

Custodial Bank Account Management Application – FAQs

Single-Family Forms 1013 and 1014

Updated May 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 add the Custodial Bank Account Management Application from the available applications list in Technology Manager, and then set up the application and provision users with the Custodial Bank Account Management - External General User Role as outlined in the [Technology Manager for Administrators Guide](#). 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](#).

Subservicing Relationships

Q3. Is a new [Data Access Authorization Form 101](#) required for existing Master/Subservicer Relationships?

Yes. A new completed [Data Access Authorization Form 101](#) signed by both the Master Servicer and the Subservicer is required for all active subservicing relationships to authorize the Subservicer to access the Master Servicer's 9-digit Servicer Numbers within the Custodial Bank Account Management Application.

Q4. I use a subservicer for one of my 9-digit Servicer Numbers but not the others. How does this work in the application?

A **Master Servicer** can:

- View forms for 9-digit Servicer Numbers that are subserviced.
- View, create and change/replace existing forms for 9-digit Servicer Numbers that are *not* subserviced.

A **Subservicer** can perform the following actions for the 9-digit Servicer Numbers they service, either in-house or on behalf of a Master Servicer:

- View forms
- Create new forms
- Change/replace existing forms



General Form Information

Q5. Do I need to re-create Custodial Account Management forms that were previously submitted to Fannie Mae?

No. The data from your existing Form 1013 and Form 1014 is available in the new application. There may be a slight delay in viewing form data submitted under the old process after 3/01/26.

Q6. Why can I view but not change or replace an existing form?

For 9-digit Servicer Numbers that are subserviced, the Master Servicer can only view forms, while changes and replacements are allowed only by the Subservicer.

Q7. Why don't I see one of my 9-digit Servicer Numbers listed in 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:

- 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.

Q8. 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.

Additionally, a new form is required in these scenarios:

- An established 9-digit Servicer Number will begin making deliveries under a new remittance type.
- A Master Servicer establishes a new Subservicing relationship. **Note:** A new DAA Form 101 must also be submitted.

Q9. Am I able to make a change or correction to an existing form?

Yes. The Change/Replace function is applied to a form with status of In Effect when the listed custodial bank account continues to be used and certain changes are required:

Adding 9-Digit Servicer Numbers belonging to the same 5-digit Seller/Servicer ID



- You can add a 9-digit Servicer Number to an existing form, if the added 9-digit Servicer Number uses the same remittance type listed on the original form.

Removing a 9-Digit Servicer Number belonging to the same 5-digit Seller/Servicer ID

- It is permissible to remove a 9-digit Servicer Number from an existing form, provided that at least one of the original 9-digit Servicer Numbers listed remains in use.

Note: If the 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.

Q10. Are there any limitations on using Change/Replace on an existing form?

Yes. The Form #, Depository Institution ABA #, and Remittance Type(s) cannot be changed.

Q11. When I use the Change/Replace function, do I need to submit for signatures?

Yes. When you use the change/replace function the generated form must be signed by all parties.

Q12. Do I need to report that a custodial bank account has been closed?

Yes. If the custodial bank account listed on a form with a status of In Effect has been closed, click on the Form Number and click the **Report Account Closed** button. A modal will display prompting to you 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.*

Q13. Can I make a correction to a form in “Pending Signatures” status?

Yes. On the landing page select the form number (active hyperlink) 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.

Q14. The form has been signed by both the master servicer or subservicer and the depository, but it is not yet In Effect. Why?

If both the servicer and depository signers the form prior to the effective date, the form status is shown as “Fully Signed”. When the Form reaches its specified effective date, the system will automatically update the status to “In Effect”.

Q15. Can I put 9-digit Servicer Numbers belonging to more than one 5-digit Master 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.

Q16. 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. If the Subservicer is also servicing loans under a different 9-digit Servicer Number for the same 5-Digit Master Seller/Servicer ID, a separate form is required.



Depository Institutions

Q17. 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.

Q18. 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.

Q19. 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.

Q20. Can I combine different P&I remittance types on one Form 1013?

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

Q21. Can I commingle funds for different P&I remittance types in a custodial bank account?

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