

Investor Claims Process

The claims process is available to Fannie Mae investors who believe they may have been financially harmed due to a unique incident or potential disclosure issue on a Fannie Mae issued security. The below information outlines the steps and documentation required by Fannie Mae to submit and evaluate a claim.

Generally we aim to review claims no older than six months after the event in question occurs.

- If an Investor believes he or she has been financially harmed due to a unique incident or potential disclosure issue on a Fannie Mae issued security, he or she can submit a claim to Fannie Mae. As part of the submission, the Investor must include the following:
 - Reason for Claim Submission (detailed description)
 - Evidence of Ownership of the Security
 - Evidence of the Original Price Paid
 - Calculations of the Believed Damages Incurred (including supporting analytics)
- The claims form is located below.
- Upon receipt of an investor claim and supporting documentation, Fannie Mae will review the request and determine if the circumstances were a result of normal business activity or were caused by an error.
- If the claim is determined to be a result of normal business activity, Fannie Mae will contact the Investor and inform him or her of the findings.
- If the event is determined to be a result of an error, Fannie Mae will:
 - Confirm ownership of the security at the time the event occurred.
 - Perform an independent assessment of the value of the claim.
- After its internal analysis, Fannie Mae will contact the Investor to determine an appropriate resolution of the claim.
- Once a resolution has been agreed upon between Fannie Mae and the Investor, both parties will sign an agreement form, on which Fannie Mae will execute the agreed upon resolution.
- Fannie Mae will confirm, via email, with the Investor that the resolution is complete.



Claims Process Template

Contact Information of Individual Submitting the Claim and Reason for the Claim

First and Last Name:	
Phone Number:	
Email:	
Institution Name:	
Institution Address:	
Reason for Claim Submission: (Brief Summary)	

Checklist of Required Documentation for the Claim

- ___ Reason for Claim Submission (detailed description)
- ___ Evidence of Ownership of Pool as of the Record Date¹
- ___ Evidence of the Original Price Paid (e.g., settlement statement or similar showing pool(s) purchased, purchase date, original face amount purchased, and price paid)
- ___ Calculations of the Believed Damages Incurred (including supporting analytics)

Submitting the Claim

The claim can be submitted two ways:

- 1) Email: Fixedincome_marketing@fanniemae.com
- 2) Mail:

Fannie Mae
Fixed Income Securities Marketing
1100 15th St NW
Washington, DC 20005

Next Steps

Those submitting the claim have the ability to provide any additional information believed to be relevant to the claim.

Upon receiving the above information, Fannie Mae will acknowledge receipt, review the information, and work to resolve any issues in a timely manner.

Any additional questions regarding a submitted claim or the claims process can be directed to the above email address or to 800-232-6643.

¹The record date is the close of business of the last day of the month preceding the month in which the distribution data occurred.