

Contacting Fannie Mae for Short Sale Support

Know What Information You Need

Before you submit an inquiry about an active short sale to Fannie Mae, ensure you have obtained all of the required items.

Required Items for each submission:

- Signed **Fannie Mae specific** Borrower Authorization Form
- Listing agent name, phone number, and email address
- Agency name
- Property address (unit/apartment number, if appropriate)
- Loan number(s) (servicer and/or Fannie Mae's)
- Servicer name
- Property foreclosure sale date (if known)
- Current gross offer

| If you need help with this issue: | You will need to provide Fannie Mae with: |
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| <p>I want to contest a value Fannie Mae has assigned to a listed property.</p> | <ul style="list-style-type: none"> • Required Items, specified above • Your point of contact at the mortgage servicer (contact's phone number and email address) • List significant value-related issues (i.e. property has a septic system, foundation problems, defective drywall) • The listing agent's recommended value • 3-6 MLS sheets of recent, relevant active and sold comps (include listing history and realtor comments) • Any additional document from this list to support the case: <ul style="list-style-type: none"> ○ Appraisal or Buyer's BPO (BPO that servicer didn't order) ○ CMA report with comp photos, descriptions, listing history ○ Inspection report with color photos of repairs ○ Contractor estimate with color photos of repairs ○ Disputes based on major foundation issues must include a structural engineers report with the name and phone number of the engineer. Reports must be accompanied with foundation repair bid(s) and color photographs of the damage. |
| <p>I submitted an offer to the servicer more than 30 days ago and haven't received an acknowledgment of the submission.</p> | <ul style="list-style-type: none"> • Required Items, specified above • Buyer's name • Your point of contact at the mortgage servicer, contact's phone number and email address • Date of offer submission • How much the gross offer is for |
| <p>My request for a valuation has been pending with the servicer for more than 30 days.</p> | <ul style="list-style-type: none"> • Required Items, specified above • Your point of contact at the mortgage servicer, contact's phone number and email address • Date of the original request • If you know whether the BPO has been completed |

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|---|--|
| <p>I have not received an acceptance, rejection or counter to an offer submitted more than 60 days ago.</p> | <ul style="list-style-type: none"> • Required Items, specified above • Buyer's name • Your point of contact at the mortgage servicer, contact's phone number and email address • Date of offer submission • How much the gross offer is for • Any additional lien considerations |
| <p>I have an issue with an offer currently under negotiation.</p> | <ul style="list-style-type: none"> • Required Items, specified above • Buyer's name • Your point of contact at the mortgage servicer, contact's phone number and email address • A description of your issue with the offer • Date of offer submission • Offer amount |
| <p>I have a policy related question on short sales.</p> | <ul style="list-style-type: none"> • Required Items, specified above • Specifics on the issue or question you have |