Fannie Mae

Single-Family Custody Operations Points of Contacts and Analyst Assignments

The Single-Family Custody Operations team is responsible for monitoring and assessing the performance of document custodians holding Single Family notes and certain other mortgage documents on behalf of Fannie Mae, as set forth in the Requirements for Document Custodians (RDC). The following table lists Points of Contacts and Document Custodian Analyst Assignments.

Management Points of Contacts

Jill O'Rourke
Senior Director
jill_m_orourke@fanniemae.com
703-833-4039

Andrea Casey
Manager
andrea_x_casey@fanniemae.com
703-833-2449

Support channels

Inquiries/Custodial Agreements
custodian_oversight@fanniemae.com

Certification Support
certification_SF@fanniemae.com
1-800-2FANNIE; select Option 1, then Option 5

eNotes Certification Support
emortgage_custody@fannienmae.com

Data-related Support

Deepti Pothi Reddy (Lead Associate)
deepti_x_pothi_reddy@fanniemae.com
703-833-3720

Quarterly FIN Reconciliation
fnm_custodian_recon@fanniemae.com

Fannie Mae Connect support
1-800-2FANNIE; select Option 1

Document Custodian Analyst Assignments

Jaime Aranda (Lead Associate)
jaime_aranda@fanniemae.com
972-656-7208

Assigned document custodians
Computershare Trust Company, N.A.

Shanicka Singleton (Senior Associate)
shanicka_v_singleton@fanniemae.com
703-833-7643

Assigned document custodians
Bank of New York Mellon Trust Company, N.A.
Citibank, N.A.
Citizens Bank, N.A.

Paula Kifer (Associate)
paula_kifer@fanniemae.com
301-418-7090

Assigned document custodians
Bank of America, N.A.
Banco Popular de Puerto Rico
Flagstar Bank, FSB
JPMorgan Chase Bank, N.A.
Regions Bank
The Huntington National Bank
Truist (formally SunTrust Bank)
Trustmark Bank
Wilmington Trust

Catrina L. Satterwhite (Associate)
catrina_l_satterwhite@fanniemae.com
972-656-7220

Assigned document custodians
Fifth Third Bank
PNC Bank, N.A.
Salem Five Cents Savings Bank
Truist (formally BB&T)
Ulster Savings Bank

Mitchell Kucheruk (Senior Associate)
mitchell_kucheruk@fanniemae.com
703-833-8401

Assigned document custodians
Associated Bank, N.A
Deutsche Bank National Trust Company
United Community Bank
U.S. Bank, N.A.

Please note: Document Custodian Analyst Assignments may change on an as needed basis.

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