Fannie Mae

Commitment Integration

Multifamily Acquisitions

Contents

> **NOTE:** *Click on the relevant section in the Contents table above to be navigated there.*

Preface

The term "deal" is used frequently throughout this Job Aid. It is a term whose meaning and usage can vary among the parties involved in a transaction, as well as the Fannie Mae systems used to originate and deliver (complete) it. So, it is worthwhile at the outset to attempt to define a "deal", both in a general sense and how the concept is applied in the context of the two Fannie Mae applications discussed in this Job Aid: DUS Gateway® and C&D™.

A general definition for deal might be the following:

deal [deel]

noun

A proposed or ratified agreement between a party(ies) and Fannie Mae with defined terms and conditions that will be fulfilled by a combination of contracts, commitments, and transaction agreements. A deal normally results in the origination of one of more Mortgage Loans by the Lender for Delivery to Fannie Mae.

When considering how this definition is translated and applied by DUS Gateway and C&D, it is best to think in terms of the association of the various entities, or components, that comprise it, e.g., Commitments, Mortgage Loans, Properties (Collateral), Participants, and MBS Pools.

Consequently, in the context of DUS Gateway and C&D, the definition might be,

> A construct or mechanism by which the various entities (objects, components) comprising one or more transactions may be combined or associated to create an accurate digital representation of the approved terms, conditions, and structure of the Mortgage Loans to be originated by the Lender and Delivered to Fannie Mae.

That said, there are important distinctions to be noted in terms of how a Deal is implemented by DUS Gateway and C&D.

In DUS Gateway, a 1-to-1 relationship exists between a Deal and a Mortgage Loan, and multiple Mortgage Loans are handled by linking them together via a Master Portfolio Deal.

In C&D, a Deal is akin to the concept of the Master Portfolio Deal in DUS Gateway.

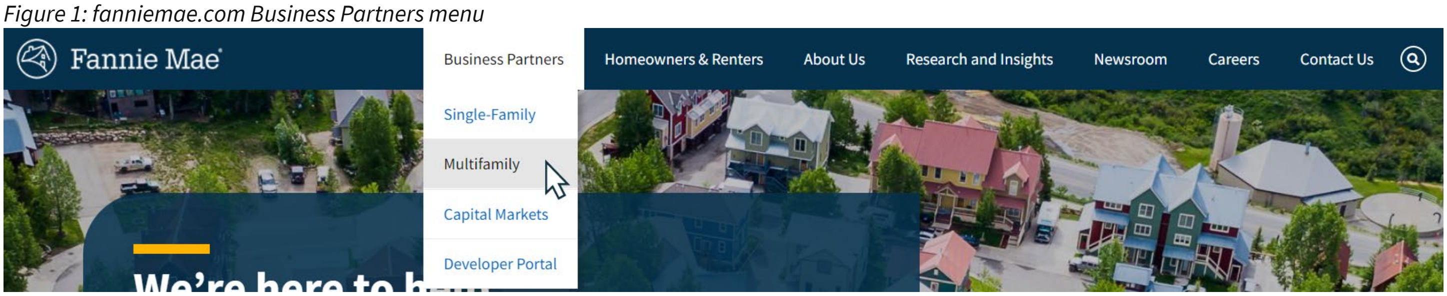
What is Commitment Integration?

Commitment Integration is the term used to describe the automated transmission of a subset of Deal and Commitment data from DUS Gateway to C&D for the purpose of submitting a Commitment for confirmation. The two applications were integrated to enable this functionality to provide a means for our Lenders to increase their operational efficiency by reducing unnecessary and duplicative manual data entry and preventing the errors that often result from it. A simple click of the "*Prepare C&D Data*" button in DUS Gateway will initiate a process that will ultimately transmit data to C&D and create a new Deal with a prepopulated Commitment in a *Draft* state, ready to be reviewed, edited, and submitted.

Navigating to DUS Gateway

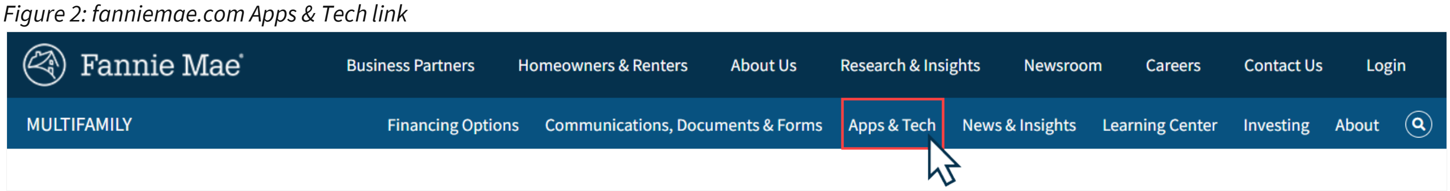
1. Go to Fannie Mae's website: http://www.fanniemae.com
   Hover over "Business Partners" in the page header to reveal the menu, then select "Multifamily."

   Figure 1: fanniemae.com Business Partners menu



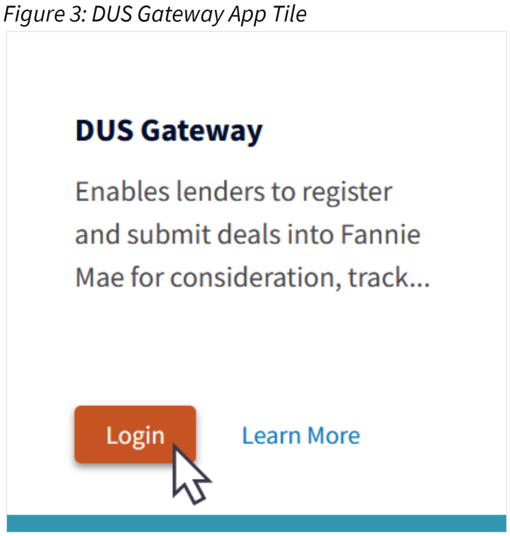
2. Click on "Apps & Tech" from the sub-header row on the Multifamily page.

   Figure 2: fanniemae.com Apps & Tech link



3. On the Applications & Technology page, scroll down to locate the tile for DUS Gateway, then click the "Login" button.

   Figure 3: DUS Gateway App Tile



Confirm Deal Eligibility

Commitment Integration can be used with any Deal provided the Deal has at least one Loan Option associated with it and the applicable (most recent) Fannie Mae Quote for that Deal has not expired based on the Quote Expiration Date.

Each time Commitment Integration is utilized, a new Deal is created in C&D along with an associated pre-populated Commitment based upon the Loan Option selected. Consequently, for Deals with multiple Mortgage Loans where it is either required or desired that the Mortgage Loans be associated (added) to the same Deal in C&D, Commitment Integration can only be used for one of the Mortgage Loans. The additional Commitments/Mortgage Loans for the Deal must be created in C&D using either the C&D Upload Template or manually via the UI.

The most common scenario requiring that multiple Commitments/Mortgage Loans be associated (added) to the same Deal is MBS pooling. C&D requires that all objects/entities {Commitment, Collateral, Loan, Participant, etc.} be associated (added) to the same Deal to associate them with one another; all must reside under the same "Deal Umbrella", so to speak. Consequently, Mortgage Loans and the MBS Pools to which they should be associated (added) must both be associated (added) to the same Deal.

In other scenarios, it may simply be advantageous from a data entry perspective to associate (add) multiple Commitments/Mortgage Loans to the same Deal because the same Property Collateral or Participants can be associated to each of them. Some such examples would be DUS Split, Bifurcated, or Supplemental Mortgage Loans.

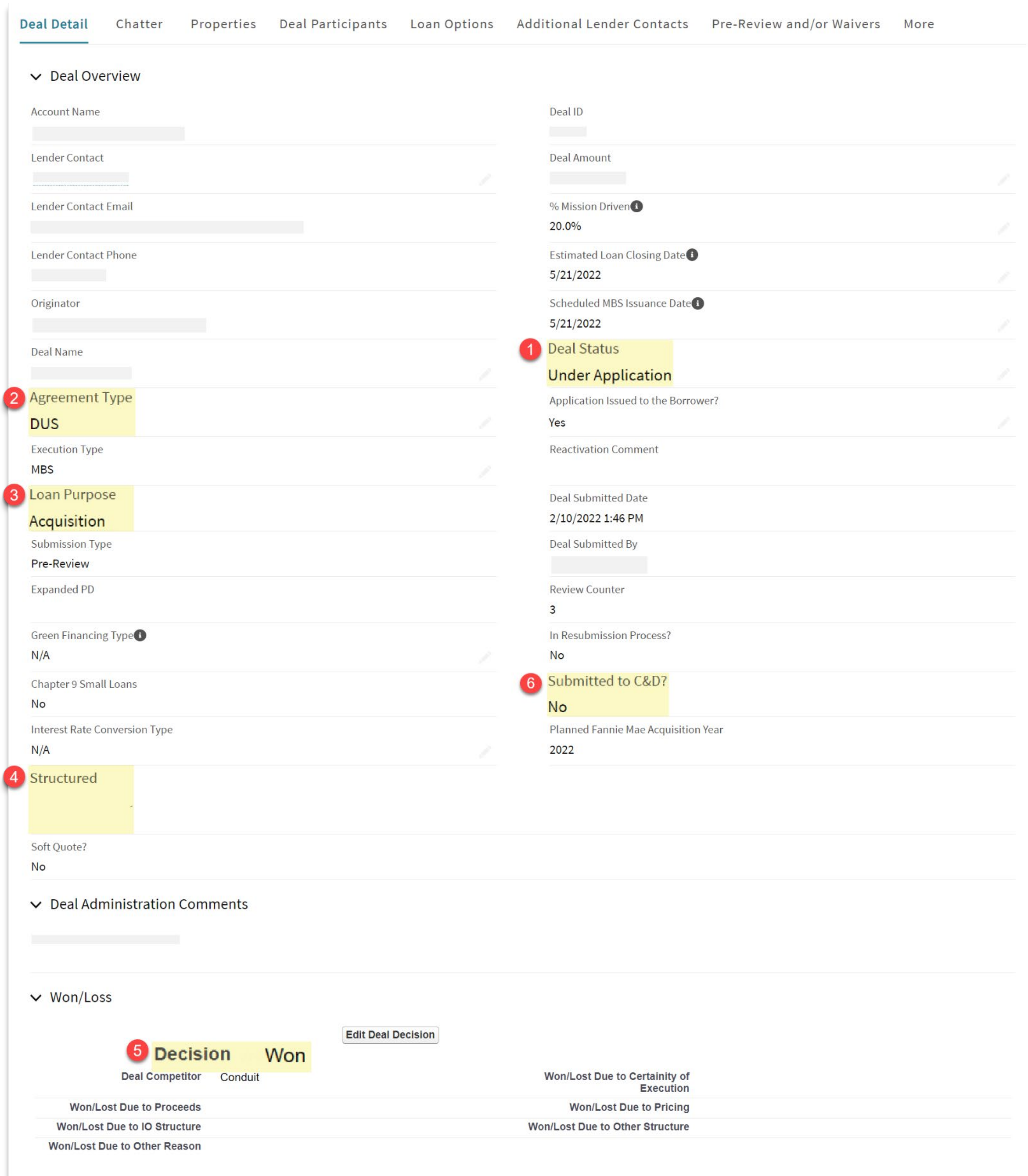
Verify Deal Requirements

Prior to initiating the automated data transmission process, verify that the Deal meets all of the requirements listed below.

1. **Deal Status** must equal "*Under Application*".
2. **Agreement Type** must equal "*DUS*" or "*Non-DUS*".
3. **Loan Purpose** must **not** equal "*Credit Facility – Borrow Up*".
4. **Structured** must be blank (value = "null").
5. **Won/Loss Decision** must equal "*Won*".
6. **Submitted to C&D** must equal "*No*".
7. The **Quote Expiration Date** listed on the applicable (most recent) Fannie Mae Quote must be greater than or equal to the current date.

> **NOTE:** Items 1-6 can be verified using the Deal Detail page for the Deal. *(See Figure 4 below for field locations.)*
>
> **NOTE:** The Commitment may be created and populated in advance of Rate Lock, but it should not be submitted until after a Rate Lock has been obtained pursuant to *Part IV, Chapter 2: Rate Lock and Committing of the Multifamily Selling and Servicing Guide*.

Figure 4: DUS Gateway Deal Detail Page | Deal Overview Section



Deal Detail | Chatter | Properties | Deal Participants | Loan Options | Additional Lender Contacts | Pre-Review and/or Waivers | More

Deal Overview

Account Name	Deal ID
Lender Contact	Deal Amount
Lender Contact Email	% Mission Driven: 20.0%
Lender Contact Phone	Estimated Loan Closing Date: 5/21/2022
Originator	Scheduled MBS Issuance Date: 5/21/2022
Deal Name	1 Deal Status: Under Application
2 Agreement Type: DUS	Application Issued to the Borrower?: Yes
Execution Type: MBS	Reactivation Comment
3 Loan Purpose: Acquisition	Deal Submitted Date: 2/10/2022 1:46 PM
Submission Type: Pre-Review	Deal Submitted By
Expanded PD	Review Counter: 3
Green Financing Type: N/A	In Resubmission Process?: No
Chapter 9 Small Loans: No	6 Submitted to C&D?: No
Interest Rate Conversion Type: N/A	Planned Fannie Mae Acquisition Year: 2022
4 Structured	
Soft Quote?: No	

Deal Administration Comments

Won/Loss

Edit Deal Decision

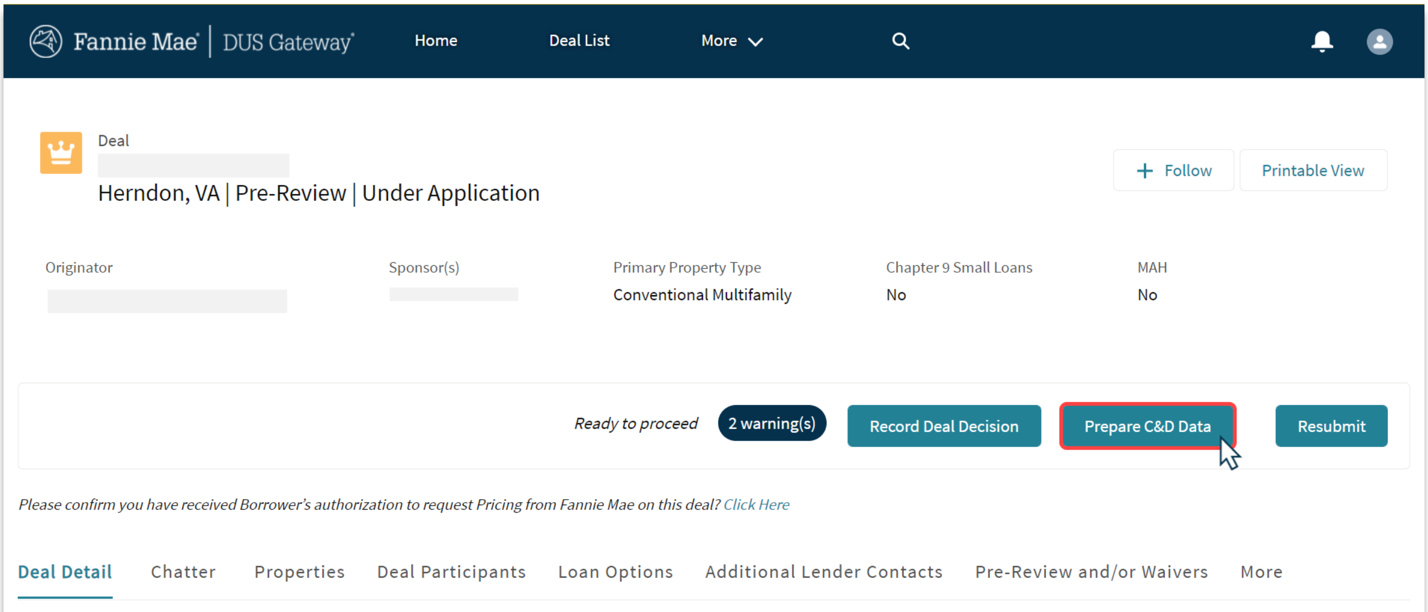
5 Decision: Won

Deal Competitor: Conduit	Won/Lost Due to Certainty of Execution
Won/Lost Due to Proceeds	Won/Lost Due to Pricing
Won/Lost Due to IO Structure	Won/Lost Due to Other Structure
Won/Lost Due to Other Reason	

Initiate the Prepare C&D Process

After verifying that the Deal meets all of the requirements above, initiate the 3-step process to prepare and transmit the data to C&D by clicking the "***Prepare C&D Data***" button located at the top of any page within the Deal.

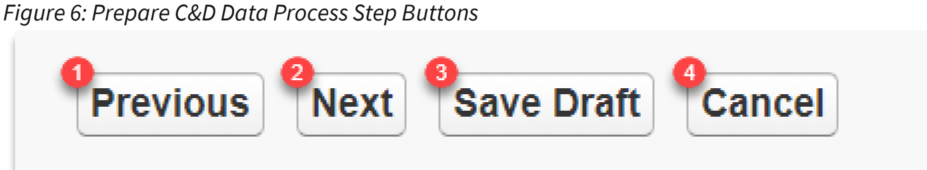
Figure 5: DUS Gateway Deal Detail | Prepare C&D Data



Navigating the Process Steps

Each step of the process occurs on a separate page within the application. Buttons are located at the top and bottom of each of these process-step pages that enable various actions.

Figure 6: Prepare C&D Data Process Step Buttons



1. **Previous**: Click to navigate to the previous process-step page.
2. **Next**: Click to navigate to the next process-step page.
3. **Save Draft**: Click to save progress for later completion.
4. **Cancel**: Click to cancel the current process.

Step 1 – Select Loan Option

Select the desired Loan Option by clicking the checkbox located above it in the Select Loan Option table row, then click the **Next** button to proceed to Step 2.

> **NOTE:** *The Loan Options displayed on this page should match those contained on the most recent Fannie Mae Quote.*

Figure 7: Prepare C&D Data (Step 1 - Select Loan Option)

Prepare C&D Data (Step 1 - Select Loan Option) 2 Next | Save Draft | Cancel

Select Loan Option	1 ☑	☐
Quoted Loan Option	Ask | Tier 4 | MBS | 3.87% Fixed Rate | 25% | 180 / 174 / 6 / 360 | 0 | $1.1MM	Ask | Tier 4 | MBS | 3.87% Fixed Rate | 25% | 180 / 174 / 6 / 360 | 0 | $1.1MM
Loan Option ID	LO425015	LO425051
Maximum Constrained Loan Amount	$1,104,594	$1,104,594
Maximum Loan Amount Increase % of Loan Amount	5.00%	5.00%
Loss Sharing Percent	100%	100%
Interest Rate Type / Product	Fixed Rate	Fixed Rate
Green Financing Type	N/A	N/A
Loan Term (months)	180	180
Prepayment Component (1)	Yield Maintenance	Yield Maintenance
Prepayment Component to Months (1)	174	174
Prepayment Component (2)	1% Fixed Prepayment	1% Fixed Prepayment
Prepayment Component to Months (2)	177	177
Declining Premium Schedule		
Other Prepayment Premium Description		
Amortization Term (months)	360	360
Requested Maximum LTV	25.0%	25.0%
Interest Only Period (months)	0	0
Min. Actual Cooperative DSCR	N/A	N/A
Min. Underwritten DSCR	5.00	5.00
Min. Actual DSCR	1.00	1.00
Minimum Tier	Tier 4	Tier 4
Guaranty Fee (bps)	89.50	89.50
Servicing Fee (bps)	56.50	56.50
Underwritten Floor - Fixed Rate Only	3.870%	3.870%
Estimated Fixed Rate (at time of Quote)	3.870%	3.870%

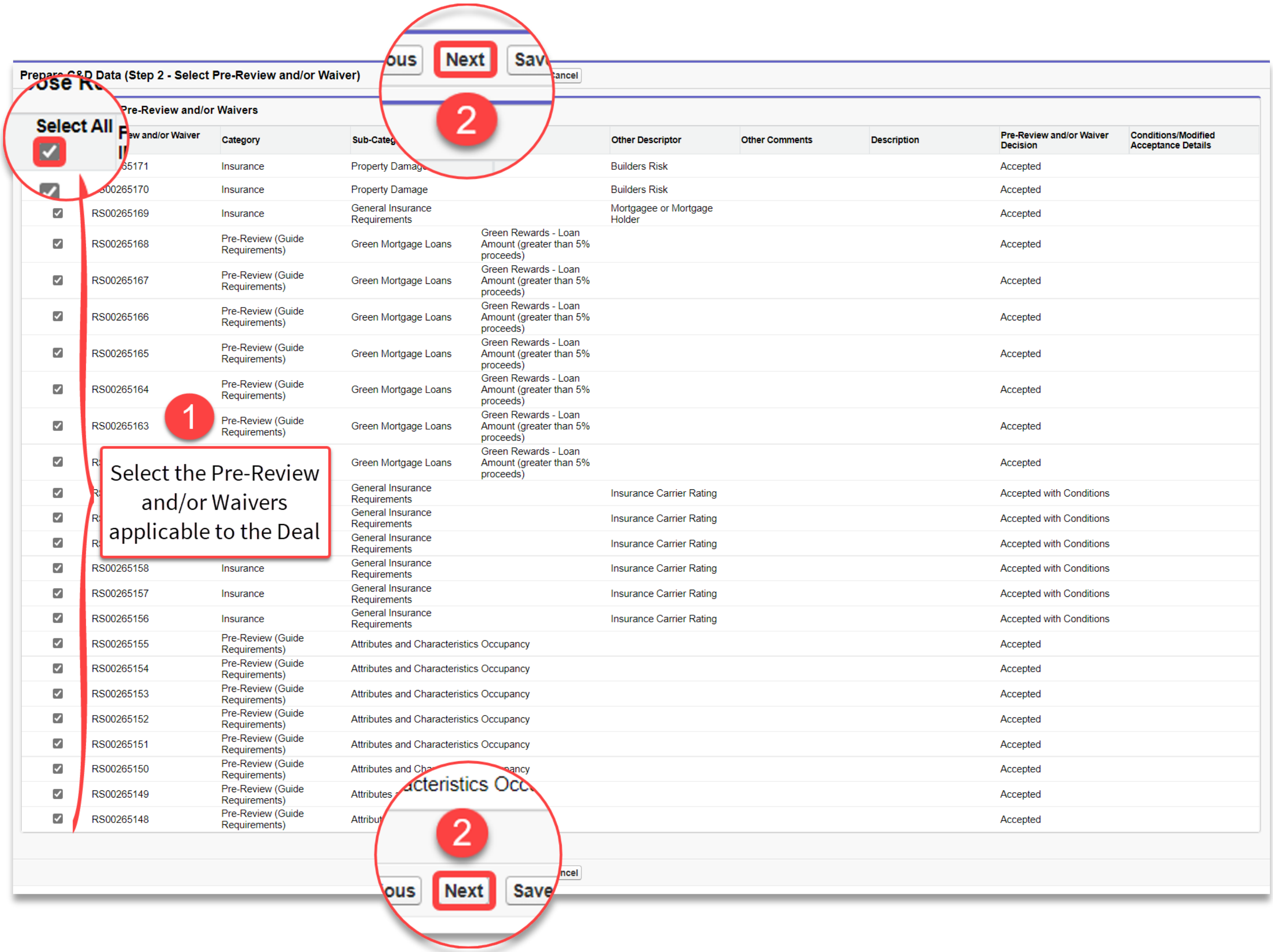
2 Next | Save Draft | Cancel

Step 2 – Select Pre-Review and/or Waiver

Select the Relevant Pre-Review and/or Waivers applicable to the Deal by ensuring the corresponding checkbox located in the leftmost column of the list is checked, then click the **Next** button to proceed to Step 3.

> **NOTE:** *All of the items in the list are selected by default. They can be deselected all at one time by clicking the "**Select All**" checkbox located in the column header to remove the checkmark.*

Figure 8: Prepare C&D Data (Step 2 - Select Pre-Review and/or Waiver)



Step 3 – Review Deal Details

The information on the **Prepare C&D Data (Step 3 – Review Deal Details)** page is segmented into the 9 sections listed below. Carefully review the information contained within each section to ensure it is complete and accurate.

1) Adjustment to Approved Terms

Select the **Fannie Mae Seller Number** to be used for the Deal from the values in the field's dropdown menu. If applicable, populate the other editable fields within this section:

- Pre-Commitment Amount;
- Adjusted Tier;
- Adjusted Guaranty Fee (bps); and
- Adjusted Servicing Fee (bps).

> **NOTE:** *Fannie Mae Seller Number is the only required field required to be populated on this screen.*

Figure 9: Prepare C&D Data (Step 3 – Review Deal Details) | Adjustment to Approved Terms Section

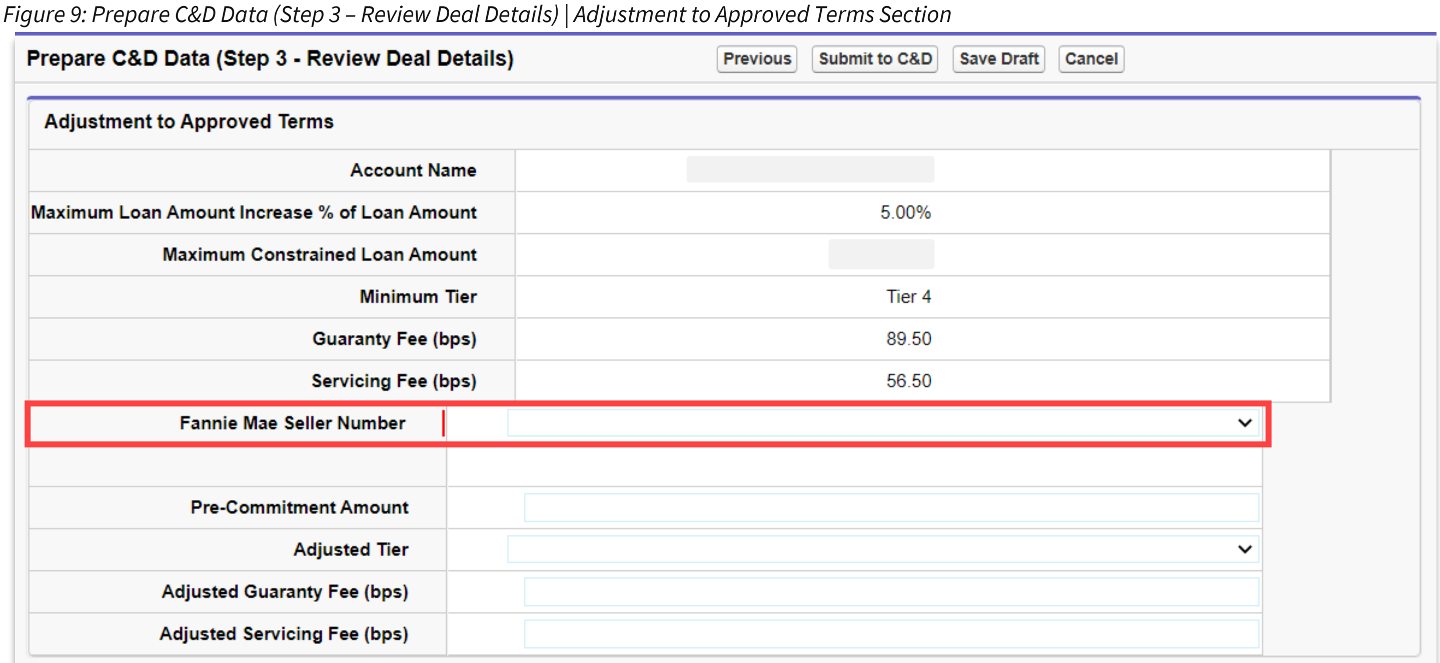
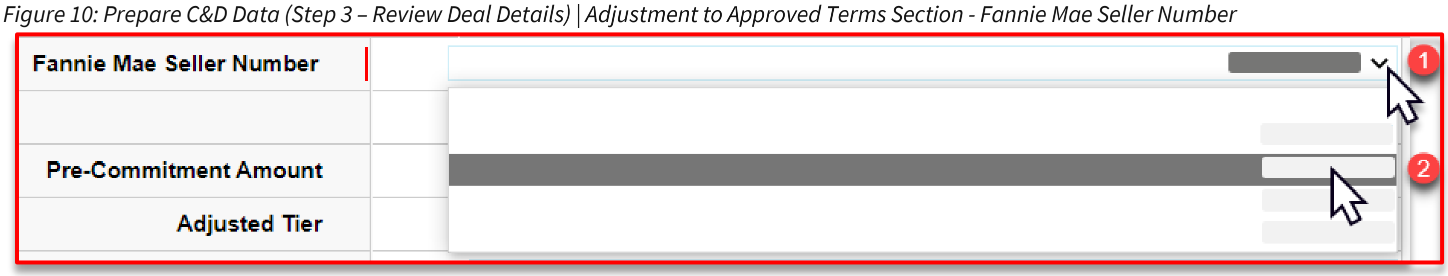


Figure 10: Prepare C&D Data (Step 3 – Review Deal Details) | Adjustment to Approved Terms Section - Fannie Mae Seller Number



2) Deal

Figure 11: Prepare C&D Data (Step 3 – Review Deal Details) | Deal Section

Deal

Deal Name	
Lender Contact	
Agreement Type	DUS
Execution Type	MBS
Loan Purpose	Acquisition
Deal ID	
Business Lead	
Submission Type	Pre-Review
Chapter 9 Small Loans	No
Interest Rate Conversion Type	N/A

3) Refinance Details

Figure 12: Prepare C&D Data (Step 3 – Review Deal Details) | Refinance Details Section

Refinance Details

Existing Loan Holder	
Fannie Mae Refinance Type	
Existing Servicer	
Existing Fannie Mae Loan Number	

4) Loan Terms

Figure 13: Prepare C&D Data (Step 3 – Review Deal Details) | Loan Terms Section

Loan Terms

Loan Option ID (Ask)	LO425015
Interest Type	Fixed Rate
Lien Position	1
Supplemental Type	
Exercising Tier Dropping Option?	
Loan Term (months)	180
Interest Only Period (months)	0
Amortization Term (months)	360
Loss Sharing Percent	100%
Loss Sharing Type	Pari Passu
Variable Product Type	
Prepayment Component (1)	Yield Maintenance
Prepayment Component to Months (1)	174
Prepayment Component (2)	1% Fixed Prepayment
Prepayment Component to Months (2)	177
Declining Premium Schedule	
Other Prepayment Premium Description	

5) Requested Tier Constrained Loan Amounts

Figure 14: Prepare C&D Data (Step 3 – Review Deal Details) | Requested Tier Constrained Loan Amounts Section

Requested Tier Constrained Loan Amounts

Requested Min UW DSCR per Guide Requirements	5.00
Requested Maximum LTV	25.0%

6) Commitment and Costs

Figure 15: Prepare C&D Data (Step 3 – Review Deal Details) | Commitment and Costs Section

Commitment and Costs	
Rate Lock Type	Standard
Interest Basis	Actual/360
Loan Purchase Price (% of par)	101.0%
Estimated Origination Fee	100.00%

7) Pricing

Figure 16: Prepare C&D Data (Step 3 – Review Deal Details) | Pricing Section

Pricing	
Pricing Method	Standard

8) Pre-Review and/or Waiver

Figure 17: Prepare C&D Data (Step 3 – Review Deal Details) | Pre-Review and/or Waiver Section

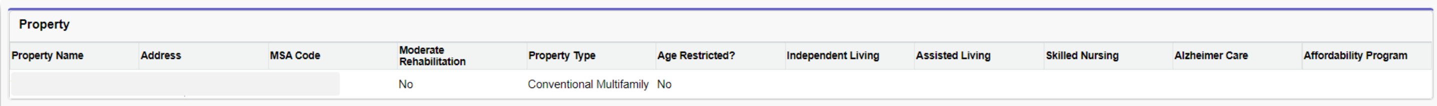
Pre-Review and/or Waiver

Pre-Review and/or Waiver ID	Category	Sub-Category	Descriptor	Other Descriptor	Other Comments	Description	Pre-Review and/or Waiver Decision	Conditions/Modified Acceptance Details
RS00265171	Insurance	Property Damage		Builders Risk			Accepted	
RS00265170	Insurance	Property Damage		Builders Risk			Accepted	
RS00265169	Insurance	General Insurance Requirements		Mortgagee or Mortgage Holder			Accepted	
RS00265168	Pre-Review (Guide Requirements)	Green Mortgage Loans	Green Rewards - Loan Amount (greater than 5% proceeds)				Accepted	
RS00265167	Pre-Review (Guide Requirements)	Green Mortgage Loans	Green Rewards - Loan Amount (greater than 5% proceeds)				Accepted	
RS00265166	Pre-Review (Guide Requirements)	Green Mortgage Loans	Green Rewards - Loan Amount (greater than 5% proceeds)				Accepted	
RS00265165	Pre-Review (Guide Requirements)	Green Mortgage Loans	Green Rewards - Loan Amount (greater than 5% proceeds)				Accepted	
RS00265164	Pre-Review (Guide Requirements)	Green Mortgage Loans	Green Rewards - Loan Amount (greater than 5% proceeds)				Accepted	
RS00265163	Pre-Review (Guide Requirements)	Green Mortgage Loans	Green Rewards - Loan Amount (greater than 5% proceeds)				Accepted	
RS00265162	Pre-Review (Guide Requirements)	Green Mortgage Loans	Green Rewards - Loan Amount (greater than 5% proceeds)				Accepted	
RS00265161	Insurance	General Insurance Requirements		Insurance Carrier Rating			Accepted with Conditions	
RS00265160	Insurance	General Insurance Requirements		Insurance Carrier Rating			Accepted with Conditions	
RS00265159	Insurance	General Insurance Requirements		Insurance Carrier Rating			Accepted with Conditions	
RS00265158	Insurance	General Insurance Requirements		Insurance Carrier Rating			Accepted with Conditions	
RS00265157	Insurance	General Insurance Requirements		Insurance Carrier Rating			Accepted with Conditions	
RS00265156	Insurance	General Insurance Requirements		Insurance Carrier Rating			Accepted with Conditions	
RS00265155	Pre-Review (Guide Requirements)	Attributes and Characteristics	Occupancy				Accepted	
RS00265154	Pre-Review (Guide Requirements)	Attributes and Characteristics	Occupancy				Accepted	
RS00265153	Pre-Review (Guide Requirements)	Attributes and Characteristics	Occupancy				Accepted	
RS00265152	Pre-Review (Guide Requirements)	Attributes and Characteristics	Occupancy				Accepted	
RS00265151	Pre-Review (Guide Requirements)	Attributes and Characteristics	Occupancy				Accepted	
RS00265150	Pre-Review (Guide Requirements)	Attributes and Characteristics	Occupancy				Accepted	
RS00265149	Pre-Review (Guide Requirements)	Attributes and Characteristics	Occupancy				Accepted	
RS00265148	Pre-Review (Guide Requirements)	Attributes and Characteristics	Occupancy				Accepted	

9) Property

> **NOTE:** *Only the property designated as the Primary Property for the Deal will be displayed in this section.*

Figure 18: Prepare C&D Data (Step 3 – Review Deal Details) | Property Section

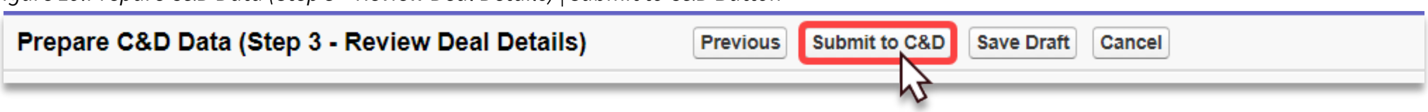


Property

Property Name	Address	MSA Code	Moderate Rehabilitation	Property Type	Age Restricted?	Independent Living	Assisted Living	Skilled Nursing	Alzheimer Care	Affordability Program
			No	Conventional Multifamily	No					

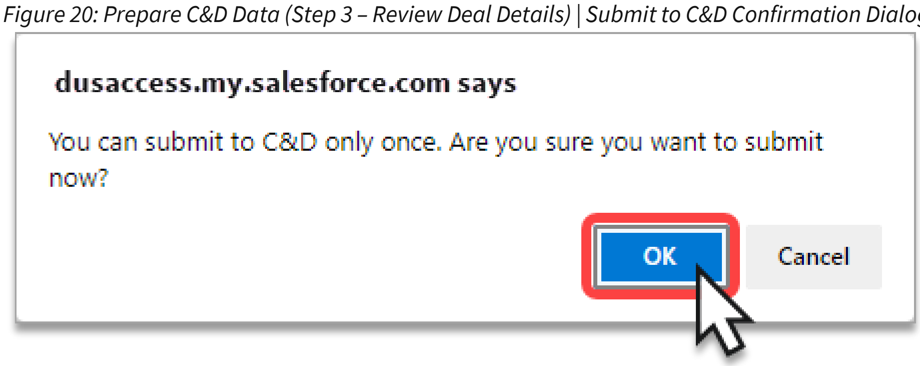
When the completeness and accuracy of the data has been validated, click the **Submit to C&D** button to initiate the automated transmission from DUS Gateway to C&D.

Figure 19:Prepare C&D Data (Step 3 – Review Deal Details) | Submit to C&D Button



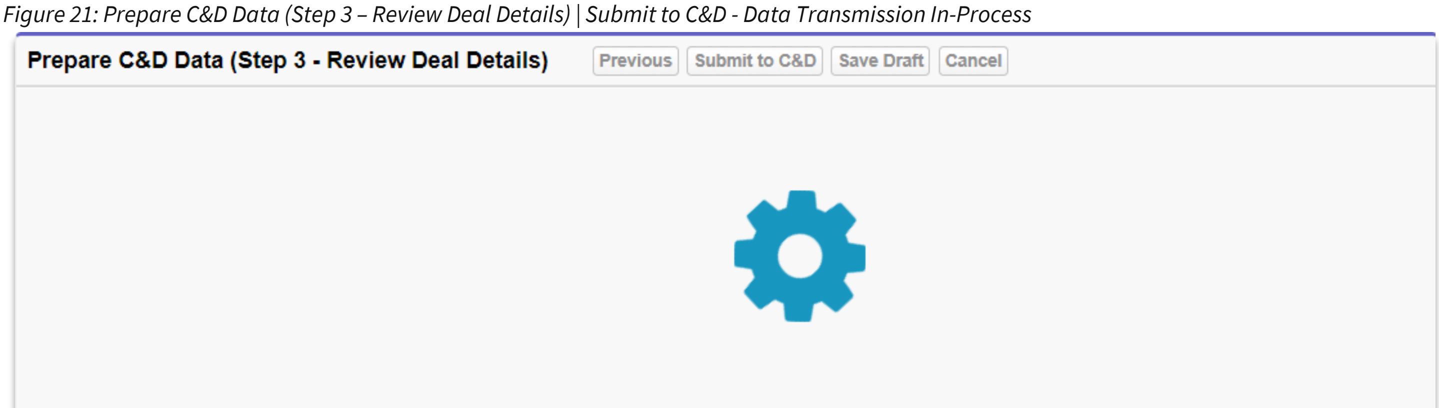
A dialog will be presented to confirm the selected action is desired. Click the **OK** button to proceed, or the **Cancel** button to return to Prepare C&D Data (Step 3 – Review Deal Details).

Figure 20: Prepare C&D Data (Step 3 – Review Deal Details) | Submit to C&D Confirmation Dialog



Upon confirming the submission, a spinning gear icon will be displayed denoting the transmission of data is in-process.

Figure 21: Prepare C&D Data (Step 3 – Review Deal Details) | Submit to C&D - Data Transmission In-Process



When the data transmission is completed, the application will redirect to the Deal Detail page. The successful transmission of the data can be verified by navigating to the C&D Data page for the Deal. Select "**More**" from the Deal page options to open a menu containing additional items, then select "**C&D Data**" to open the page.

Figure 22: DUS Gateway Deal Page Options - More Menu

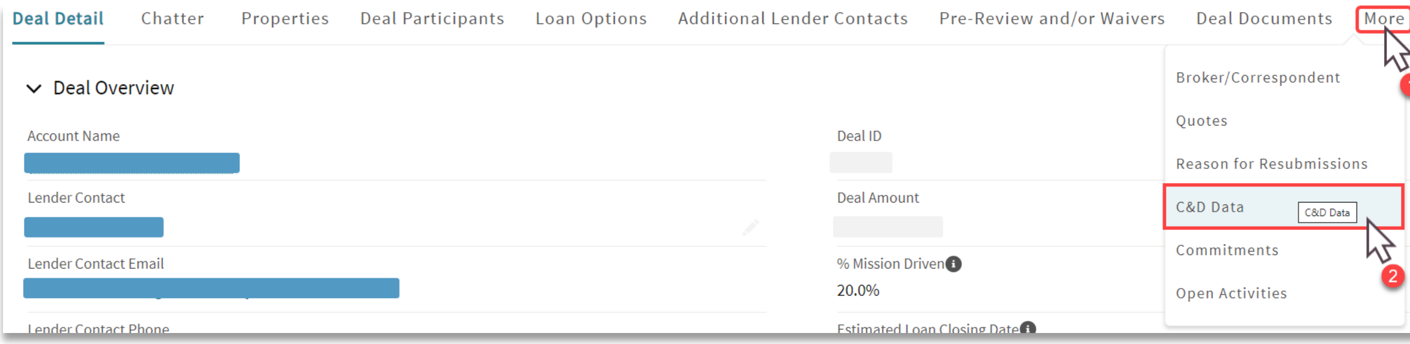
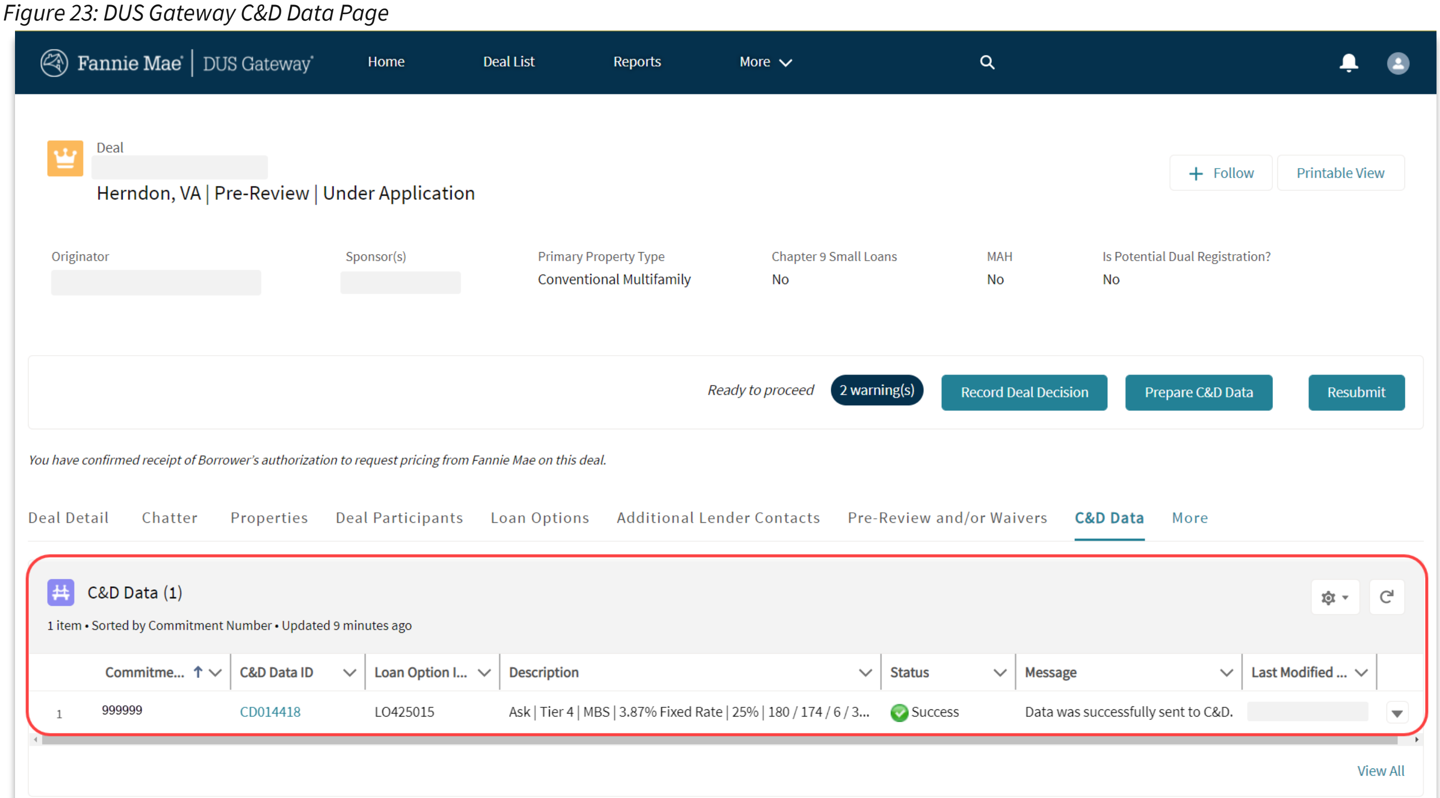
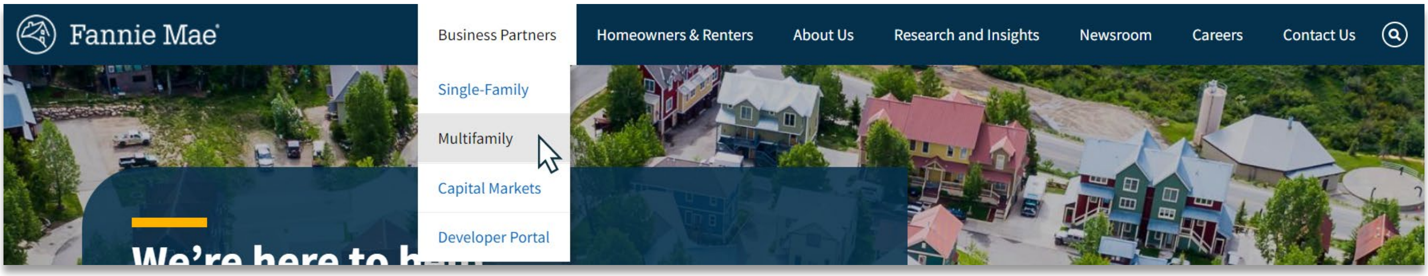


Figure 23: DUS Gateway C&D Data Page

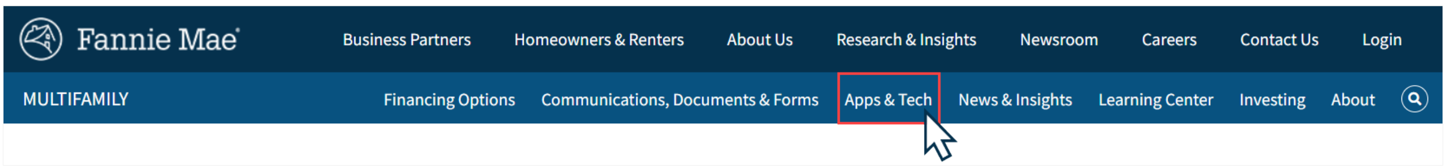


Navigating to C&D

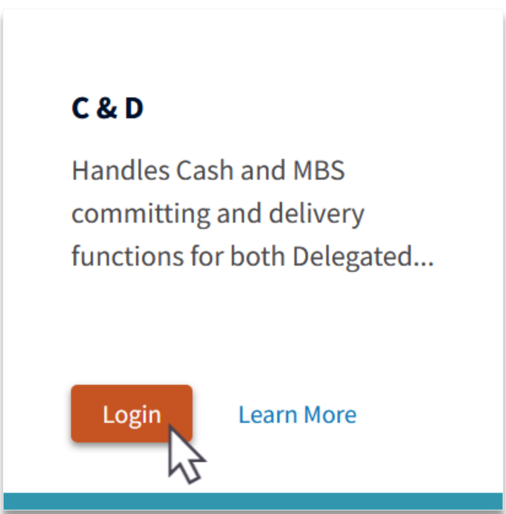
1. Go to Fannie Mae's website: http://www.fanniemae.com.
   Hover over "Business Partners" in the page header to reveal the menu, then select "Multifamily."



2. Click on "Apps & Tech" from the sub-header row on the Multifamily page.



3. On the Applications & Technology page, scroll down to locate the tile for DUS Gateway, then click the "Login" button.

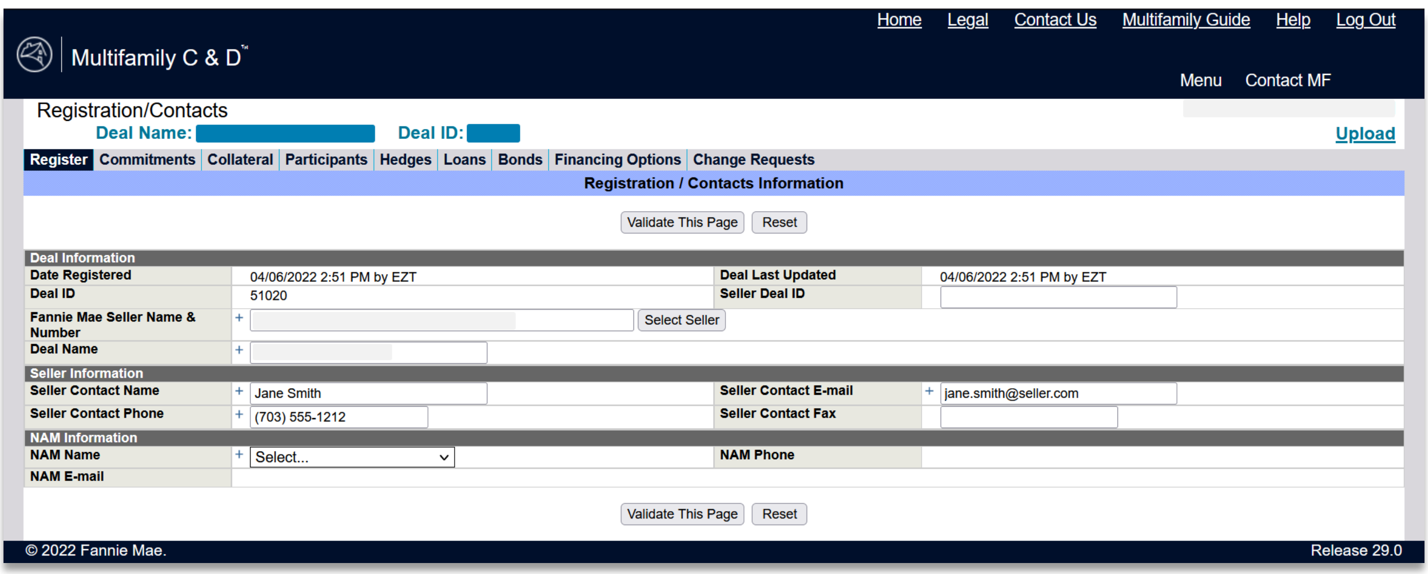


C&D Deal Creation

The "Summary by Deal" screen is the first page displayed when the Lender signs into C&D. The "Deal Pipeline" section will list the Deal submitted to C&D from DUS Gateway. The "Deal Name" hyperlink takes the user to the "Registration/Contacts" Information page.

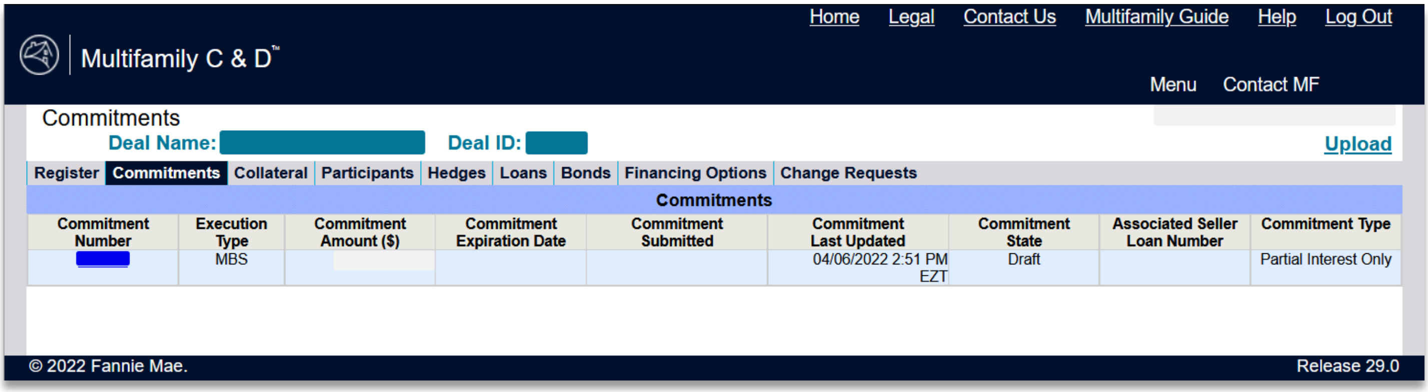
C&D Registration/Contract Information

The data entered into DUS Gateway will flow to the "Registration/Contacts Information" page to create a new Deal.

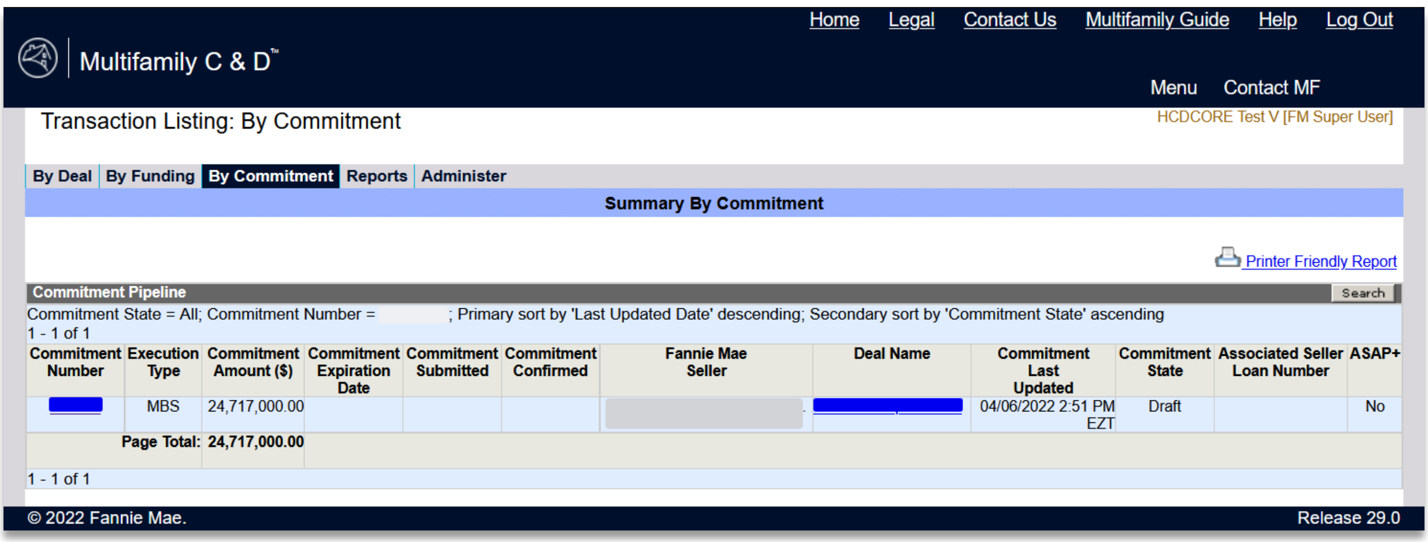


C&D Commitment

The “Commitments” tab will display the draft Commitment.

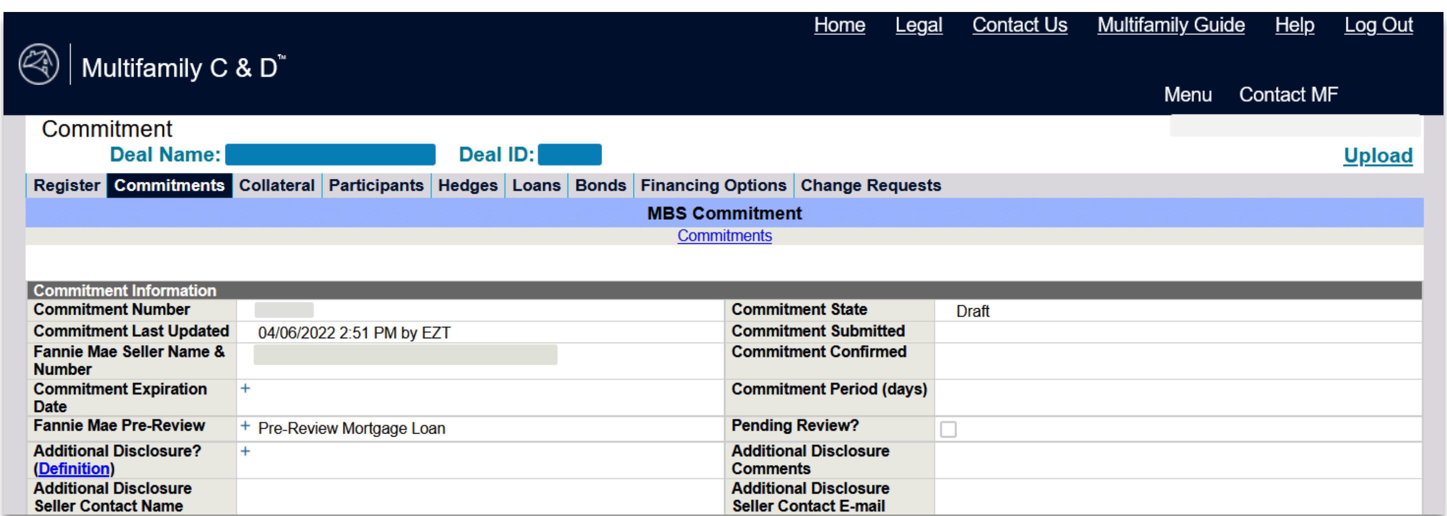


The Commitment Pipeline will display summary information on the draft Commitment.



Commitment Information Section

Data from DUS Gateway will display in the “Commitment Information” section.



Pricing Attributes

The “Pricing Attributes” section will display a subset of data from DUS Gateway.

Pricing Attributes			
Execution Type	MBS	Green Financing Type	+
Delivery Channel Type (Definition)	+ DUS	Structured Facility Management Deal ID	(Go to Structured Facility Management System)
Tier / Level	+ 2	Tier Drop Eligible?	+
Pricing Structure (Information)	+ Standard	Lender / Fannie Mae Pricing Waiver?	
Additional Debt?	+	Supplemental	**If Supplemental:** Supplemental Lien Position 1st Supplemental Associated with an Assumption? No Exercising Tier Dropping Option? No (Prior lien must be tier drop eligible)
Loan Purpose	+ Acquisition **If Refinance:** Existing Loan Holder : Fannie Mae Refinance Type : Lender Refinance Type : Other Refinance Type : If Other : **If Conversion:** Conversion Type : **Old Fannie Mae Loan Number:** (Go to HCD Core)		
Property Type (Definition)	+ Multifamily	Underwritten to Standards Described in the Multifamily Guide Pt. III Chap. 9?	+ No
Other Attributes (Select all applicable)	☐ Early Rate Lock ☑ Streamlined Rate Lock ☐ Single Asset Substitution Eligible ☐ DUS MAST ☐ Small Loan ☐ Moderate Rehab ☐ Substantial Rehab ☐ New Construction ☐ DUS Plus Mezzanine ☐ Interest Reduction Payment (IRP) Subsidy ☐ Bifurcated Structure ☐ Split Mortgage Loan ☐ FHA/VA/RHS Gov't Insured/Guaranteed ☐ Multifamily Housing Preservation ☐ Multifamily Bridge Loan ☐ Independent Living (IL) ☐ Assisted Living (AL) ☐ Alzheimer's (ALZH) ☐ Skilled Nursing Facility (SNF) Mezzanine Financing Type MAH Type		
New Product Comments			

Commitment Details

Commitment Details and ARM Loan Attributes (if variable rate) sections will display a subset of data from DUS Gateway. Lenders should enter “Loan Option ID” under the “Loan Option ID” field.

Commitment Details			
+ Types of Commitment Variances/Waivers	☐ Non-Delegated Insurance Waivers ☐ Non-Delegated Legal Waivers ☐ Other Guide Waivers ☐ Underwriting Standards Variances ☑ None	DUS Gateway	+ Deal ID + Loan Option ID
Commitment Amount ($)	+ 24,717,000.00 Check box if Large Loan ☐ Check box if ASAP+ ☐ POC?	Interest Type	+ Fixed
Investor Price (%)	+	Fannie Mae Participation (%)	+
Interest Only?	+ Partial # of months 72	Interest Accrual Method	+ Actual/360
Original Term of Loan (months)	+ 120	Amortization Term (months)	+ 360
Est. LTV at Commitment (%) (Combined if Supplemental)	+	Est. DSCR at Commitment (Combined if Supplemental) (Definition)	+
Cross Default / Cross Collateralize	+		
Loan Crossed?	+	Future Cross Eligibility	+
Current Interest Rate (%)	+	Servicing Fee Rate (%)	+ 0.62000
Guaranty Fee Rate (%)	+ 1.09000	Lender Pass Through Rate (%)	
Date of Trade (mm/dd/yyyy)	+	Original Book Entry Date	+
Is Fannie Mae the Investor/Buyer of the Security?	+	Trader (Investor)	+
ARM Attributes (Not Applicable)			

Recourse and Prepayment Protection Type/Defeasance Sections

“Recourse” and “Prepayment Protection Type/Defeasance” fields will display a subset of data from DUS Gateway.

Recourse (Delivery Channel Type = DUS)			
Recourse Plan	+ DUS Pari Passu	**Modified DUS Loss Sharing?**	+ No Lender Loss Sharing % = 100.0000
DUS Loss Sharing Level	+	**FHA Risk Sharing?**	+ FHA Risk Sharing % =
Additional Lender Loss Sharing			
Additional Lender Loss Sharing Comments			

Prepayment Protection Type and Defeasance

+ **Please select from the list below. Selection of Other Prepayment Options will require additional data entry.** (Prepayment Protection)

+ **Prepayment Protection Types and Defeasance: (Check all that apply. At least one Prepayment Protection Type is required.)**

☐ Prepayment Lockout	☐ Fee Maintenance	☐ Defeasance Eligibility Period
☑ Yield Maintenance	☐ Other Prepayment Premium	
☑ Declining Premium	☑ No Prepayment Premium (Open Period)	

Prepayment Protection Type	From Month	To Month	Term (months)	Other
Yield Maintenance (1% Prepay)	1	114	114	**Constant Maturity Treasury?** **Security Rate (%)** **Security Due Date (mm/yyyy)** **Security Rate (%) Increase at Prepayment**
Declining Premium	115	117	3	**Declining Premium Schedule Including 1% Prepay** **OR** **Other Year Schedule** **3-yr** **5-yr** **7-yr** **10-yr** 1% prepay **Delete** **From Month** **To Month** **Prepayment Rate (%)** ☐
No Prepayment Premium (Open Period)	118	120	3	N/A

Transaction Fees and Lender Certificate Sections

"Total Origination Fees" will display data previously entered in DUS Gateway.

Transaction Fees

Note: The actual Fee Draft will occur within two business days of the Draft File Created Date.

Lender Fee Administration

Delete Select	Fee Type	Expected Rate (%) / Actual Rate (%)	Expected Fee ($)	Actual Fee ($)	Full or Partial Fee Waiver?	Fee Payment Event / Fee Payment Method	Draft File Created Date	Actual Wire Date / Wire Category

Fannie Mae Fee Administration

Lender Certificate (Form 4527)

Is this Commitment Eligible for a Discount? (Definition)	+
Origination Fee and Premium	*** For the purposes of this certification, Broker/Correspondent is defined as a third party unrelated to the Lender.**

Fee Description	Value
Total Origination Fee Paid or to be Paid Directly by Borrower ($)	+ 160,660.50
Origination Fee Retained by Lender ($) (including its employees, related entities and securities trading affiliates)	+ 37,075.50
Origination Fee paid to Broker/Correspondent ($)	
Total Premium from Cash Sale or MBS Execution ($)	
Premium Retained by Lender ($) (including its employees, related entities and securities trading affiliates)	+
Premium Paid to Broker/Correspondent ($)	+
Fannie Mae Portion of Excess Origination Fee ($)	+
Fannie Mae Portion of Excess Premium ($)	+
Origination Fee as Percent of Commitment Amount (%)	
Origination Fee and Premium as Percent of Commitment Amount (%)	

Name of Broker / Correspondent	**Broker/Correspondent Name** **Broker/Correspondent Type**
Is there an Executed Correspondent Agreement?	
Lender Certificate Agreement	We certify that the fees and premiums indicated above represent a full, accurate, and fair disclosure of the amount of: any and all Origination Fees paid by the Borrower; fees retained by the Lender (including its employees); fees paid to any Broker/Correspondent; any premium from a Cash Sale or MBS Execution; any premium retained by the Lender (including its employees); and/or any premium paid to a Broker/Correspondent. We further certify that (i) no indirect Broker/Correspondent fees were paid in connection with this transaction, except as disclosed by the Lender in the "Comments" section of C&D, (ii) any Broker/Correspondent is independent of Lender, (iii) no amount of the Servicing Fee on this Mortgage Loan has been or will be paid to anyone other than the Lender except in compliance with the provisions of the Lender Contract, the Multifamily Selling and Servicing Guide, the Transaction Documents, and/or other contractual requirement entered into with Fannie Mae, and (iv) the Mortgage Loan and the origination process for the Mortgage Loan comply with the requirements of the Lender Contract, the Multifamily Selling and Servicing Guide, the Transaction Documents, and/or other contractual requirement entered into with Fannie Mae. + **Check Here to Certify** ☐

Property Association Section

Property data entered in DUS Gateway will be associated to the draft Commitment.

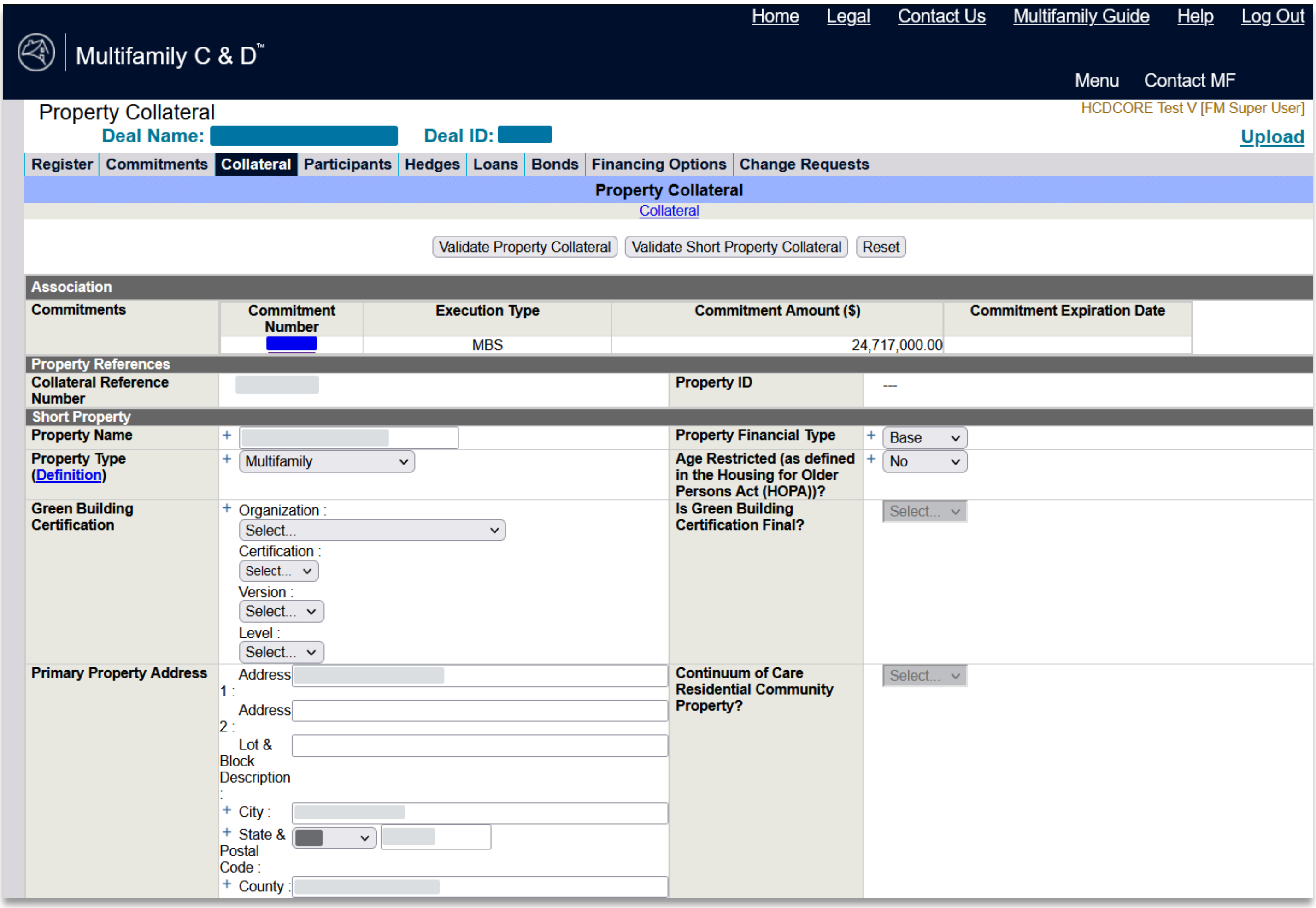
Property Association

Select	Collateral Reference Number	Collateral Name/ID	Address 1/Lot & Block Description	City, State & Zip
☑	[redacted]			

Property Collateral

Short Property Section

The “Short Property” section of the associated “Property Collateral” will display the Property data entered in DUS Gateway. Lenders must verify that the Property address matches the Loan Documents and adhere to Guidelines on entering addresses and multiple Property addresses.



Updating Commitment & Property Collateral Data in C&D

“Commitment” and “Property Collateral” data can be updated in C&D in two ways:

1. Manually by entering data directly into C&D.
2. Using the C&D Upload Template.

> **NOTE:** *Uploading the Commitments worksheet of the C&D Upload Template will overwrite all the Commitment data previously sent from DUS Gateway with the values contained in the worksheet, null or otherwise. However, Property Collateral information in C&D can be selectively/incrementally updated using the C&D Upload Template without overwriting all the existing values. This includes adding Additional Property Collateral records. Please see FAQ #20 for additional information and contact the Multifamily Acquisitions team with any questions.*

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Appendix A – DUS Gateway to C&D Data Translation

Table 1: DUS Gateway to C&D Data Translation

#	DUS Gateway Page	DUS Gateway Field	C&D Commitment Section	C&D Field	Translation
1	Deal Detail	Deal Name	Register/Deal Information	Deal Name	N/A
2	Deal Detail	Deal ID	Commitment Details	DUS Gateway Deal ID	N/A
3	Deal Detail	Submission Type	Commitment Information	Fannie Mae Pre-Review	1. Pre-Review (4660) = Pre-Review Mortgage Loan 2. Guide and Pricing Waiver (if applicable) ...Performance Differentiation...Performance Differentiation - Lite... Pricing Waiver Only = Delegated Mortgage Loan
4	Deal Detail	Execution Type	Pricing Attributes	Execution Type	Cash = Cash MBS = MBS Bond Credit Enhancement = BCE
5	Deal Detail	Agreement Type	Pricing Attributes	Delivery Channel Type	DUS = DUS Non-DUS = MFLEX
6	Loan Option	Minimum Tier	Pricing Attributes	Tier / Level	Tier 2 = 2 Tier 3 = 3 Tier 4 = 4
7	Loan Option	Pricing Method	Pricing Attributes	Pricing Structure	Standard = Standard Enhanced Standard = Enhanced Standard Tier Plus = Tier Plus Tier Plus/Plus = Tier Plus/Plus Any other DUS Gateway Pricing Method value is not translated into a C&D value - field will be blank.

Fannie Mae

#	DUS Gateway Page	DUS Gateway Field	C&D Commitment Section	C&D Field	Translation
8	Loan Option	Supplemental Type	Pricing Attributes	Supplemental	Coterminous = Coterminous Supplemental Non-Coterminous = Non-Coterminous Supplemental Any other DUS Gateway Supplemental Type value is not translated into a C&D value - field will be blank.
9	Loan Option	Lien Position	Pricing Attributes	Supplemental Lien Position	1 = 1st 2 = 2nd 3 = 3rd 4 = 4th >4 = Other
10	Deal Detail	Loan Purpose	Pricing Attributes	Loan Purpose	1. Supplemental...Assumption with Supplemental...Moderate Rehab Supplemental = Not an Acquisition, Refinance, or Conversion 2. Acquisition = Acquisition 3. Refinance = Refinance Any other DUS Gateway Loan Purpose value is not translated into a C&D value - field will be blank.
11	Deal Detail	Interest Rate Conversion Type	Pricing Attributes – Loan Purpose	Conversion Type	ARM to Fixed conversion = ARM Conversion to Fixed
12	Loan Option	Exercising Tier Dropping Option?	Pricing Attributes	Tier Drop Eligible?	N/A
13	Deal Detail	Existing Loan Holder	Pricing Attributes – Loan Purpose	Existing Loan Holder	N/A
14	Deal Detail	Fannie Mae Refinance Type	Pricing Attributes – Loan Purpose	Fannie Mae Refinance Type	N/A
15	Deal Detail	Existing Fannie Mae Loan Number	Pricing Attributes – Loan Purpose	Old Fannie Mae Loan Number	N/A

#	DUS Gateway Page	DUS Gateway Field	C&D Commitment Section	C&D Field	Translation
16	Property	Property Type	Pricing Attributes	Property Type	1. Limited Equity Cooperative...Market-Rate Cooperative = Cooperative 2. Conventional Multifamily = Multifamily 3. Manufactured Housing Community = Manufactured Housing 4. Student-Dedicated = Dedicated Student Housing 5. Student-Non-Dedicated = Multifamily 6. Seniors = Seniors 7. Military = Military
17	Deal Detail	Chapter 9 Small Loans	1. Pricing Attributes – Other Attributes 2. Property Type	1. Small Loan 2. Underwritten to Standards Described in the DUS Guide Pt. III B Chap. 9?	Chapter 9 Small Loans = Yes 1a. Small Loan is checked 1b. Underwritten to Standards Described in the DUS Guide Pt. III B Chap. 9? = Yes
18	Loan Option	Rate Lock Type	Pricing Attributes – Other Attributes	1. Early Rate Lock (retiring in C&D 9.0 release) 2. Streamlined Rate Lock	1. If Rate Lock Type = Early then Early Rate Lock is checked 2. If Rate Lock Type = Streamlined then Streamlined Rate Lock is checked
19	Property	Moderate Rehabilitation?	Pricing Attributes – Other Attributes	Moderate Rehab	If Moderate Rehabilitation? = Yes, then Moderate Rehab is checked
20	Property	Independent Living	Pricing Attributes – Other Attributes	Independent Living (IL)	If Independent Living = Yes, then Independent Living (IL) is checked
21	Property	Assisted Living	Pricing Attributes – Other Attributes	Assisted Living (AL)	If Assisted Living = Yes, then Assisted Living (AL) is checked
22	Property	Alzheimer Care	Pricing Attributes – Other Attributes	Alzheimer's (ALZH)	If Alzheimer Care = Yes, then Alzheimer's (ALZH) is checked
23	Property	Skilled Nursing	Pricing Attributes – Other Attributes	Skilled Nursing Facility (SNF)	If Skilled Nursing= Yes, then Skilled Nursing Facility (SNF) is checked

#	DUS Gateway Page	DUS Gateway Field	C&D Commitment Section	C&D Field	Translation
24	Property	Affordability Program	Pricing Attributes	MAH Type	1. 4% LIHTC = LIHTC 2. 9% LIHTC = LIHTC 3. 4% LIHTC with HAP - Project Based Section 8 = Both LIHTC & Project Based HAP 4. 9% LIHTC with HAP - Project Based Section 8 = Both LIHTC & Project Based HAP 5. HAP - Project Based Section 8 = Proj Based HAP (incl. Sec. 8) 6. Other = Other
25	Loan Option	Maximum Constrained Loan Amount or Pre-Commitment Amount	Commitment Details	Commitment Amount ($)	N/A
26	Loan Option	Interest Type	Commitment Details	Interest Type	Fixed Rate = Fixed Variable Rate = Variable
27	Loan Option	Interest Only Period (months)	Commitment Details	Interest Only?	1. If Interest Only Period (months) equals Loan Term, then Interest Only? = Yes 2.If Interest Only Period (months) does not equal Loan Term, then Interest Only? = Partial 3. If Interest Only Period (months) equals 0, then Interest Only? = No
28	Loan Option	Interest Basis	Commitment Details	Interest Accrual Method	N/A
29	Loan Option	Loan Term (months)	Commitment Details	Original Term of Loan (months)	N/A
30	Loan Option	Amortization Term (months)	Commitment Details	Amortization Term (months)	N/A
31	Loan Option	Servicing Fee (bps) or Adjusted Servicing Fee (bps)	Commitment Details	Servicing Fee Rate (%)	Convert to %

#	DUS Gateway Page	DUS Gateway Field	C&D Commitment Section	C&D Field	Translation
32	Loan Option	Guaranty Fee (bps) or Adjusted Guaranty Fee (bps)	Commitment Details	Guaranty Fee Rate (%)	Convert to %
33	Loan Option	Underwritten Variable / Max Lifetime Interest Rate	ARM Attributes (Interest type = Variable)	Lifetime Maximum Interest Rate (%)	N/A
34	Loan Option	Loss Sharing Type	Recourse (Delivery Channel Type)	Recourse Plan	1. Standard DUS = DUS Loss Sharing 2. Pari Passu (Agreement Type = DUS) = DUS Pari Passu 3. Pari Passu (Agreement Type = Non-DUS) = Shared - Pari Passu Any other DUS Gateway Loss Sharing Type equates to No Recourse
35	Loan Option	Loss Sharing Percent	Recourse (Delivery Channel Type)	Lender Loss Sharing %	N/A
36	Loan Option	Loss Sharing Percent	Recourse (Delivery Channel Type)	Modified DUS Loss Sharing?	1. 100% = No 2. <> 100% = Yes
37	Loan Option	Prepayment Component (1)	Prepayment Protection Type and Defeasance	Prepayment Protection Type and Defeasance (Check All that Apply)	An invalid combination of Prepayment Component (1) and Prepayment Component (2) will not be translated into a C&D value. Prepayment fields will be blank in C&D. Valid prepayment combinations are listed in Appendix B.
38	Loan Option	Prepayment Component to Months (1)	Prepayment Protection Type and Defeasance	Prepayment Protection Type and Defeasance	An invalid combination of Prepayment Component (1) and Prepayment Component (2) will not be translated into a C&D value. Prepayment fields will be blank in C&D. Valid prepayment combinations are listed in Appendix B.
39	Loan Option	Prepayment Component (2)	Prepayment Protection Type and Defeasance	Prepayment Protection Type and Defeasance	An invalid combination of Prepayment Component (1) and Prepayment Component (2) will not be translated into a C&D value.

#	DUS Gateway Page	DUS Gateway Field	C&D Commitment Section	C&D Field	Translation
					Prepayment fields will be blank in C&D. Valid prepayment combinations are listed in Appendix B.
40	Loan Option	Prepayment Component to Months (2)	Prepayment Protection Type and Defeasance	Prepayment Protection Type and Defeasance	An invalid combination of Prepayment Component (1) and Prepayment Component (2) will not be translated into a C&D value. Prepayment fields will be blank in C&D. Valid prepayment combinations are listed in Appendix B.
41	Loan Option	Declining Premium Schedule	Prepayment Protection Type and Defeasance	Prepayment Protection Type and Defeasance	An invalid combination of Prepayment Component (1) and Prepayment Component (2) will not be translated into a C&D value. Prepayment fields will be blank in C&D. Valid prepayment combinations are listed in Appendix B.
42	Loan Option	Other Prepayment Premium Description	Prepayment Protection Type and Defeasance	Prepayment Protection Type and Defeasance	An invalid combination of Prepayment Component (1) and Prepayment Component (2) will not be translated into a C&D value. Prepayment fields will be blank in C&D. Valid prepayment combinations are listed in Appendix B.
43	Loan Option	Estimated Origination Fee	Lender Certificate	1. Total Origination Fee Paid or to be Paid Directly by Borrower ($) 2. Origination Fee Retained by Lender ($)	1. If (Estimated Origination Fee != Null or 0), then Total Origination Fee Paid or to be Paid Directly by Borrower ($) = [(Estimated Origination Fee/100)*Maximum Constrained Loan Amount] else Total Origination Fee Paid or to be Paid Directly by Borrower ($) will be blank in C&D 2. If (Estimated Origination Fee != Null or 0), then Origination Fee Retained by Lender ($) = [Total Origination Fee Paid or to be Paid Directly by Borrower ($) - (([Origination Fee Paid to Broker + Origination Fee Paid to Correspondent]/100) * Maximum Constrained Loan Amount)] else Origination Fee Retained by Lender ($) will be blank in C&D

#	DUS Gateway Page	DUS Gateway Field	C&D Commitment Section	C&D Field	Translation
44	Deal Detail	Lender Contact	Register	Seller Contact Name	N/A
45	Deal Detail	Lender Contact Email	Register	Seller Contact E-mail	N/A
46	Deal Detail	Lender Contact Phone	Register	Seller Contact Phone	N/A
47	Deal Detail	Business Lead	Register	NAM Name	N/A
48	Property	Property Name	Property Collateral	Property Name	N/A
49	Property	Street Address	Property Collateral	Primary Property Address - Address 1	N/A
50	Property	City	Property Collateral	City	N/A
51	Property	State	Property Collateral	State & Postal Code	N/A
52	Property	Zip	Property Collateral	State & Postal Code	N/A
53	Property	County	Property Collateral	County	N/A
54	Property	Age Restricted?	Property Collateral	Age Restricted (as defined in the Housing for Older Persons Act (HOPA))?	N/A
55	Pre-Review and/or Waiver	Category = Pricing / Fees AND Sub-Category = G&S fee reduct. below curr. pricing memo	Pricing Attributes	Lender / Fannie Mae Pricing Waiver?	If Category = Pricing / Fees AND Sub-Category = G&S fee reduct. below curr. pricing memo, then Lender / Fannie Mae Pricing Waiver? = Fannie Mae Approved G/S Fee Waiver

#	DUS Gateway Page	DUS Gateway Field	C&D Commitment Section	C&D Field	Translation
56	Pre-Review and/or Waiver	Category - Pre-Review (4660) AND Sub-Category = Financing Structures AND Descriptor = MAH Interest Reduction Payment (IRP) Property	Pricing Attributes – Other Attributes	Interest Reduction Payment (IRP) Subsidy	If Category - Pre-Review (4660) AND Sub-Category = Financing Structures AND Descriptor = MAH Interest Reduction Payment (IRP) Property, then Interest Reduction Payment (IRP) Subsidy is checked
57	Pre-Review and/or Waiver	Category = Insurance AND Lender Delegated = No	Commitment Details	Types of Commitment Variances/Wavers - Non-Delegated Insurance Waivers	If Category = Insurance AND Lender Delegated = No, then Non-Delegated Insurance Waivers is checked
58	Pre-Review and/or Waiver	Category = Document Modifications And Sub- Category = Business/Credit and Legal Approval	Commitment Details	Types of Commitment Variances/Waivers - Non-Delegated Legal Waivers	If Category = Document Modifications And Sub-Category = Business/Credit and Legal Approval, then Non-Delegated Legal Waivers is checked
59	Pre-Review and/or Waiver	Category = Guide (Other)	Commitment Details	Types of Commitment Variances/Waivers - Other Guide Waivers	If Category = Guide (Other) , then Other Guide Waivers is checked
60	Pre-Review and/or Waiver	Category = Pre-Review (4660) AND Sub-Category = UW Standards	Commitment Details	Types of Commitment Variances/Waivers - Underwriting Standards Variances	If Category = Pre-Review (4660) AND Sub-Category = UW Standards, then Underwriting Standards Variances is checked.
61	Pre-Review	Category = Pre-Review (4660), Sub-	Commitment Details	Check box if Large Loan	If Category = Pre-Review (4660), Sub-Category=Size, and Descriptor = Large, then Large Loan is checked

#	DUS Gateway Page	DUS Gateway Field	C&D Commitment Section	C&D Field	Translation
	and/or Waiver	Category=Size, and Descriptor = Large			

Appendix B – DUS Gateway Prepayment Terms

Table 2: DUS Gateway Prepayment Options

Prepayment Combination Number	Interest Type	Prepayment Component (1)	Prepayment Component (2)	Declining Premium Schedule	Other Prepayment Premium Description	Loan Term(s)
1	Fixed Rate	Declining Premium	Null			
2	Fixed Rate	Yield Maintenance	1% Fixed Prepayment			
3	Fixed Rate	Prepayment Lockout	Declining Premium	10-10-5-4-3-2-1		84
4	Fixed Rate	Yield Maintenance	Other Prepayment Premium			
5	Fixed Rate	Yield Maintenance	Null			
6	Fixed Rate	Prepayment Lockout	Null			
7	Fixed Rate	Fee Maintenance	Null			
8	Variable Rate: SARM	Prepayment Lockout	Declining Premium			
9	Variable Rate: SARM	Prepayment Lockout	Null			
10	Variable Rate: SARM	Prepayment Lockout	Other Prepayment Premium			
11	Variable Rate: SARM	Prepayment Lockout	1% Fixed Prepayment			60, 84, 120
12	Variable Rate: Fixed+1	Yield Maintenance	Null			
13	Variable Rate: Hybrid ARM	Yield Maintenance	Declining Premium			
14	Variable Rate: Hybrid ARM	Yield Maintenance	Other Prepayment Premium		Filled-in	
15	Variable Rate: ARM 7/6	Prepayment Lockout	Declining Premium	5-4-3-2-1-1-1, 5-1-1-1-1-1-1		
16	Variable Rate: ARM 5/5					

Appendix C – How to Submit a DUS Gateway Support Request

1. From the “Cases” tab, click the “***Create New Case***” button.
2. Fill out required fields to submit a case beginning with the “***Case Type***” dropdown.
3. Select the appropriate “***Case Problem Area***” of the application or deal from the dropdown list.
4. Fill out other fields on the page. If the support request is related to a specific Deal, click the lookup (magnifying glass) beside “Deal” and search for the appropriate deal name, assign a title for your request in the “Subject” field, and then enter a more detailed explanation in the “Description” field.
5. Click “***Submit***” to send your request to Fannie Mae. You will receive a notification in DUS Gateway with updated information and/or a resolution to your request.
6. Contact your NAM with any questions.

Frequently Asked Questions (FAQs)

Q1. Do DUS Gateway and C&D have similar data validations?

No, each system has a different set of data validations.

Q2. Using Commitment Integration, will we still setup the Commitment for the Deal manually in C&D?

The "Prepare C&D Data" process in DUS Gateway creates a draft Commitment in C&D. This draft Commitment needs to be completed in C&D for the Commitment to be confirmed by Fannie Mae. However, for some transaction types, the manual setup of the Commitment in C&D maybe warranted.

Q3. Is the "Prepare C&D Data" process in DUS Gateway required?

It is an optional process. We encourage you to use it to reduce duplicate data entry.

Q4. Is a special role or special access required for the "Prepare C&D Data" process in DUS Gateway?

No, all DUS Gateway Lender users can submit a Deal to C&D from DUS Gateway.

Q5. Our users do not have access to DUS Gateway or C&D. Who can provide them access?

Please contact your Technology Manager Administrator within your organization to gain access to DUS Gateway or C&D.

Q6. Can the "Prepare C&D Data" process be used for Master Portfolio D eals?

No, you cannot submit a Master Portfolio deal to C&D.

Q7. What does the Seller Contact in C&D map to in DUS Gateway?

The Seller Contact in C&D maps to the Lender Contact for the Deal in DUS Gateway.

Q8. How many fields are transmitted from DUS Gateway to C&D?

Approximately 40% of the fields required for Commitment in C&D are sent from DUS Gateway to C&D.

Q9. Will the waivers that are declined in DUS Gateway be sent to C&D? If so, will we have to manually uncheck the declined waivers in C&D?

No, the declined waivers will not be sent from DUS Gateway to C&D through the "Prepare C&D Data" process. Manual updates to reflect the declined waiver will be required in C&D.

Q10. Loan Document Modification waivers are not required before Rate Lock. Do the Loan Document Modification waivers have to be added to C&D through a change request?

Any waivers that are not in DUS Gateway at the time of data transfer to C&D can be manually added to the draft Commitment in C&D without a change request. If the Deal is already Submitted for Commitment in C&D, then a change request is required.

Q11. In DUS Gateway, is there a way to print the waivers on the Step 2 – Select Pre-Review and/or Waiver" page?

The standard browser printing functionality can be used. There is no specific print function within DUS Gateway.

Q12. If I do not adjust the "Adjusted Guaranty Fee (bps)" and the "Adjusted Servicing Fee (bps)" in equal increments on the "Step 3 – Review Deal Details" page in DUS Gateway, what will happen?

DUS Gateway will display an error message and prevent you from submitting the Deal to C&D.

Q13. Do the "Pre-Commitment Amount", "Adjusted Guaranty Fee (bps)", and "Adjusted Servicing Fee (bps)" fields in DUS Gateway need to match the "Commitment Amount", "Guaranty Fee", and "Final Servicing Fee" fields in C&D?

No, but if you know these values at the time of using the "Prepare C&D Data" process in DUS Gateway thenyou should enter those values in DUS Gateway before sending to C&D. Otherwise, you can update those fields in C&D on the draft Commitment. However, if the Deal is already Submitted for Commitment in C&D, then a change request is required. Please work with your Acquisitions Analyst.

Q14. Should we use the "Prepare C&D Data" process in DUS Gateway before Rate Lock?

No, please use the "Prepare C&D Data" process in DUS Gateway after you have Rate Locked and enter the Rate Lock amount in the "Pre-Commitment Amount" field on the "Step 3 – Review Deal Details" page in DUS Gateway.

Q15. If there is already a draft Commitment in C&D for my Deal and I use the "Prepare C&D Data" process in DUS Gateway, will it create another draft Commitment in C&D?

Yes, it will result in two draft Commitments in C&D for the Deal, and you must delete one of them.

Q16. If we need to make a change to the data that was sent from DUS Gateway to C&D, do we update the data in DUS Gateway or C&D?

The data should be updated in C&D before submitting for confirmation in C&D. Please add any additional Properties for the Deal in C&D. However, if the Deal is already Submitted for Commitment in C&D, then a change request is required. Please work with your Acquisitions Analyst.

Q17. After the Commitment has been confirmed in C&D or the Deal has been delivered in C&D, do we have to go back to DUS Gateway and update any information?

If you determine a change may be needed after Commitment has been confirmed, please discuss the change with your Customer Engagement team to determine if the change needs to be made in DUS Gateway.

Q18. Can we go directly to C&D from DUS Gateway?

Yes, click on the C&D hyperlink available under "Useful Links" on the left navigation pane in DUS Gateway. It will open a new browser window that will prompt you to login to C&D if you have not already started an active C&D session during the day.

Q19. Is the Multifamily C&D Upload Template functionality still available in C&D?

Yes, the "Upload" link in C&D is available once you have navigated to your Deal.

Q20. How can I use the Multifamily C&D Upload Template if data has been sent from DUS Gateway to C&D?

Refer to the C&D User Guide under the Help link for guidance on how to utilize the C&D Upload Template. Please include the Commitment Number on the upload template to avoid creating a new Commitment. All Commitment data fields must be completed on the update template because it will overwrite data sent from DUS Gateway except for the "Short Property" and "Registration information" in C&D.

Contact Information

Team	Email / Phone
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Technology Support Center Assistance	1-800-2FANNIE, press 1 then 1