

Form 582 - Lender Record Information: Summary of January 2013 Changes

Fannie Mae Form 582, Lender Record Information, is used by Fannie Mae sellers/servicers to provide both the required periodic contact updates and annual certification and submit them electronically to Fannie Mae. To better serve our customers, we have made enhancements to the Lender Record Information Form 582 application. Changes to contact fields on the form will help ensure that Fannie Mae communications reach the right person in your organization. Servicers will also be asked to provide customer service contact information. As with the previous version, sellers/servicers are encouraged to use the Form 582 application to update record information at any time during the year, not just when the certification is due.

This job aid details the changes to Form 582 released on January 12, 2013. For more information about entering data and FAQs, see the [Tips for Entering Data and FAQs Fannie Mae Form 582, Lender Record Information](#) at Fanniemae.com.

What's New

- To enable Fannie Mae to meet the Transfer of Servicing Notification requirements, single-family servicers will now use Form 582 to report customer service contact information. A new section labeled *Customer Service Information to be used in Transfer of Servicing Notifications* is included on the Address Information screen.
- Two new sections, *Credit Risk – Underwriting/Pricing* and *Servicing*, are added to the Main Menu.
- The *Principal Officers* and *Other Officers and Contacts* sections of the form have been removed.
- Clearly defined role descriptions have been added to the *Contact* section. All roles for a particular contact type (e.g., Multifamily or Servicing) must be associated with one or more contacts as appropriate.
- The *Role* and *Email* fields are now required and must be updated with current information before the page information can be verified.

Additions to the Main Menu

- *Credit Risk – Underwriting/Pricing* can be found under the *Contact Information* heading. Clicking this link opens the *Underwriting/Pricing Contact Information* screen. Add and update with current and accurate information as needed.
- *Servicing* is also a new section found under the *Contact Information* heading. Clicking this link opens the *Servicing* screen. Add and update with current and accurate information as needed.

Main Menu

The Form 582 system is available

Form is Editable

User:	Mary Banker	Status:	Outstanding	Tool
Lender Name:	MNO Mortgage	Institution Type:	Mortgage Banker	Fisc
Lender Number:	100230045	Minority Or Woman Owned Lender:	No	For
Approval Categories:	Firsts Rehabs Multifamily	Fiscal Statement Due Date:	03/30/2012	Cer Las

Contact Information	Affiliates Information
Multifamily Verified	Fannie Mae Approved Affiliates Verified
Single Family Verified	Non-Fannie Mae Approved Affiliates Verified
Credit Risk - Underwriting/Pricing Verified	Other Information
Servicing Verified	Addresses Verified
FBEO Lender Verified	Insurance Coverage Verified
Originations	Ownership Interest Verified
Multifamily Verified	Pledge of Fannie Mae Servicing To Creditors Verified
Single Family Verified	Warehouse Bank Verified
Servicing	Document Custodian Verified
Multifamily Verified	Cross Default Verified
Single Family Verified	Certification Information
Subservicing Information	Certification Questions Verified
Subservicer Verified	Final Certification
Master Servicer Verified	

← New

New Data Requirements for Completing the Contact Information Screen

Adding/Updating Contacts

- Missing information for each contact is indicated in the contact listing. A statement in capital letters indicates what contact information is needed. Provide current data as requested.

Single Family Contact Information

The Form 582 system is available

Form is Editable

User:	Mary Banker	Status:	Outstanding
Lender Name:	MNO Mortgage	Institution Type:	Mortgage Banker
Lender Number:	100230045	Minority Or Woman Owned Lender:	No
Approval Categories:	Firsts Rehabs Multifamily	Fiscal Statement Due Date:	03/30/2012

Contact	Name Role(s) Title	Department Address	Telephone # Fax # Email
Modify Delete	Mr. Rob Roy NEED NEW ROLE ← Required	Old Town Fairfax VA 12345	555-123-4567 NEED EMAIL
Modify Delete	Mrs. Colonel Anne Sanders NEED NEW ROLE Supervisor	Old Town Fairfax VA 12345	555-123-4567 Asanders@mnomortgage.com

Add Single Family Contact

+Prefix:	Select	Department:	
+First Name:		+Address (Line 1):	
Middle Name:		Address (Line 2):	
+Last Name:		+City:	
Suffix:	Select	+State:	Select
+Role:	Select CE/CEO CE/CFO CE/CIO	+Zip Code:	
+Title:		+Telephone #: (1234567890)	
		Ext:	
		Fax #: (1234567890)	
		+Email:	

Next Section Cancel

Role Field

- The Role field is updated with clearer role titles that will ensure that we can communicate with the appropriate person at your company. Each area has unique role values and must be assigned to a contact.

Contact	Name Role(s) Title	Department Address	Telephone # Fax # Email
Modify Delete	Mr. Rob Roy NEED NEW ROLE	Old Town Fairfax VA 12345	555-123-4567 555-789-1234 NEED EMAIL
Modify Delete	Mrs. Colonel Anne Sanders NEED NEW ROLE Sr Chicken Processor	Assembly	555-123-4567
Modify Delete	Jan Jill Jones NEED NEW ROLE Chief Credit Officer		
Modify Delete	Mr. Anderson Cooper Cooper NEED NEW ROLE Host		
Modify Delete	Mrs. Wilhelmina V Flintstone NEED NEW ROLE Supervisor		

Add Single Family Contact

+Prefix:

+First Name:

+Middle Name:

+Last Name:

Suffix:

+Role:

+Title:

+Verified:

+First Name:

Middle Name:

+Last Name:

Suffix:

+Role:

+Title:

+Verified:

+Email:

- Update each contact with a role from the “Role” field. Your company may have a different individual performing each role or one person may perform multiple roles. Each role description listed must be associated with a contact.
 - To associate multiple roles to an individual, hold the CTRL key while selecting the role descriptions.
- All roles in your contact type (e.g., Multifamily or Servicing) must be assigned to a contact person or an error will display when you try to validate the information.
- If you are not approved for an area you will not have to provide contacts; however, you will need to verify the page that you do not have contacts in this area.
- The new role values are shown in the table below. If needed, use this space as a worksheet to list the contacts for each role in your service area.

Contact Role Worksheet	
Single Family Contact Roles	
Roles	Contacts
CE/Capital Markets	

CE/CEO	
CE/CFO	
CE/CIO	
CE/COO	
CE/Investor Reports	
CE/Originations Sales	
Multifamily Contact Roles	
MMB/CEO	
MMB/CEO Admin	
MMB/CFO	
MMB/Chief Asset Manager	
MMB/Chief UW	
MMB/COO	
MMB/Deputy Chief UW	
MMB/Head of Agency	
MMB/Head of Capital Mkt	
MMB/Head of Marketing	
MMB/Head of Production	
MMB/Head of Servicing	
Credit Risk – Underwriting/Pricing	
UP/Chief Risk Officer	
UP/Credit Loss/Repurchase	
Servicing	
NSO/Collection Efforts	
NSO/Repurchase/Compensatory Fees	
NSO/Servicing Primary	

Email Field

- Email addresses are now required contact information. Update each contact with a valid email address that is unique and specific to each contact. **Do not provide** a generic email address such as inquiries@xyzmortgage.com.

Add Single Family Contact

+Prefix: Mrs. [v]
 +First Name: Sheila
 Middle Name: [v]
 +Last Name: Tester
 Suffix: Select [v]
 +Role: Select [v]
 CE/CEO
 CE/CFO
 CE/CIO
 +Title: Investor Reporting Coordinator

Department: Investor Reporting
 +Address (Line 1): 180 Main Street
 Address (Line 2): Newton
 +City: [v]
 +State: NEW YORK [v]
 +Zip Code: 12345
 +Telephone #: (1234567890) 8885558888 Ext: 3383
 Fax #: (1234567890) [v]
 +Email: stest@test_bak

[Save] [Next Section] [Cancel]

Additions to the Address Information Screen

Transfer of Servicing Notices

- To comply with Transfer of Servicing Notification requirements, Single Family servicers will now use this form to report Customer Service contact information.
- On the *Address Information* Screen is a new section labeled *Customer Service Information to be used in Transfer of Servicing Notifications*. Use this section to add the information for the Customer Service Contact at your company.

Note: You can update this section at any time; however you will not be able to Submit and Certify the Form until this section has been completed.

Address Information

The Fortis QES system is available. Form is Editable.

User:	Mary Barker	Status:	Outstanding	Today:	12/18/2012
Lender Name:	MNC Mortgage	Institution Type:	Mortgage Banker	Fiscal Year End:	December 2011
Lender Number:	100230945	Minority Or Women Owned Lender:	No	Form902 Due Date:	03/30/2012
Approval Categories:	Prime Reverse Subfamily	Fiscal Statement Due Date:	03/30/2012	Certification Date:	
				Last Changed Date:	11/08/2012

Physical Address

Click here

Address (L) [v]
 Address (L) [v]
 +City: [v]

Home Office

Click here

Address (L) [v]
 Address (L) [v]
 +City: [v]

Customer Service Information to be used in Transfer of Servicing Notices ← New

+Address (Line 1): [v]
 Address (Line 2): [v]
 +City: [v] +State: Select [v] +Zip Code: [v]
 +Telephone #: [v] (1234567890) +Email: [v]

Customer Service Information to be used in Transfer of Servicing Notices

Address (Line 1): [v]
 Address (Line 2): [v]
 +City: [v] +State: Select [v] +Zip Code: [v]
 +Telephone #: [v] (1234567890) +Email: [v]

Telecommunication

Website: www.suntrust.com