

At a Glance: Fannie Mae Escalation Guide

When to escalate a file:

- *You need a recommended list price and servicer is not working to provide you with one*
- *You want to contest a value that Fannie has assigned*
- *You have not heard back from the servicer in an amount of time that exceeds Fannie guidelines for responsible timelines*
- *You have an issue with an offer currently under negotiation*

Step 1: Verify that Fannie Mae owns your client's loan

Go to www.knowyouroptions.com/loanlookup

Enter the required information, then click on "Get Results"

Step 2: Gather the required information to escalate

Go to www.homepathforshortsales.com

Scroll to the bottom of the page to the **How Can Real Estate Professionals Escalate a Short Sale Issue to Fannie Mae** Section

Click on **Contacting Fannie Mae about an Active Short Sale**, which lists documentation required

Compile the required information to escalate your file

Make sure you have filled out the [Fannie Mae Borrower Authorization Form](#)

Step 3: Fill out escalation form and submit

On the same www.homepathforshortsales.com page, click the **Get Started Today** button

Fill out the required information and then click the **Submit** button

When submitting a valuation challenge escalation, include:

- 3-6 sold comps with listing history and commentary from you
- Supporting documents, like:
 - » Appraisal or Buyer's BPO (BPO that servicer didn't order)
 - » CMA report with comp photos, descriptions, listing history
 - » Inspection report with color photos of repairs
 - » Contractor's estimate with color photos of repairs