



Fannie Mae®

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# Multifamily Selling and Servicing Guide

Effective as of May 16, 2024

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# Summary of Changes

HIGHLIGHTS
<p><b>Effective as of May 16, 2024</b>, updated Operating Procedures in Part V, Chapter 5: Surveillance, Section 503: Financial Analysis of Operations.</p>

## Primary Changes

In Section 503.01: Reporting:

- updated commentary criteria for variances greater than 20%, either higher or lower, from the same reporting period in the prior year per [Form 4254.DEF](#); and
- added commentary expectations.

## Questions

Please contact Michael Berger at (202) 752-0145, or [michael\\_c\\_berger@fanniemae.com](mailto:michael_c_berger@fanniemae.com), with any questions.



## Chapter 5 Surveillance

### Section 501 Generally

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#### Requirements

You must:

- Monitor the **Property** by:
  - inspecting it;
  - evaluating its financial performance; and
  - submitting the inspection and evaluation results per this Chapter.
- Ensure the **Borrower** manages and maintains the **Property** per the **Loan Documents**.

### Section 502 Property Inspections

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#### 502.01 Forms

#### Requirements

For all **Property** inspections, you must use

- the **MBA Standard Inspection Form**, or
- if a **Catastrophic Event** has occurred, the **Multifamily Catastrophic Loss Inspection form (Form 4261)**.

For a **Green Rewards Mortgage Loan**, you must also submit the **Green Rewards Verification Inspection Form (Form 4221)** per **Part V, Chapter 4: Asset Management: Loan Document Administration, Section 408.03I: Green Rewards Efficiency Measure Verification**.

#### Operating Procedures

On the **MBA Standard Inspection Form**, you must:

1. Select the “**Fannie Mae Inspection**” option on the **Tools** tab.
2. Complete the following tabs:
  - “**General Information**”;
  - “**Physical Condition & Deferred Maintenance**”;



- “Photos”;
- ”Rent Roll”;
- “Management Interview”;
- “Multifamily”;
- “Fannie Mae Assessment Addendum”;
- “Senior Supplement”, for [Seniors Housing Properties](#).

3. Assign an overall rating per Fannie Mae’s Ratings Scale Definitions.

**502.02** Property Condition Concerns

 Operating Procedures

If the Property has...	You must...
<ul style="list-style-type: none"> <li>• an inspection rating of 4 or 5 per the Fannie Mae Assessment Addendum tab of the MBA Standard Inspection Form;</li> <li>• incomplete repairs per the specified timing in the Loan Documents;</li> <li>• significant deferred maintenance; or</li> <li>• non-significant deferred maintenance that was not corrected within 12 months after notifying the Borrower.</li> </ul>	<ul style="list-style-type: none"> <li>• Inform <a href="#">Multifamily Inspections and Multifamily Loss Mitigation</a>:               <ul style="list-style-type: none"> <li>- promptly after receiving notice of any Life Safety Issues per Part V, Chapter 5: Surveillance, Section 502.06F: Life Safety Issues; or</li> <li>- otherwise within 10 Business Days after becoming aware.</li> </ul> </li> <li>• Reinstate any suspended <a href="#">Completion/Repair Escrow or Replacement Reserve</a> if the Property inspection rating is 4 or 5, unless the rating resulted from a casualty loss (see Part V, Chapter 5: Surveillance, Section 502.06E: Collateral Analysis).</li> <li>• Inspect the <a href="#">Property</a> as necessary to ensure the <a href="#">Borrower</a> resolves any deferred maintenance.</li> <li>• Regardless of whether the <a href="#">Mortgage Loan</a> is on a <a href="#">Watchlist</a>, submit a request to <a href="#">Multifamily Loss Mitigation</a> before ordering a <a href="#">PCA</a> (excluding regularly-scheduled PCAs required per the <a href="#">Loan Documents</a>).</li> <li>• Identify the appropriate Fannie Mae risk rating per Part VI, Chapter 1: <a href="#">Watchlist Management</a>.</li> </ul>



## 502.03 Property Inspection Protocol

### ➔ Guidance

Property inspection frequency is based on

- the current Fannie Mae risk rating,
- the Mortgage Loan amount at the Mortgage Loan Origination Date, and
- a full inspection (unless otherwise noted) of the specified percentage of units per the Property Inspection Protocol table criteria, but not:
  - less than the specified minimum; and
  - more than the specified maximum.

If the scheduled inspection due date is within 6 months of the Maturity Date, the MAMP inspection due date will be set to 6 months before the Maturity Date.

### ✿ Operating Procedures

Property Inspection Protocol						
If the original Mortgage Loan Amount is greater than \$30 million...						
Type	Fannie Mae Risk Rating	Inspection Frequency	Number of Units to Inspect		Minimum # of Photos	Inspector
			%	Min/Max		
All Mortgage Loans	• Pass, • Pass-Watch, or • Special Mention	Annual	5%	5/15	15	• Third-Party, or • In-House
	Substandard	Annual	10%	10/20	15	In-House Only
If the original Mortgage Loan Amount is greater than \$6 million and less than or equal to \$30 million...						
NOTE: DSCR is per the most recent annual financial statement submitted to Fannie Mae.						
Type	Fannie Mae Risk Rating	Inspection Frequency	Number of Units to Inspect		Minimum # of Photos	Inspector
			%	Min/Max		
Most Recent Inspection rating of 4 or 5	All Ratings	Annual	10%	10/20	15	In-House Only



Property Inspection Protocol						
• Seniors Housing, or • Rent-Stabilized	• Pass, • Pass-Watch, or • Special Mention	Annual	5%	5/15	15	• Third-Party, or • In-House
	Substandard	Annual	10%	10/20	15	In-House Only
Maturing	All Ratings	Within 12 months before Maturity Date	Per applicable Mortgage Loan type.			
All Others	• Pass, Pass-Watch, or Special Mention; and • DSCR $\geq$ 1.35, or Co-op DSCR $\geq$ 1.00.	• Every 2 years; or • Annual if required annual Operating Statement not received.	5%	5/15	15	• Third-Party, or • In-House
	• Pass, Pass-Watch, or Special Mention; and • DSCR < 1.35, or Co-op DSCR < 1.00.	Annual	5%	5/15	15	• Third-Party, or • In-House
	Substandard	Annual	10%	10/20	15	In-House Only
If the original Mortgage Loan Amount is \$6 million or less...						
NOTE: If the Property has 10 units or less, at least 2 units must be inspected.						
Type	Fannie Mae Risk Rating	Inspection Frequency	Number of Units to Inspect		Minimum # of Photos	Inspector
			%	Min/Max		



Property Inspection Protocol						
Most Recent Inspection rating of 4 or 5 (unless Delivered Mortgage Loan Amount was less than \$750,000)	All Ratings	Annual	10%	10/20	15	In-House Only
• Seniors Housing, or • Rent-Stabilized	• Pass, • Pass Watch, or • Special Mention	Annual	5%	5/15	15	• Third-Party, or • In-House
	Substandard	Annual	10%	10/20	15	In-House Only
Maturing	All Ratings	Within 12 months before Maturity Date	Per applicable Mortgage Loan type.			
All Others	• Pass, Pass-Watch, or Special Mention; and • Delivered Mortgage Loan Amount < \$750,000.	Walk Around every 5 years	N/A	N/A	10	• Third-Party, or • In-House
	• Pass, Pass-Watch, or Special Mention; and • Delivered Mortgage Loan Amount ≥ \$750,000.	Every 2 years	5%	2/5	10	• Third-Party, or • In-House
	Substandard	Annual	10%	2/5	10	In-House Only

## 502.04 Scheduling and Submissions





## 502.04A Scheduling

### Operating Procedures

You must:

- ensure [Property](#) inspections are performed per [Part V, Chapter 5: Surveillance, Section 502.03: Property Inspection Protocol](#); and
- allow enough time to submit the [Property](#) inspection form by the [MAMP](#) submission due date.

### Guidance

For scheduling efficiency, you may request 1 automatic extension for up to 60 days after the submission due date if:

- you request it before the original submission due date using the “Modification Request” tab within the [MAMP](#);
- the Fannie Mae risk rating is not Substandard;
- the most recent [Property](#) inspection rating is:
  - 1 or 2; or
  - 3 if the inspection is less than 1 year old; and
- the extended [MAMP](#) submission due date is at least 6 months before the [Maturity Date](#).

## 502.04B Submissions

### Operating Procedures

You must:

- Submit via the [MAMP](#):
  - the origination inspection form:
    - within 45 days after Fannie Mae purchases the [Mortgage Loan](#) and loads it into the [MAMP](#); and
    - no later than the [MAMP](#) submission due date; and
  - each subsequent inspection form:
    - within 60 days after the [Property](#) inspection date; and



— no later than the **MAMP** submission due date.

- Timely resolve all issues Fannie Mae identifies.

### Guidance

See the MAMP User Guide for **Property** inspection form submission information.

If the **Property** inspection is inadequate, Fannie Mae may require you to obtain a new inspection at your expense.

## 502.05 Property Inspectors

### 502.05A Qualifications

#### Requirements

You must ensure any inspector:

- Meets 1 of the following:
  1. Is certified by the:
    - Real Estate Assessment Center for HUD as a Certified Home Inspector;
    - American Society of Home Inspectors (ASHI); or
    - International Association of Certified Home Inspectors (InterNACHI).
  2. Is a:
    - state-certified home inspector;
    - registered architect; or
    - civil engineer.
  3. Successfully completed other acceptable training, including the **MBA's** School of Multifamily Property Inspections.
- Has the following minimum experience:

Type	Minimum Inspection Experience
Senior Housing Mortgage Loans	10 seniors housing property inspections



Type	Minimum Inspection Experience
Substandard Fannie Mae Risk Rating	25 multifamily property inspections
All Others	10 multifamily property inspections

## 502.05B Third Parties

### Requirements

Any third-party inspector must:

- have no financial interest in the inspected [Property](#);
- have experience in the [Property's](#) market; and
- not reassign responsibility to another [Person](#) without your approval.

### Guidance

Fannie Mae reserves the right, in its sole discretion, to notify you that a third-party inspector or inspection firm is unacceptable.

## 502.06 Content

### 502.06A Unit Selection

#### Operating Procedures

When selecting units:

- The inspector, not the [Property](#) manager, must select and inspect the interior of:
  - all “down” units (i.e., units that cannot currently be rented in the normal course of business);
  - at least the minimum, but no more than the maximum, number of occupied and vacant units per [Part V, Chapter 5: Surveillance, Section 502.03: Property Inspection Protocol](#); and
  - units where at least:
    - 50% are vacant (if existing); and
    - 2 are occupied.



- If substantial physical concerns exist, the inspector may inspect more than the maximum number of units per [Part V, Chapter 5: Surveillance, Section 502.03: Property Inspection Protocol](#).
- If a [Property](#) has [Non-Contiguous Parcels](#) or scattered sites, on each parcel or site:
  - inspect all buildings;
  - allocate the number of units to inspect in the same proportion as the total [Property](#) units; and
  - randomly select the units to be inspected.

## 502.06B Photos

### Operating Procedures

You must submit at least the minimum number of photos per [Part V, Chapter 5: Surveillance, Section 502.03: Property Inspection Protocol](#) with the [Property](#) inspection form. The photos must include views and captions of the [Property's](#)

- signage,
- frontage,
- site office and clubhouse (if applicable),
- amenities,
- typical building front,
- apartment interior,
- major building systems,
- deferred maintenance and life safety items,
- extraordinary repair or capital expenditure items, and
- all critical or substantial issues per the inspection report.

## 502.06C Interviews

### Operating Procedures

Except for walk-around inspections, you must interview the [Property](#) manager and other on-site staff to:



- ascertain the **Property's** condition and performance; and
- confirm all life safety and deferred maintenance items per the most recent **Property** inspection were corrected.

## 502.06D Market Analysis

### Operating Procedures

You must evaluate:

- the **Property's** neighborhood, submarket, and market to determine material shifts in economic and real estate conditions; and
- competitive properties to determine any changes in the **Property's** competitive position since
  - initial underwriting, or
  - the most recent **Property** inspection.

## 502.06E Collateral Analysis

### Operating Procedures

If the **Property** needs repairs or maintenance:

Step	Activity	You must...
1	Notify <b>Borrower</b>	<ul style="list-style-type: none"><li>• Within 45 days after the inspection date,<ul style="list-style-type: none"><li>- identify the repair or maintenance issues,</li><li>- include any photos, and</li><li>- direct the <b>Borrower</b> to timely complete the work.</li></ul></li><li>• Use <b>Form 4830</b> if the <b>Property</b> inspection rating is 3, 4, or 5.</li></ul>
2	Follow Up	<ul style="list-style-type: none"><li>• Follow up to ensure the <b>Borrower</b> responded and the work was successfully completed. If not:<ul style="list-style-type: none"><li>- notify the <b>Borrower</b>;</li><li>- notify <b>Multifamily Inspections</b>; and</li><li>- include your resolution recommendation.</li></ul></li><li>• Use <b>Form 4831</b> or <b>Form 4832</b> if the <b>Property</b> inspection rating is 3, 4, or 5.</li></ul>



Step	Activity	You must...
3	Set Rating	Set the <b>Property</b> inspection overall rating to 4 (or 5 depending on the severity or other existing issues) if: <ul style="list-style-type: none"><li>• 10% or more of the units are down for any reason; or</li><li>• there is casualty damage equal to<ul style="list-style-type: none"><li>- 25% of the current <b>UPB</b>, or</li><li>- \$1 million.</li></ul></li></ul>

### Guidance

Setting the **Property** inspection rating to 4 or 5 does not:

- add the **Mortgage Loan** to Fannie Mae's **Watchlist**;
- require an **Action Plan**; or
- require **Replacement Reserves** reinstatement if the rating is the result of a casualty loss unless you
  - identify other performance issues that increase credit risk, or
  - expect insufficient funds or insurance proceeds to restore the **Property** to its original condition.

## 502.06F Life Safety Issues

### Requirements

If a third-party inspector identifies any **Property** issues that would be rated 3, 4, or 5 per the "Life Safety" section of the Fannie Mae Assessment Addendum of the **MBA** Standard Inspection Form, the inspector must notify you within 3 **Business Days** after completing the inspection.

## 502.07 Quality Control

### 502.07A Program

### Requirements

You must:



- Have a quality control program to annually review the [Property](#) inspections performed by third-party inspectors.
- Ensure every [Property](#) inspection complies with Fannie Mae's requirements before submission.
- Show evidence and results of your quality control program if requested.

### 502.07B Inspection Form Retention

#### Operating Procedures

You must

- retain all [Property](#) inspection forms in your [Servicing File](#) for at least 2 inspection cycles, and
- submit them upon request.

### 502.07C Additional Inspections and Fees

#### Guidance

[Property](#) inspections are a regular asset management responsibility, and additional [Property](#) inspections may be required if circumstances warrant.

You may charge the [Borrower](#) a reasonable [Property](#) inspection fee if it is

- permitted per the [Loan Documents](#) or other written [Borrower](#) agreement, and
- not prohibited by Fannie Mae.

## Section 503 Financial Analysis of Operations

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### 503.01 Reporting

#### Requirements

You must submit quarterly and annual Financial Analysis of Operations reports (Form 4254 or Form 4254.Seniors) for each [Property](#).

#### Operating Procedures



You must submit all Financial Analysis of Operations reports via the [MAMP](#). To ensure the operating statements are complete:

Item	Activity	You must...
1	Verify	Verify the operating statements reflect the <a href="#">Property's</a> actual physical occupancy based on the most recent quarter-end rent roll.
2	Provide	Provide actual expenses, normalizing <ul style="list-style-type: none"><li>• for seasonal variations, and</li><li>• certain expenses including, but not limited to,<ul style="list-style-type: none"><li>- real estate taxes,</li><li>- property casualty insurance,</li><li>- <a href="#">Replacement Reserves</a>, and</li><li>- property management fees.</li></ul></li></ul>





3	Comment	<p>Comment if:</p> <ul style="list-style-type: none"> <li>• the Mortgage Loan is on Fannie Mae's Watchlist; or</li> <li>• there is a:             <ul style="list-style-type: none"> <li>- greater than 20% variance from the same reporting period in the prior year for (per Form 4254.DEF)                 <ul style="list-style-type: none"> <li>▪ Effective Gross Income;</li> <li>▪ total operating expenses;</li> <li>▪ Gross Potential Rent;</li> <li>▪ private pay;</li> <li>▪ Medicare/Medicaid;</li> <li>▪ repairs and maintenance;</li> <li>▪ utilities;</li> <li>▪ water and sewer;</li> <li>▪ real estate taxes; or</li> <li>▪ Property insurance;</li> </ul> </li> <li>- greater than 10% variance in physical occupancy from the immediately preceding reporting period;</li> <li>- change in the Property's tax-exempt status;</li> <li>- change in the required payments during a reporting period (e.g., interest-only to amortizing);</li> <li>- property management fee less than 3%; or</li> <li>- relevant change in the Property's financial performance.</li> </ul> </li> <li>• per Form 4254.DEF there is a 20% or greater variance, either higher or lower, from the same reporting period in the prior year for             <ul style="list-style-type: none"> <li>- Effective Gross Income,</li> <li>- Total Operating Expenses,</li> <li>- Capital Expenditures, or</li> <li>- Debt Service Coverage.</li> </ul> </li> </ul> <p>Comments should:</p> <ul style="list-style-type: none"> <li>• describe:             <ul style="list-style-type: none"> <li>- the situation and the variance's root cause;</li> <li>- risk changes or trends;</li> <li>- any Property management changes;</li> <li>- the Borrower/ Property manager's plan to improve cash flow if the Property is                 <ul style="list-style-type: none"> <li>▪ on the Watchlist, or</li> <li>▪ not performing as expected per original underwriting; and</li> </ul> </li> <li>- the overall                 <ul style="list-style-type: none"> <li>▪ payment history,</li> <li>▪ debt service adjustments,</li> <li>▪ Property performance, or</li> <li>▪ significant financial changes; and</li> </ul> </li> </ul> </li> <li>• include:             <ul style="list-style-type: none"> <li>- available market data, noting                 <ul style="list-style-type: none"> <li>▪ concerns or improvements, and</li> <li>▪ Property performance relative to competition;</li> </ul> </li> <li>- normalization/annualization adjustments; and</li> <li>- applicable hedge data for rate cap income and/or escrow payments.</li> </ul> </li> </ul>
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4	Resolve	Timely resolve any quality control issues.
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## 503.02 Quarterly Financial Analysis of Operations

### Requirements

Fannie Mae Watchlist Status or Product	Reporting
Fannie Mae Watchlist Property (All Products)	<p>You must submit detailed quarterly operating statements</p> <ul style="list-style-type: none"> <li>• 90 days after the end of the first quarter, and</li> <li>• 75 days after the end of the second and third quarters.</li> </ul>
Cooperative Property	No quarterly financial reporting or waiver required.
Small Mortgage Loan	<p>If the original <a href="#">Mortgage Loan</a> amount is:</p> <ul style="list-style-type: none"> <li>• equal to \$6 million or less, no quarterly financial reporting or waiver required; or</li> <li>• greater than \$6 million, you must submit detailed quarterly operating statements 75 days after the end of the second and third quarters.</li> </ul>
Seniors Housing Property	You must submit detailed quarterly operating statements 75 days after the end of every quarter.
Credit Facility or Bulk Delivery Property	<p>You must submit the Deal Level Structured Transaction (BD/CF) Quarterly report 75 days after the end of every quarter, including the</p> <ul style="list-style-type: none"> <li>• detailed quarterly operating statements,</li> <li>• Structured Facilities Monitoring Narrative (<a href="#">Form 4801</a>), and</li> <li>• Spreadsheet (<a href="#">Form 4802</a>).</li> </ul>



Fannie Mae Watchlist Status or Product	Reporting
All Others	You must submit detailed quarterly operating statements 75 days after the end of the second and third quarters.

 Operating Procedures

You must adhere to the following due dates:

Fannie Mae Watchlist Property			
Reporting Quarter	Period Covered	Reporting Due Date for Property with 12/31 Fiscal Year End	Reporting Due Date for Property with non-12/31 Fiscal Year End
First	1st quarter	June 30	90 days after 1st quarter end
Second	2nd quarter year-to-date	September 15	75 days after 2nd quarter end
Third	3rd quarter year-to-date	December 15	75 days after 3rd quarter end

Seniors Housing Property			
Reporting Quarter	Period Covered	Reporting Due Date for Property with 12/31 Fiscal Year End	Reporting Due Date for Property with non-12/31 Fiscal Year End



Seniors Housing Property			
First	Trailing 3 months operating data covering the 1st quarter	June 15	75 days after 1st quarter end
Second	Trailing 3 months operating data covering the 2nd quarter	September 15	75 days after 2nd quarter end
Third	Trailing 3 months operating data covering the 3rd quarter	December 15	75 days after 3rd quarter end
Fourth	Trailing 3 months operating data covering the 4th quarter	March 15	75 days after 4th quarter end

Credit Facility or Bulk Delivery Property			
Reporting Quarter	Reporting Period	Reporting Due Date for Property with 12/31 Fiscal Year End	Reporting Due Date for Property with non-12/31 Fiscal Year End
First	Trailing 3 months operating data: <ul style="list-style-type: none"> <li>• Property level statements covering the 1st quarter; and</li> <li>• Deal level Structured Facilities Monitoring Narrative and Spreadsheet (Form 4801 and Form 4802).</li> </ul>	June 15	75 days after 1st quarter end



Credit Facility or Bulk Delivery Property			
Second	Trailing 3 months operating data: <ul style="list-style-type: none"><li>• Property level statements covering the 2nd quarter; and</li><li>• Deal level Structured Facilities Monitoring Narrative and Spreadsheet (Form 4801 and Form 4802).</li></ul>	September 15	75 days after 2nd quarter end
Third	Trailing 3 months operating data: <ul style="list-style-type: none"><li>• Property level statements covering the 3rd quarter; and</li><li>• Deal level Structured Facilities Monitoring Narrative and Spreadsheet (Form 4801 and Form 4802).</li></ul>	December 15	75 days after 3rd quarter end
Fourth	Trailing 3 months operating data: <ul style="list-style-type: none"><li>• Property level statements covering the 4th quarter; and</li><li>• Deal level Structured Facilities Monitoring Narrative and Spreadsheet (Form 4801 and Form 4802).</li></ul>	March 15	75 days after 4th quarter end



All Others			
Reporting Quarter	Period Covered	Reporting Due Date for Property with 12/31 Fiscal Year End	Reporting Due Date for Property with non-12/31 Fiscal Year End
Second	2nd quarter year-to-date	September 15	75 days after 2nd quarter end
Third	3rd quarter year-to-date	December 15	75 days after 3rd quarter end

### Guidance

If any due date is not a **Business Day**, you may submit the quarterly Financial Analysis of Operations on the next **Business Day**.

## 503.03 Annual Financial Analysis of Operations

### 503.03A Reporting Period

#### Requirements

The annual Financial Analysis of Operations (Form 4254 or Form 4254.Seniors) for each **Property** must cover the

- previous calendar year for a **Property** with a 12/31 fiscal year end, or
- fiscal year ending in the previous calendar year for a **Property** with a non-12/31 fiscal year end.

### 503.03B Submission

#### Operating Procedures

1. Comply with the Annual Reporting Protocol table.
2. Analyze the **Borrower's** operating statements per Form 4254.DEF.
3. Indicate on each statement line which of the **Borrower's** income and



expense items are included.

4. Provide the pertinent income, expense, and other required data for the current reporting period in the [MAMP](#).

Annual Reporting Protocol		
For...	Due Date	You must...
First Year		
A Mortgage Loan Fannie Mae purchases on or before June 30	June 1 of the following year.	Annualize the operating data to represent 12 months of operations.
A Mortgage Loan Fannie Mae purchases on or after July 1	June 1 of the second year after purchase.	Submit 12 months of actual operating data.
Subsequent Years		
Every Property	<ul style="list-style-type: none"> <li>• June 1 for a <a href="#">Property</a> with a 12/31 fiscal year end, or</li> <li>• for a <a href="#">Property</a> with a non-12/31 fiscal year end:               <ul style="list-style-type: none"> <li>- within 150 days after the fiscal year-end; and</li> <li>- submit a data change request via the <a href="#">MAMP</a> to change the <a href="#">Borrower's</a> fiscal year end.</li> </ul> </li> </ul>	Submit 12 months of actual operating data.

### 503.03C Annual Review

#### Operating Procedures

Within 15 [Business Days](#) after Fannie Mae notifies you of a [Mortgage Loan](#) review, you must submit:

- the [Borrower's](#) operating statements, with each income and expense line item indicated per [Form 4254.DEF](#);



- the Borrower's escrow activity reconciliation; and
- any other requested documentation.

#### 503.04 Waiver Request

##### Operating Procedures

Waiver Reason	Action
Unresponsive Borrower	<ul style="list-style-type: none"><li>• Request the Borrower provide the missing statements.</li><li>• If the Borrower does not respond after 3 written requests, wait to submit a waiver request via the MAMP until:<ul style="list-style-type: none"><li>- for an annual report, 6 months after the due date; or</li><li>- for a quarterly report, the next due date.</li></ul></li><li>• Include “Unresponsive Borrower” as the waiver condition in the MAMP.</li><li>• Provide copies of all relevant Borrower correspondence.</li><li>• Provide any additional requested information.</li></ul>





Waiver Reason	Action
All Others	<p>Submit a waiver request via the <a href="#">MAMP</a> if:</p> <ul style="list-style-type: none"><li>• Your <a href="#">Lender Contract</a> does not require collecting <a href="#">Property</a> operating statements.</li><li>• The <a href="#">Mortgage Loan Documents</a> do not permit you to collect, nor require the <a href="#">Borrower</a> to submit, financial reports.</li><li>• The <a href="#">Mortgage Loan</a>:<ul style="list-style-type: none"><li>- liquidated in the current quarter (for quarterly reporting waivers), or year (for annual reporting waivers), before the Financial Analysis of Operations submission due date;</li><li>- was delivered per a <a href="#">Forward Commitment</a> and has not yet converted to a permanent loan;</li><li>- was defeased;</li><li>- has <a href="#">FHA</a> or <a href="#">HUD</a> risk sharing;</li><li>- is managed by Fannie Mae's <a href="#">Special Asset Management</a>; or</li><li>- was acquired by Fannie Mae in the current reporting year, and less than 6 months of <a href="#">Property</a> operating data is available.</li></ul></li></ul>

If you receive operating statements after a waiver was granted, you must promptly submit the Financial Analysis of Operations report (Form 4254 or Form 4254.Seniors).

## Section 504      Loan Agreement Compliance

### 504.01      Generally

#### Requirements

For all [Mortgage Loans](#), you must

- review all required [Borrower](#) or [Guarantor](#) information, and
- confirm compliance with the quarterly and annual reporting requirements per the [Loan Documents](#).

#### Guidance



You may use the Annual Loan Agreement Certification ([Form 6620 series](#)) when compiling the required financial reports and information.

## 504.02 Financial Reports and Information

### 504.02A Borrower and Guarantor Notices

#### Operating Procedures

You:

- Will receive an annual list of all [Mortgage Loans](#) requiring [Guarantor](#) financial records for the past fiscal year.
- Must send the [Borrower](#) and [Guarantors](#) a list of all required financial reports.
- Must provide the [Borrower](#) and [Guarantors](#) sufficient time for you to submit certified financial reports:
  - for [Borrowers](#),
    - within 45 days after the end of each fiscal quarter, and
    - 120 days after the end of each fiscal year; and
  - for [Guarantors](#), by June 1.
- Must use best efforts to obtain all required reports.
- Must promptly submit all [Guarantor](#) financial reports received per [Part V, Chapter 5: Surveillance, Section 504.02C: Review Financial Reporting](#).

### 504.02B Borrower Fails to Provide Guarantor Financial Reports

#### Operating Procedures

You must immediately notify Fannie Mae and the [Borrower](#) or [Guarantor](#) if:

- the [Borrower](#) fails to submit the required [Guarantor](#) financial reports and information by the date required per the [Loan Documents](#);
- the [Guarantor](#) fails to certify each financial report is true, complete, and accurate in all material respects; or
- you believe any financial report or information is materially inaccurate or misleading.



You must provide:

- the Borrower or Guarantor 30 days to deliver/certify all required financial reports and information; and
- Fannie Mae copies of all related correspondence with the Borrower or any Guarantor.

If the Borrower or a Guarantor...	You...
Fails to: <ul style="list-style-type: none"> <li>• timely submit all required information; or</li> <li>• respond to at least 3 written notices.</li> </ul>	Must request a waiver through: <ul style="list-style-type: none"> <li>• the MAMP for financials required from the Borrower; or</li> <li>• Sponsor Financials for financials required from the Guarantors.</li> </ul>
Is diligently attempting to deliver all required information.	May extend the 30-day period by an additional 30 days.

## 504.02C Review Financial Reporting

### Operating Procedures

After reviewing the Borrower or Guarantor information:

If you determine...	You must...
No additional follow up is required	<ul style="list-style-type: none"> <li>• Submit the certified material through:               <ul style="list-style-type: none"> <li>- the MAMP for the Borrower; and</li> <li>- Sponsor Financials for Guarantors.</li> </ul> </li> <li>• Retain the information in your Servicing File.</li> </ul>



If you determine...	You must...
Additional or supporting information is required	<ul style="list-style-type: none"><li>• Promptly:<ul style="list-style-type: none"><li>- contact the Borrower or Guarantor to request additional information; and</li><li>- submit a copy of all financial reporting, explanatory schedules, and other supporting information through<ul style="list-style-type: none"><li>▪ the MAMP for the Borrower, and</li><li>▪ Sponsor Financials for Guarantors.</li></ul></li></ul></li><li>• Retain the information in your Servicing File.</li></ul>

## 504.02D Records

### Requirements

For the Mortgage Loan term, your Servicing File must include the originals of the following Borrower and Guarantor information:

- financial records;
- certifications and certified material; and
- related information and explanatory schedules.

## Section 505 Compliance

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### Requirements

You must:

- maintain effective OFAC compliance procedures;
- monthly screen:
  - the Borrower, Key Principal, Guarantor, and Principals for Potential Red Flags for Mortgage Fraud and Other Suspicious Activity; and
  - all Persons per Part I, Chapter 3: Borrower, Guarantor, Key Principals, and Principals, Section 308: Compliance; and



- report:
  - all unresolved red flags per Part I, Chapter 3: Borrower, Guarantor, Key Principals, and Principals, Section 308: Compliance; and
  - within 24 hours, any Blocked Person to Lender Assessment Oversight.