Fannie Mae

Custodial Bank Account Management Application – FAQs

Single-Family Forms 1013 and 1014

Updated September 2026

Application Access

Q1. **How do I register for the Custodial Bank Account Management Application?**

The Corporate or Technology Manager Administrator of an approved Fannie Mae servicer must set up the application from the available applications list in Technology Manager then set up the users . Please consult the Technology Manager for Administrators Job aid step-by-step instructions. For additional information, please contact us at 1-800-2Fannie and press 1, then 1 again.

Q2. **How do I log into the application?**

Select the **Launch** button on Custodial Bank Account Application page on fanniemae.com.

Sub-servicing Relationships

Q3. **How should the custodial account be titled?**

The account title should reflect the name of the entity that opened the custodial account. The system will automatically populate the title section of the Forms based on user input. Please consult the Single-family Custodial Bank Account Management Application User Guide for additional information.

Q4. **Is a new Data Access Authorization Form 101 required?**

If a Master Servicer chooses to allow the Subservicer to manage the custodial forms a new completed and signed Data Access Authorization Form is required.

Q5. **I use a subservicer for one of my 9-digit Servicer Numbers but not the others. How does this work in the application?**

The system will automatically identify an active Subservicer relationship and display the Subservicer Name and 9-digit Servicer Number where applicable.

General Form Information

Q6. **Why don't I see one of my 9-digit Servicer Numbers listed on the Home page of the application?**

Active 9-digit Servicer Numbers are shown in the application when an existing Custodial Account Form 1013 or Form 1014 has a status of:

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- In Draft
- Pending Signatures
- Signatures Declined
- Fully Signed
- In Effect
- Pending Replacement

If you need to submit a form for a 9-digit Servicer Number not displayed, click the **Create New Form** button.

Q7. **Why does a form show as Fully Signed?**

The Fully Signed status indicates that the form has been signed by both Representatives. When the Form reaches its specified effective date, the system will automatically update the status to In Effect.

Q8. **Can I put 9-digit Servicer Numbers belonging to more than one 5-digit Seller/Servicer ID on a form?**

No. All 9-digit Servicer Numbers reflected on a form must belong to a single 5-digit Seller/Servicer ID.

Q9. **Can a form list multiple Subservicer 9-digit Servicer Numbers?**

No. Only one 9-digit Servicer Number belonging to the Subservicer can be listed on form

Q10. **Can I combine different P&I remittance types on one Form 1013?**

No. You may only select one remittance type on Form 1013.

Q11. **Do I need to report that a custodial bank account has been closed?**

Yes. If the custodial bank account has been closed, click on the Form Number and click the **Report Account Closed** button. A modal will display prompting you to provide an explanation and warning you that the action cannot be reversed if you continue.

> **NOTE:** *If any of the listed 9-digit Servicer Numbers are still active for servicing, you must either create a new form or use Change/Replace on different form.*

Creating New Forms

Q12. **When should I use the Create New Form button?**

A new custodial bank account should be established and a new form created in the following situations:

- A 9-digit Servicer Number is approved for servicing.
- The Master Servicer, Subservicer, or Depository has undergone a Name Change or Merger.
- A 9-digit Servicer Number will begin making deliveries under a new remittance type.
- A Master Servicer establishes a new Subservicing relationship.

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Change/Replace a Form

Q13. **Am I able to make a change or correction to an existing form?**

The Change/Replace function is limited to:

- Correcting typographical errors of the data entered or selected for most fields including the Custodial Bank Account Number and the selected Signers contact information.
- Adding or removing 9-digit Servicer Numbers with the same 5-digit Seller/Servicer ID.

> **NOTE:** *If a removed 9-digit Servicer Number is still active for servicing, you must either open a new account and create a new form or add it to an existing form.*

Q14. **When I use the Change/Replace function, do I need to submit for signatures?**

Yes. Any time you create a new form or change/replace the information on an existing form, it must be signed by all parties.

Q15. **Can I make a correction to a form in Pending Signatures status?**

Yes. Select the form and choose **Recall Signatures**. Then click **Edit Form** to update and save the necessary information, then select **Generate & Send for eSignatures** to continue the process.

Depository Institutions

Q16. **Where can I find the Depository Institution's ABA Number?**

The American Bankers Association (ABA) issues a unique identifier, known as an ABA Number, to each depository institution. Contact your depository institution to obtain the ABA Number to use for the custodial bank account.

Q17. **How do I know if my depository is eligible to act as a Custodian?**

The application checks depository eligibility based on the entered ABA Number and selected remittance type, following the requirements in Single-Family Servicing Guide section A4-1-02, Establishing Custodial Bank Accounts. If the depository is not eligible or not found, instructions will be displayed to either reenter the ABA # or to contact custodial_account@fanniemae.com .

> **NOTE:** *Note: The servicer must still follow the procedures in F-1-03, Establishing and Implementing Custodial Accounts for requirements for establishing, implementing, and monitoring custodial accounts and bank instructions for drafting. See also A2-1-02, Servicer's Duties and Responsibilities Related to MBS Mortgage Loans for additional information.*

Q18. **Can I use the same bank account for Principal and Interest (P&I) and Taxes & Insurance funds (T&I)?**

No. You cannot commingle the P&I and T&I Funds.

Q19. **Can I commingle funds for different P&I remittance types in a custodial bank account?**

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It is permissible to commingle the P&I funds from Scheduled/Scheduled (MBS Pools) and Excess Yield (Strip MBS), however they must be listed on separate Forms; All other remittance types must have a separate custodial bank account.

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