

A Faster Way To Short Sale

Welcome to Fannie Mae's Short Sale Assistance Desk—an online escalation desk designed to help real estate professionals in handling post-offer short sale issues.

Submitting a Case to the Short Sale Assistance Desk

1 Verify eligibility:

- Property must have a first-lien loan owned by Fannie Mae.
 - Go to www.fanniemae.com/loanlookup to confirm.
- Servicer must be in receipt of a valid offer (only post-offer issues can be submitted to the Desk).
- You must be a member/customer of a participating MLS.
- You must obtain a signed Borrower Authorization Form (BAF) from the homeowner(s).

2 Enter the case online:

- Go to www.FannieMaeSSAD.com and log in to your account.
 - New user? Click [Register New Account](#) to set up your personalized Short Sale Assistance Desk account. (Similar to setting up an email account, this should only take a few minutes!)
- Click [Continue](#) at the Status page (you'll land on this page after you log in) to reach the property address search.
- Enter the property address and click [Search](#) to see –
 - If there's already activity on the property;
 - if there's no activity on the property, your exact search criteria will be displayed.
- Select the check box and then click [Accept](#) (you'll then be taken to your main work section).
- Upload the Borrower Authorization Form (BAF) by selecting the [Documents](#) tab. (Need help? Click the link on the bottom to provide detailed direction on how to use the page.)
- Complete the Intake Form (found on the [Action](#) tab).
 - Make sure you completely fill out all fields—there is validation to make sure data is entered correctly (i.e., phone numbers).
- Click [Save](#) once the intake form is complete to submit the escalation.

Congratulations—you've successfully submitted a case to the Short Sale Assistance Desk!

Important: If there were any errors or the Desk needs more information, details can be found on the [Notes](#) tab. You can also set up automatic status updates via text messages and/or email alerts using the [Manage Account Settings](#) (top right).