Fannie Mae®

Multifamily Selling and Servicing Guide

Effective as of October 26, 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 Lenders nine digit Servicer number;
- MASTER FORM entered for the Fannie Mae Loan Number;
- Payoff checked as the liquidation reason; and
- the Lenders 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.

S

Servicer	Primary Person servicing the Mortgage Loan, including • the originator, • seller, or • a third party. **Synonyms** • Servicers • Servicer's