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Contact Us

Connect with us by email or phone.

Remember: Email is not a secure communication method. Do not send Social Security numbers or financial account information via email.



Mortgage Lenders, Servicers, and Technology Partners

Single-Family Business

Visit [Ask Poli](#) for fast and clear answers to policy-related questions.

For more information about Single-Family mortgage products, applications, and services, visit [Single-Family and Multifamily Business Contacts](#).

Interested in partnering with Fannie Mae? [Click here](#) to learn more about how to become a Fannie Mae customer.

Multifamily Business

Visit [Single-Family and Multifamily Business Contacts](#) to learn about Multifamily business products and services, including financing options for rental housing with five or more units or apartments.

Technology Support

Visit the [Single-Family Technology Center](#) for product information and help with Fannie Mae’s technical tools.

Visit the [Multifamily Technology Support Center](#) for assistance with our technical tools.

You may also call 800-2FANNIE (800-232-6643)

- Option 1, then Option 1 for Single-Family technology
- Option 2, then Option 1 for Multifamily technology

Investors

Investor Relations & Marketing

For more information about Fannie Mae’s financial performance or to learn more about our [fixed-income securities](#), including mortgage-backed securities, credit risk transfer programs, and corporate debt, email [Investor Relations & Marketing](#) or call 800-2FANNIE (800-232-6643) and select Option 3.

For Transfer Agent information, [click here](#).

Homeowners, Renters, and Real Estate Professionals

Help with Your Mortgage Loan

Your mortgage lender or mortgage servicer is the best resource for questions about your mortgage loan. Fannie Mae provides some helpful information:

- Visit our [Loan Lookup Tool](#) to learn whether Fannie Mae owns the mortgage on your home.
- **Homeowners with a Fannie Mae-owned mortgage can seek help for their COVID-19 related financial hardship. [Click here](#) for details.**
- Contact the [Fannie Mae Resource Center](#), or call 800-2FANNIE (800-232-6643), Option 4, if Fannie Mae owns your mortgage or for more information about a Fannie Mae lender.
- Find more information on buying and owning a home at Fannie Mae’s [consumer website](#).

Help for Renters

Your landlord or property manager are the best contacts for questions about your rental. Fannie Mae also provides helpful information for renters:

- **COVID-19 help for renters is available [here](#).**
- Visit the [Renters Resource Finder](#) to check if Fannie Mae financed your building. You can also find the types of assistance that are available to you if you’re facing financial challenges as a result of COVID-19, a natural disaster, or other difficulties.

Fannie Mae Real Estate Owned (REO) Properties

Visit [www.HomePath.com](#) to obtain general information on REO properties, search for listings, or look up a listing agent. HomePath also provides helpful resources for both homebuyers and real estate professionals, such as financing options for REO properties.

For more information about how Fannie Mae sells REO properties or about a Fannie Mae-owned property that you would like to purchase, email the [Consumer Resource Center](#), or call 800-2FANNIE (800-232-6643).

Other Fannie Mae Inquiries

Career Opportunities

For more information about employment opportunities, visit our [Careers site](#) to see how you can make a difference at Fannie Mae.

Becoming a Fannie Mae Supplier

For more information, visit [our Supplier portal](#), [send us an email](#) to learn how you can become a supplier for Fannie Mae, or find out about a registration in process.

Media Contacts

Visit the [Fannie Mae Newsroom](#) for media-related inquiries and other resources.

Report a Concern

Fannie Mae's Mortgage Fraud Program

Submit a [Suspected Mortgage Fraud Report](#) to notify authorities of suspected mortgage fraud, or call 800-2FANNIE (800-232-6643).

Information Security

For more information, access Fannie Mae’s Information Security resources [here](#) and learn about Fannie Mae’s Enterprise Certificate Service.

Visit our information technology [resource page](#) to report a potential security vulnerability.

Locations

Boston, MA
265 Franklin Street
10th Floor, Unit 1003
Boston, MA 02110

Chicago, IL
One South Wacker Drive
Suite 2700
Chicago, IL 60606

Philadelphia, PA
1700 Market Street
Suite 3100
Philadelphia, PA 19103

Plano, TX
Granite Park VII
5600 Granite Parkway
Plano, TX 75024

Reston, VA
Reston Town Center
2000 Opportunity Way
Reston, VA 20190

New York, NY
780 Third Avenue
9th Floor
New York, NY 10017

San Francisco, CA
535 Mission Street
Suite 2250
San Francisco, CA 94107

Urbana, MD
Urbana Technology Center
9107 Bennett Creek Boulevard
Frederick, MD 21704

Washington, DC
Midtown Center
1100 15th Street NW
Washington, DC 20005



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Business Partners

- Single-Family Business
- Multifamily Business
- Capital Markets
- Suppliers
- Developer Portal

Homebuyers, Owners, & Renters

Educational Resources

- Credit Basics
- HomeView Homeownership Education Course
- HomePath - Search for Homes
- Make Your Rent Count

Calculators & Tools

- All Calculators and Tools
- Glossary of Key Terms
- Mortgage Calculator
- Down Payment Assistance Search Tool

Let Us Help You

- Contact a Housing Counselor
- Manage Financial Uncertainty
- Recover from a Disaster

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