

# 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:
I want to contest a value Fannie Mae has assigned to a listed property.	<ul style="list-style-type: none"> <li>• Required Items, specified above</li> <li>• Your point of contact at the mortgage servicer (contact's phone number and email address)</li> <li>• List significant value-related issues (i.e. property has a septic system, foundation problems, defective drywall)</li> <li>• The listing agent's recommended value</li> <li>• 3-6 MLS sheets of recent, relevant active and sold comps (include listing history and realtor comments)</li> <li>• Any additional document from this list to support the case: <ul style="list-style-type: none"> <li>○ Appraisal or Buyer's BPO (BPO that servicer didn't order)</li> <li>○ CMA report with comp photos, descriptions, listing history</li> <li>○ Inspection report with color photos of repairs</li> <li>○ Contractor estimate with color photos of repairs</li> <li>○ 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.</li> </ul> </li> </ul>
I submitted an offer to the servicer more than 30 days ago and haven't received an acknowledgment of the submission.	<ul style="list-style-type: none"> <li>• Required Items, specified above</li> <li>• Buyer's name</li> <li>• Your point of contact at the mortgage servicer, contact's phone number and email address</li> <li>• Date of offer submission</li> <li>• How much the gross offer is for</li> </ul>



My request for a valuation has been pending with the servicer for more than 30 days.	<ul style="list-style-type: none"><li>• Required Items, specified above</li><li>• Your point of contact at the mortgage servicer, contact's phone number and email address</li><li>• Date of the original request</li><li>• If you know whether the BPO has been completed</li></ul>
If you need help with this issue:	You will need to provide Fannie Mae with:
I have not received an acceptance, rejection or counter to an offer submitted more than 60 days ago.	<ul style="list-style-type: none"><li>• Required Items, specified above</li><li>• Buyer's name</li><li>• Your point of contact at the mortgage servicer, contact's phone number and email address</li><li>• Date of offer submission</li><li>• How much the gross offer is for</li><li>• Any additional lien considerations</li></ul>
I have an issue with an offer currently under negotiation.	<ul style="list-style-type: none"><li>• Required Items, specified above</li><li>• Buyer's name</li><li>• Your point of contact at the mortgage servicer, contact's phone number and email address</li><li>• A description of your issue with the offer</li><li>• Date of offer submission</li><li>• Offer amount</li></ul>
I have a policy related question on short sales.	<ul style="list-style-type: none"><li>• Required Items, specified above</li><li>• Specifics on the issue or question you have</li></ul>