



Fannie Mae®

Multifamily Selling and Servicing Guide

Effective as of July 24, 2025

No portion of this Multifamily Selling and Servicing Guide may be reproduced in any form or by any means without Fannie Mae's prior written permission, except as may be provided herein or unless otherwise permitted by law. Limited permission to reproduce this Multifamily Selling and Servicing Guide in print, in whole or in part, and limited permission to distribute electronically parts of this Multifamily Selling and Servicing Guide, are granted to Fannie Mae-approved Lenders strictly for their own use in originating and selling multifamily Mortgage Loans to, and servicing multifamily Mortgage Loans for, Fannie Mae. Fannie Mae may revoke this limited permission by sending 60 days advance written notice to any or all Fannie Mae-approved Lenders.



TABLE OF CONTENTS

Part II Section 502 Catastrophic Risk Insurance	3
502.01 Generally	3
502.02 Named Storm Insurance	3
502.03 Flood Insurance	4
502.03A Generally	4
502.03B Deductibles	6
502.03C NFIP Policy	7
502.03D Private Flood Policy	10
502.04 Earthquake Insurance	10
502.05 Terrorism Insurance	11
502.06 Liability Insurance	11
502.06A Commercial General Liability Insurance	11
502.06B Professional Liability Insurance	13
502.06C Workers' Compensation Insurance	14
502.06D Directors' and Officers' Liability Insurance	15
GLOSSARY	16



Section 502 Catastrophic Risk Insurance

502.01 Generally

☑ Requirements

You must ensure:

- a Property has the coverages required by [Part II, Chapter 5: Property and Liability Insurance, Section 502: Catastrophic Risk Insurance](#) for perils related to catastrophic loss if the Property is in an area prone to Catastrophic Events;
- the Property has a separate insurance policy if the Special Peril Coverage of Loss Form excludes a Catastrophic Event coverage that is required; and
- if ordinance or law coverage is required on the property policy, then coverage is obtained for catastrophic losses if the catastrophic peril is insured on a standalone policy.

502.02 Named Storm Insurance

☑ Requirements

You must ensure:

- the Property has separate named storm insurance if the:
 - Special Peril Coverage of Loss Form excludes any type of wind-related Catastrophic Event; and
 - Property is located in a Tier I named storm county, as defined by the insurer;
- the coverage equals at least 90% of the Total Insurable Value
 - on a standalone policy, and
 - of the largest individual property on a Blanket Policy;
- if the named storm policy does not cover costs due to flooding from storm surge, the Borrower maintains flood insurance for any buildings located in the 500-year flood zone equal to the maximum coverage available through NFIP policies or their equivalent;
- the valuation does not rely solely on Probable Maximum Loss (PML) calculations; and



- the deductible does not exceed the greatest of:
 - 7.5% of the Insurable Value;
 - the applicable maximum amount per [Part II, Chapter 5: Property and Liability Insurance, Section 501.02B: Deductibles](#); and
 - for business income insurance:
 - when expressed as a number of days, 15 days; or
 - when expressed as a dollar amount, \$100,000.

Guidance

If named storm coverage is unavailable, Fannie Mae will consider approving 1 of the following options:

- a State insurance plan; or
- a State-managed insurance pool for
 - windstorm, or
 - beach erosion.

502.03 Flood Insurance

502.03A Generally

Operating Procedures

To determine if any buildings located at the Property are, or will be, fully or partially located in an SFHA, you must:

- use the FEMA Standard Flood Hazard Determination Form (SFHDF);
- evaluate all Property structures when ordering the SFHDF;
- provide the vendor supplemental Property information including the
 - legal description, and
 - survey or site plan;
- obtain an image overlay from Flood Vendor;
- ensure the resulting Flood Zone Determination (FZD) form, and any subsequent FZD forms, are effective for the entire Mortgage Loan term; and



- retain a signed copy in your Servicing File.

Requirements

You must ensure the Property has flood insurance if:

- any income-producing Improvements or any non-income producing Improvements that support amenities are in an SFHA Zone starting with the letter A or V; or
- the Property is located within a Coastal Barrier Resources System (CBRS) or Otherwise Protected Area (OPA), regardless of if the Property is located in an SFHA.

A Mortgage Loan is ineligible for purchase if the Property is in:

- an SFHA; and
- a community that does not participate in the NFIP.

You must:

- complete the most recent version of the Standard Flood Hazard Determination Form issued by FEMA;
- retain in your Servicing File a
 - copy of the form, and
 - signed copy of Notice to Borrower of Special Flood Hazard and Federal Assistance;
- require the determination firm, and any monitoring company, to notify you whenever there is a flood zone change; and
- ensure the coverage:
 - meets the minimum mandatory purchase requirements per:
 - the following Federal flood insurance statutes, as amended and/or restated from time to time, including the:
 - National Flood Insurance Act of 1968 (1968 Act);
 - Biggert-Waters Flood Insurance Reform Act of 2012 (Biggert Waters);
 - Flood Disaster Protection Act of 1973 (FDPA); and
 - Homeowner Flood Insurance Affordability Act of 2014; and



- any applicable Federal agency rulemaking and publication; and
- equals at least 100% of the Insurable Value of
 - the first 2 floors above grade, and
 - any Improvements below grade;
- require contents coverage for Borrower-owned personal property;
- ensure you have an established process to obtain an inventory and the Insurable Value of Borrower-owned contents or business personal property within buildings located in SFHAs to determine required coverage; and
- retain documentation of the presence or absence of Borrower-owned contents or business personal property within the building and in your Servicing File.

Guidance

Generally, contents or business personal property:

- includes equipment and inventory
 - owned by the Borrower, and
 - used in connection with Property's
 - ownership,
 - management, or
 - operation; and
- does not otherwise constitute fixtures.

502.03B Deductibles

Requirements

You must comply with the following tables.



Flood Maximum Deductibles	
For...	You must ensure the...
Business income insurance	deductible does not exceed: <ul style="list-style-type: none">• when expressed as a number of days, 15 days; or• when expressed as a dollar amount, \$100,000.
NFIP policies	maximum deductible available under NFIP is acceptable.

Private Flood Policy Maximum Deductibles	
If the Property has...	Then maximum deductible per occurrence is...
10 or fewer buildings in SFHA	\$50,000
More than 10 buildings in SFHA	\$500,000

502.03C NFIP Policy

☒ Requirements

You must comply with the following table.

NFIP and Excess Flood Coverage	
If...	Then...
Coverage available under the NFIP is insufficient	the Borrower must purchase excess flood insurance covering the difference, up to the required coverage amount.



NFIP and Excess Flood Coverage	
If...	Then...
<p>Per elevation certificates completed by a licensed land surveyor, engineer, or architect:</p> <ul style="list-style-type: none">• any of the building's Lowest Adjacent Grade (LAG) are above Base Flood Elevation (BFE); and• the Borrower confirms application for a Letter of Map Amendment (LoMA)	<ul style="list-style-type: none">• only NFIP insurance is required for those buildings, and• the maximum term for only NFIP insurance is 12 months.

To remove a Property/building from an SFHA, only an updated FEMA Standard Flood Hazard Determination Form (SFHDF) based on the following is acceptable:

- Letter of Map Amendment (LoMA);
- Letter of Map Revision (LoMR); or
- Letter of Determination Review (LoDR).

During the LoMA process,

- only NFIP insurance is required, and
- the maximum term for NFIP insurance is 12 months.

If any Improvements are reclassified as within an SFHA Zone starting with the letter A or V after you Deliver the Mortgage Loan, you must require the Borrower to obtain compliant flood insurance.

Guidance

To prevent the Borrower from paying for more coverage than an NFIP policy would pay out, you should evaluate the extent of recovery allowed under the NFIP policy for the type of building being insured.

If all buildings do not require flood insurance, but the Property ingress is located in an SFHA, you should consider requiring business income insurance for excess flood to cover all buildings.

Flood insurance is not required if only unimproved portions of the Property, or non-income producing Improvements that do not support amenities at the Property, are located in an SFHA.



Non-Income Producing Improvements	
Supporting amenities include...	Not supporting amenities include...
<ul style="list-style-type: none">• clubhouses, and• pool houses.	<ul style="list-style-type: none">• sheds,• pump houses, and• storage buildings.

Business income insurance is not required for non-income producing Improvements.

You should consider that

- conditions may change over time, and
- flood zones may be remapped.

You or Fannie Mae may require flood insurance for Improvements outside an SFHA Zone starting with the letter A or V, but within an area designated by FEMA as Zone X or Zone D (for example, if a Property's location is subject to flooding due to storm water, or within close proximity to an SFHA boundary).

The acceptable deductible for excess flood insurance is the coverage limit of the underlying NFIP policy.

Elevation certificates are not valid to determine if Improvements are in an SFHA.

You should:

- obtain flood zone determinations from qualified third-party flood-zone determination firms; and
- exercise care and sound judgment when selecting the firm.

Operating Procedures

You must:

- obtain life-of-loan monitoring for each Property from a third-party flood-zone determination firm;
- complete FEMA's Standard Flood Hazard Determination form to determine if any Improvements are located in an SFHA; and
- retain in your Servicing File:
 - a completed copy of the form;
 - a signed copy of the Notice to Borrower of Special Flood Hazard and Federal Assistance (included in the Flood Determination Certificate);



and

- if you permitted a reduced amount of excess flood insurance,
 - your analysis, and
 - related documentation supporting the economic feasibility and reduction amount.

502.03D Private Flood Policy

Requirements

You must ensure a private flood insurance policy:

- is written on a Replacement Cost Valuation basis without any deduction for depreciation; and
- provides coverage and terms as broad as or better than the coverage and terms provided under a standard flood insurance policy issued under the NFIP.

502.04 Earthquake Insurance

Requirements

You must ensure the Property has earthquake insurance if required by Fannie Mae. For any required coverage, ensure the:

- coverage is at least 100% of the Insurable Value;
- waiting period is no more than 15 days; and
- deductible does not exceed the greatest of:
 - 10% of the insurable Property value;
 - the applicable maximum amount per [Part II, Chapter 5: Property and Liability Insurance, Section 501.02B: Deductibles](#); and
 - for business income insurance, the greater of
 - the maximum deductible for the property insurance policy, or
 - a 15-day waiting period.

Earthquake insurance may be required while the Property is being retrofitted.

Guidance



For business income insurance deductible, if a dollar amount is indicated, you should calculate the per day amount ensuring the deductible does not exceed the 15-day total amount allowed. See [Part II, Chapter 5: Property and Liability Insurance, Section 502.02: Named Storm Insurance](#) for a deductible calculation example.

Operating Procedures

If retrofitting is required and not completed within the agreed timeframe, you must not accept earthquake insurance as a substitute.

502.05 Terrorism Insurance

Requirements

You must ensure:

- each Property has terrorism insurance for property damage/casualty and liability exposures;
- exceptions are only made to professional liability insurance where terrorism coverage is not required;
- the coverage is at least 100% of the Insurable Value attributed only to the Improvements; and
- for business income insurance, the deductible does not exceed:
 - when expressed as a number of days, 15 days; or
 - when expressed as a dollar amount, \$100,000.

502.06 Liability Insurance

Requirements

You must ensure each Property and Borrower is covered, without exclusions, throughout the Mortgage Loan term by liability insurance for

- bodily injury,
- Property damage, and
- personal injury.

502.06A Commercial General Liability Insurance

Requirements



You must ensure the general liability insurance coverage is at least

- \$1 million per occurrence/\$2 million general aggregate limit, plus
- excess/umbrella insurance as follows:

If the number of stories in the building is...	The minimum excess/umbrella insurance coverage is...
1 - 4	\$2 million
5 - 10	\$5 million
11 -20	\$10 million
Over 20	\$20 million

The maximum deductibles:

- apply to
 - general liability,
 - umbrella/excess liability, and
 - professional liability; and
- must be based on the Total Insurable Value of the Property insurance policy as follows:

If the Total Insurable Value is...	The maximum deductible amount per occurrence is...
Less than \$5 million	\$50,000
Equal to or greater than \$5 million, but less than \$50 million	\$100,000
Equal to or greater than \$50 million, but less than \$100 million	\$150,000
Equal to or greater than \$100 million	\$275,000

Guidance

You may satisfy the insurance coverage requirements:

- with any combination of primary liability insurance and excess/umbrella insurance coverage, provided the aggregate coverage meets the required



minimum limits; and

- for excess/umbrella insurance, when the coverage limit meets the requirement for the location with the most stories.

You should ensure that any liability policy does not contain exclusions for normal coverage that are normal and customary in the standard liability form, such as

- assault and battery,
- animal attacks, and
- firearms, etc.

The maximum deductible amount, per occurrence, is the combined deductible for both the

- underlying general or professional liability, and
- excess/umbrella liability.

For example, if the Total Insurable Value is \$45 million, then the maximum deductible is \$100,000 combined for the underlying liability and excess/umbrella liability in any combination (e.g., \$75,000 deductible/self-insured retention on the general liability and \$25,000 on the excess/umbrella liability).

502.06B Professional Liability Insurance

Requirements

If a Seniors Housing Property provides any level of healthcare, you must ensure the:

- Property has professional liability insurance covering
 - professional errors and omissions,
 - medical malpractice, and
 - all types of abuse; and
- coverage is at least
 - \$1 million per occurrence/\$2 million general aggregate limit, plus
 - excess/umbrella insurance as follows:



If the number of licensed beds is...	The minimum excess/umbrella insurance coverage is...
1 -100	\$2 million
101 -500	\$5 million
501 -1,000	\$10 million
Over 1,000	\$20 million

You must ensure:

- for a Property with Assisted Living beds, Independent Living beds are not counted when determining the minimum coverage limit;
- when general liability insurance and professional liability insurance coverages are combined under an excess/umbrella insurance policy, the coverage meets the higher minimum limit of the 2 underlying coverages; and
- the maximum deductible for professional liability insurance does not exceed the applicable maximum amount per [Part II, Chapter 5: Property and Liability Insurance, Section 502.06A: Commercial General Liability Insurance](#).

Guidance

When using a Claims-Made Policy, you should consider if an adequate “retroactive date” is in place providing coverage for acts that occurred before a specified date – usually before the effective date of the current policy. A retroactive date of 3 - 5 years before the current policy’s effective date is common.

If the Borrower changes carriers during the Mortgage Loan term, the addition of tail coverage or an extended reporting period endorsement, extending coverage after the cancellation or termination of a Claims-Made Policy, is important to ensure no lapse in coverage occurs.

You may satisfy the coverage requirements:

- with any combination of primary liability insurance and excess/umbrella insurance coverage, provided the aggregate coverage meets the required minimum limits; and
- for excess/umbrella insurance when the coverage limit meets the requirement for the location with the most beds.

502.06C Workers’ Compensation Insurance



Requirements

You must ensure:

- the Property has workers' compensation and employer's liability insurance (including terrorism coverage), if required where the Property is located; and
- coverage meets the statutory limits.

502.06D Directors' and Officers' Liability Insurance

Requirements

You must ensure each Property owned by a Cooperative Organization has:

- directors' and officers' liability insurance; and
- coverage equal to at least \$1 million per occurrence.



Glossary

A

Assisted Living

Seniors Housing Property offering services limited to non-medical personal care, including ADL assistance, which are typically licensed and regulated by a state or local governmental authority.

Synonyms

- AL

B

Blanket Policy

Insurance policy providing coverage for multiple properties and/or multiple perils.

Synonyms

- Blanket

Borrower

Person who is the obligor per the Note.

Synonyms

- Borrowers
- Borrower's

C

Catastrophic Event

Natural or man-made hazard resulting in an event of substantial extent causing

- significant physical damage or destruction,
- loss of life, or
- drastic change to the natural environment, such as
 - earthquake,
 - flood,
 - terrorist attack, or
 - windstorm.

Synonyms

- Catastrophic Events



Cooperative Organization

Corporation or legal entity where each shareholder or equity owner is granted the right to occupy a unit in a multifamily residential property under a proprietary lease or occupancy agreement.

F

FEMA

Federal Emergency Management Agency

Synonyms

- FEMA's

H

Homeowner

For an MH Community, a tenant of the Borrower who pays ground rent to the owner for use and occupancy of the MH Site and for use of the MH Community's utilities and amenities.

Synonyms

- Homeowners

I

Improvements

Buildings, structures, improvements, and alterations, including the multifamily housing dwellings, now or hereafter constructed or placed on the Property, including all fixtures (as defined in the UCC).

Synonyms

- Improvements'

Independent Living

Seniors Housing providing limited programs of assistance for domestic activities (e.g. meals, housekeeping, activities, transportation, etc.), and typically resembles market rate units.

Synonyms

- IL



Insurable Value

For any Property, the estimate of the maximum dollar amount needed to replace, repair, or reproduce the Property, but excluding any land value.

Synonyms

- Insurable Values

M

Mortgage Loan

Mortgage debt obligation evidenced, or when made will be evidenced, by

- the Loan Documents, or
- a mortgage debt obligation with a Fannie Mae credit enhancement.

Synonyms

- Mortgage Loans
- Mortgage Loan's

P

Property

Multifamily residential real estate securing the Mortgage Loan, including the

- fee simple or Leasehold interest,
- Improvements, and
- personal property (per the Uniform Commercial Code).

Synonyms

- Properties
- Property's

S

Seniors Housing Property

Multifamily residential rental property with any combination of Independent Living, Assisted Living, Alzheimer's/Dementia Care, or Skilled Nursing units.

Synonyms

- Seniors Housing
- Seniors Housing Properties



Servicing File

Your file for each Mortgage Loan serviced.

Synonyms

- Servicing Files

T

Total Insurable Value

For any Property, the sum of the full value of the insured's:

- covered Property;
- Property-related business income values; and
- any other covered Property interests.

Synonyms

- Total Insurable Values