search (1), Servicer Number(s) (2), Escrow Reporting (3), Training and Dev, and Help. The main content area includes:
 

- Summary (7):** A dashboard with five cards showing balance amounts and loan counts: Total Escrow Balance Amount (\$11,656.00), Escrow Tax and Insurance Balance Amount (\$2,801.00), Escrow Loss Draft Balance Amount (\$1,531.00), Escrow Buy Down Balance Amount (\$4,374.00), and Escrow Renovation Balance Amount (\$2,950.00).
- Dashboard Summary (8):** Two gauge charts showing the 'Percentage of Loans without T&I Escrow Payment Event'. The first gauge shows 100% (orange), and the second shows 0% (green). An arrow points from the 100% gauge to the 0% gauge.
- Exceptions (10):** A table with columns for Select, Fannie Mae Loan Number, Servicer Loan Number, Servicer Number, Servicer Name, Servicer Transaction Processed Date, Fannie Mae Transaction Processed Date, Loan Escrow Item Category Type, Loan Escrow Item Type, Exception Severity, and Exception Error Message. A 'Download' button is present.



## Fannie Mae Loan Search

Use the Fannie Mae Loan Search field to enter the Fannie Mae 10-digit Fannie Mae loan number to view loan details.

Fannie Mae

Q 987654321

Servicer Number(s)

-- Select --

Submit

## Servicer Number(s)

Use the **Servicer Number(s)** drop-down to **Select All** 5-digit or 9-digit Servicer Numbers or select individual 5-digit or 9-digit Servicer Number(s).

Servicer Number(s) Drop-down Filter

Servicer Number(s)

-- Select --

12345 Loan Servicing Co

1234567890

1234567891

1234567892

1234567893

1234567894

1234567895

Servicer Number(s)

10 Selected

12345 Loan Servicing Co

1234567890

1234567891

1234567892

1234567893

1234567894

1234567895

You will only see the servicer numbers that you are associated with.

## Summary

The **Escrow Balance Summary** provides the latest snapshot for all four escrow category types.

The Dashboard Summary displays balances and loan counts for:

- Total Escrow Balance Amount
- Escrow Tax and Insurance Balance Amount
- Escrow Loss Draft Balance Amount
- Escrow Buy Down Balance Amount
- Escrow Renovation Balance Amount

Refer to the [Loan Management: Servicing Events and Data Requirements](#) for definitions of these escrow category types.



Click the Download  icon to download the escrow balances for all four escrow category types.

**Escrow Reporting**


Submit Single Event Upload Event(s)

Summary

<b>\$11,656.00</b> Total Escrow Balance Amount 23 Total Loans	<b>\$2,801.00</b> Escrow Tax and Insurance Balance Amount 6 Loans 1 Loans w/Negative Balance -\$99.00	<b>\$1,531.00</b> Escrow Loss Draft Balance Amount 4 Loans	<b>\$4,374.00</b> Escrow Buy Down Balance Amount 19 Loans	<b>\$2,950.00</b> Escrow Renovation Balance Amount 4 Loans
---------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------	-----------------------------------------------------------------	------------------------------------------------------------------

### Dashboard Summary

The chart reflects the percentage of the servicer’s loans without T&I escrow payment event. At the start of the activity period, the gauge displays 100% in red, indicating no events have been reported. The Beginning Count and Loans Reported count at the base of the gauge allows the user to track the number of loans that have been reported. As events are reported, the gauge turns green, with the red color reflecting the unreported loans.

Click the Download  icon to download the Percentage of Loans without T&I Escrow Payment Event – Loans with a Taxes and Insurance escrow balance but no reported loan escrow payment during the current activity period.

**Dashboard Summary**

Percentage of Loans without T&I Escrow Payment Event

Beginning count: 2, Loans reported: 0, 100%

The Dashboard Summary diagram indicates that a T&I Escrow Payment Event has not been reported. As T&I Escrow Payment Events are reported, the gauge will change to green.

**Dashboard Summary**

Percentage of Loans without T&I Escrow Payment Event

Beginning count: 0, Loans reported: 0, 0%



## Submission History

The Submission History tab shows the status of all submitted escrow events via Business-to-Business (B2B), Application Programming Interface (API), and User Interface (UI) reporting channels.

1. Select the **Submission History** tab.
2. Review the results to ensure that all submitted loans/events are displayed.

During peak processing periods, submissions may experience a delay before appearing in Submission History. The “Processing” submission status indicates the submission is queued and will be processed in the order received.

Submission Date	Submission ID	Submission Status	Submission Source	Total Loans Reported	Total Events Reported	Total Events Rejected	Total Events Accepted	Submitter Name	Submitter User ID	Servicer Number
3/24/2026	123456789	Completed	UI	1	1	1	0	TestJane		987654321
3/24/2026	123456789	Completed	UI	1	1	0	1	TestJane		987654321
3/23/2026	123456789	Completed	UI	1	1	0	1	TestJane		987654321
3/23/2026	123456789	Completed	UI	1	1	1	0	TestJane		987654321
3/20/2026	123456789	Completed	UI	1	1	1	0	TestJane		987654321
3/20/2026	123456789	Completed	UI	1	1	1	0	TestJane		987654321

## Exceptions

The Exceptions tab shows the loans with rejected events.

To resolve exceptions:

1. Select the loan with the exception.
2. Click **Submit Event**.
3. Enter the required data and submit a new event to resolve the exception.

To download exceptions:

1. **Select All** to download all loans or select individual loan numbers.
2. The download includes information displayed in the UI, including additional data attributes.

**Note:** The display defaults to the oldest exceptions first.

Select All	Fannie Mae Loan Number	Servicer Loan Number	Servicer Number	Servicer Name	Servicer Transaction Processed Date	Exception Severity	Exception Error Message	Submit Event
<input checked="" type="checkbox"/>	4028146496		987654321	Loan Servicing Co	02/26/2022	Fatal	The prior Tax and Insurance Balance \$0.00 plus the Loan Item Escrow Amount \$98.36 does not align with the reported Loan Escrow Balance Amount \$177.39. E003	Submit Event
<input type="checkbox"/>	4011574993		987654321	Loan Servicing Co	03/11/2026	Fatal	The prior Loan Escrow Renovation Balance \$0.00 plus the Loan Item Escrow Amount \$30.00 does not align with the reported Loan Escrow Balance Amount \$20.00. E006	Submit Event
<input type="checkbox"/>			987654321	Loan Servicing Co	03/23/2026	Fatal	The prior Tax and Insurance Balance \$0.00 plus the Loan Item Escrow Amount \$200.00 does not align with the reported Loan Escrow Balance Amount \$100.00. E003	Submit Event

Refer to the [Servicing Changes Reference Guide](#) for the list of Escrow Business Rules.



# Loan Details

## Navigation

Field Name		Definition
1	Current Exception & Loan Position	Current exception displays open Escrow Exceptions and Loan Position History displays all Accepted Events across all escrow categories and item types.
2	Exception History	Historical record of all resolved escrow exceptions for the loan.
3	Submit Single Event	Opens the workflow to submit a new escrow event for the selected loan.
4	Servicer Transaction Processed Date	The date when a servicing transaction was recorded on the mortgage loan.
5	Loan Escrow Item Category Type	Type of escrow activity reported (for example, Taxes and Insurance, Buydown, Loss Draft, Renovation).
6	Loan Escrow Item Type	Identifies specific escrow item within the selected event category.
7	Exception Severity	Indicates the impact level of an exception.
8	Exception Error Message	Explains why an escrow event was rejected.
9	Download	Downloads are available for Current Exception(s), Escrow Loan Position History, and Exception History.

## Current Exception & Loan Position

The Current Exceptions & Loan Position tab displays loans with rejected events and Escrow Loan Position History tab displays escrow balances from the latest accepted escrow events across all escrow categories and item types.

To resolve exceptions:

1. Click **Submit Event**.
2. Enter the required data and submit a new event to resolve the exception.



To manually close an event,

1. Click **Close Event** at the right side of the page, for the specific exception.
2. Select the **Closure Reason** from the drop-down menu.
3. Click **Close Event**.

**Current Exceptions & Loan Position** 7 Exception History

**Current Exceptions ( 7 )** Download

Servicer Loan Number	Servicer Number	Processed Date	Cre	Cre	Action
		08/01/2025	08/13/2025	13:45	Renovation Setup Fatal Exception

**You are about to close an event**

FANNIE MAE LOAN NUMBER: [REDACTED]  
FURNIT TYPE: City Tax  
EVENT CATEGORY: Loan Tax and Insurance  
PROCESS DATE: 08/13/2025  
ESCROW CONTRACTUAL PAYMENT AMOUNT: \$30.00  
TAX AND INSURANCE BALANCE: \$100.00  
LOAN ITEM ESCROW AMOUNT: \$30.00

**Closure Reason**

Select

- Incorrect Fannie Mae Loan Number
- Incorrect Escrow Category
- Servicer Reporting Error - Cannot Correct

Close Event

To download Current Exception & Loan Position:

1. Select Download to download Current Exceptions
2. Select Download to download Loan Position

**Current Exceptions & Loan Position** 2 Exception History

**Current Exceptions (2)** Download

Servicer Transaction Processed Date	Fannie Mae Transaction Processed Date	Loan Escrow Item Category Type	Loan Escrow Item Type	Exception Severity	Exception Error Message
03/11/2026	03/11/2026	Loan Renovation	Setup	Fatal	The prior Loan Escrow Renovation Balance \$0.00 plus the Loan Item Escrow Amount \$30.00 does not align with the reported Loan Escrow Balance Amount \$20.00. E006
03/23/2026	03/23/2026	Loan Taxes and Insurance	City Tax	Fatal	The prior Tax and Insurance Balance \$0.00 plus the Loan Item Escrow Amount \$200.00 does not align with the reported Loan Escrow Balance Amount \$100.00. E003

**Escrow Loan Position History** Download

Escrow Activity Period	Servicer Transaction Processed Date	Loan Escrow Contractual Payment Amount	Loan Escrow Item Category Type	Loan Escrow Item Type	Loan Escrow Item Amount	Loan Escrow Tax and Insurance Balance Amount	Loan Escrow Loss Draft Balance Amount	Loan Escrow Buydown Balance Amount	Loan Escrow Renovation Balance Amount
03/2026	03/16/2026	\$0.00	Loan Taxes and Insurance	City Tax	\$100.00	\$100.00	\$0.00		
03/2026	03/05/2026	\$100.00	Loan Loss Draft	Loan Loss Draft Activity	\$100.00		\$100.00		
03/2026	03/05/2026	\$100.00	Loan Loss Draft	Loan Loss Draft Activity	-\$100.00		\$0.00		

Showing 1 to 3 of 3 entries

**Note:** The download includes information displayed in the UI, including additional data attributes.



## Exception History

Exception History displays the exceptions that were resolved. Click **Download** to download Exception History and additional attributes.

Loan History

Escrow Reporting 2

Current Exceptions & Loan Position

**Exception History**

Submit Single Event

Download

Servicer Transaction Processed Date	Fannie Mae Transaction Processed Date	Loan Escrow Item Category Type	Loan Escrow Item Type	Exception Severity	Exception Error Message	Closure Reason
02/21/2026	02/21/2026	Loan Loss Draft	Setup	Fatal	The prior Loan Escrow Loss Balance 100 plus the monetaryEventEscrowTransactionAmount 100 doesn't align to the reported escrow balance amount 100 E004.	
02/21/2026	02/21/2026	Loan Taxes and Insurance	City Tax	Fatal	The prior Tax and Insurance Balance 100 plus the monetaryEventEscrowTransactionAmount 500 doesn't align to the reported escrow balance amount 500 E003.	
02/21/2026	02/21/2026	Loan Buy Down	Loan Buy Down Activity	Fatal	The prior Loan Escrow Buy Down Balance 500 plus the monetaryEventEscrowTransactionAmount 100 doesn't align to the reported escrow balance amount 400 E005.	
02/27/2026	02/27/2026	Loan Buy Down	Loan Buy Down Activity	Fatal	The prior Loan Escrow Buy Down Balance 100 plus the monetaryEventEscrowTransactionAmount 100 doesn't align to the reported escrow balance amount 2000 E005.	
02/27/2026	02/27/2026	Loan Buy Down	Loan Buy Down Activity	Fatal	The prior Loan Escrow Buy Down Balance 100 plus the monetaryEventEscrowTransactionAmount 100 doesn't align to the reported escrow balance amount 100 E005.	
02/27/2026	02/27/2026	Loan Buy Down	Loan Buy Down Activity	Fatal	The prior Loan Escrow Buy Down Balance 500 plus the monetaryEventEscrowTransactionAmount 100 doesn't align to the reported escrow balance amount 5000 E005.	

## Reporting Escrow Events

### Submit Single Event

Users can submit a new escrow event or resolve a rejected event using the **Submit Single Event** option.

- Top -right corner of the Escrow Reporting page
- Exceptions tab, next to the related error messages
- Loan Detail page, in the top right corner.

Loan Details

FANNIE MAE LOAN NUMBER	SERVICER NUMBER	SERVICER NAME	LOAN BENEFITANCE TYPE	MBS POOL IDENTIFIER	AMORTIZATION TYPE
987654321	999999999	Loan Servicing Co.	Actual/Actual	A56901	Fixed Rate Mortgage (FRM)
SERVICER LOAN NUMBER	ACTING SERVICER NUMBER	ACTING SERVICER NAME	LOAN MORTGAGE TYPE	LOAN FINANCIAL EXECUTION TYPE	LOAN STATUS
123456789	543216789	Loan Servicing Co.	Conventional	Sold - MBS	Active

Submission History Exceptions 3

Exceptions

To resolve exceptions for the loans listed below, select the desired loans from the table, download the file, correct the data, and re-upload it as an event report.

Download

Select	Fannie Mae Loan Number	Servicer Loan Number	Servicer Number	Servicer Name	Servicer Transaction Processed Date	Fannie Mae Transaction Processed Date	Loan Escrow Item Category Type	Loan Escrow Item Type	Exception Severity	Exception Error Message
<input type="checkbox"/>										The prior Loan Escrow Buy Down Balance 50.00 plus the Loan Item Escrow Amount

Search Loan #

Submit Single Event Upload Event(s)

Submit Single Event

Escrow Reporting

Summary



## Add Single Event

1. Click **Submit Single Event** as shown above.
2. Enter the Fannie Mae Loan Number.
3. Select a Loan Escrow Item Category Type from the drop-down menu.
4. Select a Loan Escrow Item Type from the drop-down menu.
5. Click **Next** to proceed.
6. Click **Cancel** to close the pop-up window.

### Submit Single Escrow Event

Fannie Mae Loan Number \* **2**

Loan Escrow Item Category Type \* **3**

Loan Escrow Item Type \* **4**

**6** **5**

Cancel Next

## Enter Escrow Event Details

The **Enter Escrow Event Details** screen will open. Required fields will display based on the Event Category and Event Type selected on the prior screen.

- Enter the date and amounts.
- Click **Submit** to proceed or click **Cancel** to close the pop-up window.

### Enter Escrow Event Details

Please enter the required information to submit an escrow event. Ensure all fields are accurate and complete.

FANNIE MAE LOAN NUMBER:	987654321	LOAN FINANCIAL EXECUTION TYPE:	Conventional Fixed
SERVICER LOAN NUMBER:	123456789	LOAN ESCROW ITEM CATEGORY TYPE:	Loan Taxes and Insurance
SERVICER NUMBER:	999999999	LOAN ESCROW ITEM TYPE:	City Tax
SERVICER NAME:	Loan Servicing Co.		

Loan Attribute	Last Applied Position	New
Servicer Transaction Processed Date		<input type="text" value="03/23/2026"/>
Loan Escrow Contractual Payment Amount		<input type="text" value="\$1,000.00"/>
Loan Escrow Item Amount		<input type="text" value="\$200.00"/>
Loan Escrow Tax and Insurance Balance Amount		<input type="text" value="\$100.00"/>

Cancel Submit



If any required fields are left blank, the system will display an error highlighting the fields that require attention, along with a brief explanation of the issue. When all corrections are resolved, click **Submit** to proceed, or click **Cancel** to close the pop-up window.

### Enter Escrow Event Details ✕

Please enter the required information to submit an escrow event. Ensure all fields are accurate and complete.

FANNIE MAE LOAN NUMBER:	987654321	LOAN FINANCIAL EXECUTION TYPE:	Conventional Fixed
SERVICER LOAN NUMBER:	123456789	LOAN ESCROW ITEM CATEGORY TYPE:	Loan Taxes and Insurance
SERVICER NUMBER:	999999999	LOAN ESCROW ITEM TYPE:	City Tax
SERVICER NAME:	Loan Servicing Co.		

⚠ Please correct the errors before submitting

Loan Attribute	Last Applied Position	New
Servicer Transaction Processed Date		03/23/2026 <span style="float: right;">📅</span>
Loan Escrow Contractual Payment Amount		\$1,000.00
Loan Escrow Item Amount		Enter Amount <span style="float: right; color: red;">❗</span>
Loan Escrow Tax and Insurance Balance Amount		\$100.00

Cancel
Submit

The servicing platform will display a submission confirmation with a Submission ID Number. Click **Close** to close the pop-up.

### Submission received, your submission ID is 815b7d37-a2f4-4553-b317-81a9d246644e. ✕

You can check your submission status on the Submission History tab.

FANNIE MAE LOAN NUMBER:	987654321	LOAN FINANCIAL EXECUTION TYPE:	Conventional Fixed
SERVICER LOAN NUMBER:	123456789	LOAN ESCROW ITEM CATEGORY TYPE:	Loan Taxes and Insurance
SERVICER NUMBER:	999999999	LOAN ESCROW ITEM TYPE:	City Tax
SERVICER NAME:	Loan Servicing Co.		

Loan Attribute	Last Applied Position	New
Servicer Transaction Processed Date		03/23/2026
Loan Escrow Contractual Payment Amount		\$1000.00
Loan Escrow Item Amount		\$200.00
Loan Escrow Tax and Insurance Balance Amount		\$100.00

Close

The status of the submitted event will be displayed in the Submission History tab.

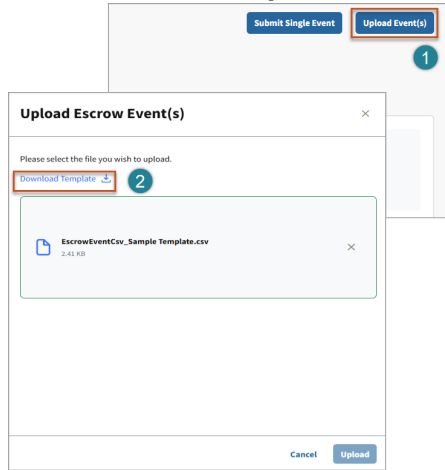
- If the event is accepted, the updated escrow balances will reflect in the Loan Position History.
- If the event is rejected, rejection details will be displayed in the Exception tab on the Summary Page and in the Current Exceptions & Loan Position tab on the Loan Details page.



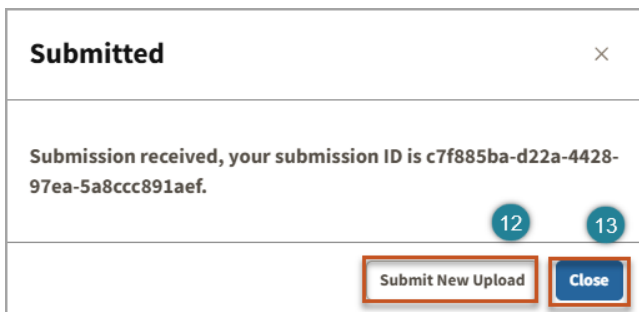
## Template

A specific template is required to complete an Upload via the servicing platform.

1. Click **Upload Event(s)**.
2. Click **Download Template** to retrieve the escrow event template.



3. Populate the template with all required event information. The template will allow the user to submit up to 12,000 events.
4. Select the Loan Event Name, Loan Escrow Item Category Type, and Loan Escrow Item Type from the available drop-down selection.
5. Each event must contain a Sequence Number that defines the processing order of transactions within a loan (lowest to highest).
6. Ensure the Sequence Numbers are unique (but not necessarily consecutive) for each loan in the file and delete all empty rows prior to running the validation process.
7. Click **Sort + Validate** to validate the file and resolve any errors.
8. Click **Export CSV** to convert the template to a .csv file. (File size cannot exceed 5MB.)
9. Drag and drop the .csv file to the upload area.
10. Click **Upload**.
11. The servicing platform will provide confirmation with a Submission ID.
12. Click **Submit New Upload** to continue with an additional upload, or
13. Click **Close** to close the pop-up.



## Escrow Setup and Transaction Reporting Examples

Examples of setup and transaction reporting can be found in the [Servicing Changes Reference Guide](#) on the Fannie Mae Servicing Platform page.



## Attestation

Fannie Mae requires attestation to confirm data accuracy and completeness. Servicers must complete Attestation for all 9-digit Servicer Numbers to confirm the ending escrow balance, loan count, and aggregate escrow contractual payment amount.

Select All to process events in bulk.

1. Select **Attestation** from the side bar.
2. Select an Activity Period from the drop-down menu.
3. Make an attestation selection.
  - If all balances and loan counts reconcile with Fannie Mae records, the servicer must select “Yes” to attest.
  - If any balances or loan counts do not reconcile, the servicer must select “No” and provide commentary for each unreconciled Servicer Number.
4. Click **Save**.

The screenshot displays the 'Escrow Attestation Servicer Level' interface. On the left is a dark sidebar with 'Attestation' selected (marked with a '1'). The top right shows the 'Activity Period' as '02/2026' (marked with a '2'). The main area features a table with the following columns: Servicer Number, Servicer Name, Loan Escrow Item Category Type, Prior Balance, Deposits, Disbursements, Ending Balance, Ending Loan Count, Escrow Contractual Payment, Reconciled, and Commentary. A 'Select All' checkbox is on the left. Above the table are buttons for 'Apply Reconciled', 'Save', 'Download', and 'Loan Level' (marked with a '4'). A callout box (marked with a '3') points to the 'Reconciled' column, stating: 'If all balances reconcile, use the drop-down above to select "Yes". If any lines do not reconcile, select "No" on that line and add a comment.'

	Servicer Number	Servicer Name	Loan Escrow Item Category Type	Prior Balance	Deposits	Disbursements	Ending Balance	Ending Loan Count	Escrow Contractual Payment	Reconciled	Commentary
<input type="checkbox"/>	987654321	Jane Test	T&I	\$2,34,000.00	\$567.00				\$2,00,000.00	Not Started	Enter Comments Here
<input type="checkbox"/>	987654321	Jane Test	Interest Buydown	\$2,34,000.00	\$567.00				\$2,00,000.00	Not Started	Enter Comments Here
<input type="checkbox"/>	987654321	Jane Test	Loan Loss Draft	\$4,567.00	\$567.00				\$2,00,000.00	Not Started	Enter Comments Here
<input type="checkbox"/>	987654321	Jane Test	Interest Buydown	\$4,567.00	\$567.00				\$2,00,000.00	Not Started	Enter Comments Here
<input type="checkbox"/>	987654321	Jane Test	Loan Loss Draft	\$4,567.00	\$567.00	-\$100.00	\$467.00	30	\$2,00,000.00	Not Started	Enter Comments Here
<input type="checkbox"/>	987654321	Jane Test	T&I	\$4,567.00	\$567.00	-\$100.00	\$467.00	5	\$2,00,000.00	Not Started	Enter Comments Here
<input type="checkbox"/>	987654321	Jane Test	T&I	\$4,567.00	\$567.00	-\$100.00	\$467.00	5	\$2,00,000.00	Not Started	Enter Comments Here
<input type="checkbox"/>	987654321	Jane Test	T&I	\$4,567.00	\$567.00	-\$100.00	\$467.00	5	\$2,00,000.00	Not Started	Enter Comments Here

Users may switch between **Servicer Level** and **Loan Level** views.

- The Servicer Level view displays totals for all 9-digit servicer numbers.
- The Loan Level view provides a loan-level breakdown across all four escrow category types.
- Users can **Select All** to download or select individual 9-digit Servicer Number(s) at the Servicer Level and Loan Level.
- The download includes information displayed in the UI, including additional data attributes.

The attestation window will be opened on business day 3 and will close at the end of business day 2 of the following month.

**Example:** The March 2026 activity period will run from April 3rd to May 4th.

## Testing Support

- Support is available from 9:00 AM to 5:00 PM ET on designated test execution days.
- To report issues, acting servicers and Technology Service Providers should use [Box Defect Management Form](#), including all relevant details to facilitate timely resolution.

**Note:** Support will not be available on designated Fannie Mae holidays. Please refer to the CIT Calendar found within the [Escrow Reporting Fannie Mae Customer Integration Test Plan](#).



## Learn More

- You are encouraged to visit the Fannie Mae [servicing platform](#) website regularly to stay current on these changes and to prepare for the testing phase and timely implementation.
- We also recommend that all users subscribe to Fannie Mae's Selling and Servicing News to stay abreast of updates related to upcoming changes to our servicing processes and systems.
- Contact [Future of Servicing](#) for questions about this document.