



Fannie Mae®

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# Multifamily Selling and Servicing Guide

Effective as of April 3, 2026

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## **215.01A**    General

To facilitate the return of release documents from Fannie Mae, at all times the Servicer must maintain on file with Fannie Mae a master file copy of the Custody Document Transmittal ([Form 276](#)) completed with the following information:

- the Lender’s nine digit Servicer number;
- “MASTER FORM” entered for the Fannie Mae Loan Number;
- “Payoff” checked as the liquidation reason; and
- the Lender’s mailing address.

The completed form must be sent to Multifamily Master Servicing. If the mailing information for the Lender changes at any time, the Lender must update the master file copy of the Custody Document Transmittal ([Form 276](#)) with Fannie Mae.



# Glossary

## L

**Lender** Person Fannie Mae approved to sell or service Mortgage Loans.

**Synonyms**

- Lenders
- Lender's

**Loan Number** 10-digit number assigned by Fannie Mae to each Mortgage Loan.

## M

**Multifamily Master Servicing** Team that can be contacted at [multifamily\\_ops\\_servicing@fanniemae.com](mailto:multifamily_ops_servicing@fanniemae.com).

## S

**Servicer** Primary Person servicing the Mortgage Loan, including

- the originator,
- seller, or
- a third party.

**Synonyms**

- Servicers
- Servicer's