

Step 1: Eligibility Criteria

- ❖ Property must have a first-lien loan owned by Fannie Mae.
- ❖ Only post-offer issues can be submitted. The servicer must be in receipt of a valid offer for the property.
- ❖ You must be a member of a participating MLS.
- ❖ You must be the listing agent for the property.
- ❖ You must obtain a signed Borrower Authorization Form (BAF) from the homeowner(s) and submit it to your MLS.

Step 2: Assistance Desk Guidelines

- ❖ You must first make a reasonable effort to resolve the issue by working through the servicer.
- ❖ You may submit your case in the event the servicer has not provided:
 - an initial response within 20 days,
 - a final property valuation within 30 days,
 - a final decision or specific direction to facilitate a decision within 60 days from the original offer submission date,
 - or, if you have received an approval from the servicer for your transaction, but the MI (or 2nd lien holder) has imposed a closing condition that is not possible for the borrower to meet.
- ❖ You must address all “actionable” requests from the servicer before submitting the issue,
- ❖ Where additional documentation is requested, servicer response time will be calculated from the date you submit the final documentation.

Fannie Mae designed the Assistance Desk to assist participating MLS members in handling post-offer short sale issues related to servicer non-response, second lien, or mortgage insurance issues. By working together to resolve these issues and taking a closer look at the root causes, business practices may be further refined resulting in a more expeditious process.

Step 3: Submission Instructions

Fannie Mae Loan Lookup	Use the Fannie Mae loan look up tool to confirm that Fannie Mae owns the loan for the property. Simply click on the link provided on your MLS's website or enter http://loanlookup.fanniemae.com/loanlookup/ into your web browser and follow the directions to complete the process.
Pre-submission Conditions	You must be eligible to access the Assistance Desk and agree to abide by the guidelines.
Borrower Authorization Form (BAF)	Prior to submitting your case, you must first submit a signed BAF to your MLS. You can download a blank copy from your MLS's website.
Intake Questionnaire Form	When you are ready to proceed, sign into your MLS website and proceed to the Short Sale Assistance Desk information. Follow the directions to complete and submit the Intake Questionnaire form.
Processing and Follow Up	MLS will submit your case to Fannie Mae by close of business of the second business day after your Intake Questionnaire form and BAF are received. MLS will send you all communications from Fannie Mae by close of business of the second business day after the communication is received. Please note, a final response from Fannie Mae will take at least two weeks and may take several weeks or longer, particularly for MI or 2 nd lien issues.

NOTE: Fannie Mae provides the Short Sale Assistance Desk as a value added service for MLS in the initiative and their participating members. However, participants do not have a special relationship and are not entitled to special privileges with Fannie Mae. The Short Sale Assistance Desk participants may not publish, or cause to have published, or make public use of Fannie Mae's name, logos, trademarks, or any information about its relationship with Fannie Mae without the prior written permission of Fannie Mae.