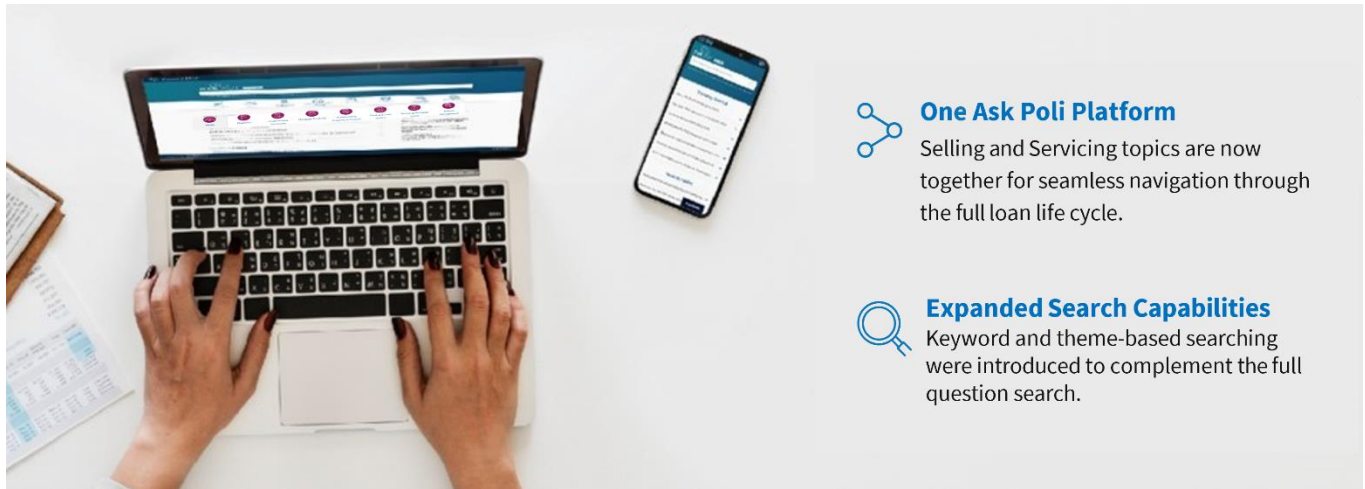


How to Use Ask Poli: Helpful Hints and Tips



One Ask Poli Platform

Selling and Servicing topics are now together for seamless navigation through the full loan life cycle.



Expanded Search Capabilities

Keyword and theme-based searching were introduced to complement the full question search.

Note: The preferred default browser for Ask Poli is Google Chrome 

Ask Poli is an intelligent business tool that helps Fannie Mae's approved sellers and servicers answer policy-related questions with fast and reliable information straight from the source.

Ask Poli also gets smarter each time you search. It combines technology and human assistance to learn how you conduct your search and speed up its response. Real people see your questions, read your feedback, and fine-tune the search tool to enhance your experience.

Read on to get helpful information on the below topics:

- [Latest Release](#)
- [Types of Content](#)
- [Using the Search Bar](#)
- [Using the Navigational Icons](#)
- [Direct Guide Access](#)
- [Other Features](#)

Latest Release

- **One Ask Poli:** Selling and Servicing policy-related content are now together on one Ask Poli platform! The new navigational **icons** (shown below) represent the phases in the mortgage loan life cycle. **Use them to browse selling and servicing policy answers.**
- **Improved Search Functionality:** You can now use keyword(s) and theme-based searching along with asking a question in your own words.
- **Optimized Guide Navigation:** More easily navigate the *Selling or Servicing Guide* using the table of contents. Drill down by Part, Subpart, or Chapter.

New Navigational Icons



Content in Ask Poli

Ask Poli searches more than just content from the Guides. Ask Poli provides an intelligent and intuitive search and navigation experience, connecting you to the most relevant information.

- **Selling Guide** (Parts A thru E) and **Servicing Guide** (Parts A thru F).
- **Selling and Servicing Guide Communications** – Lender Letters, Announcements, and Notices.
- **FAQs** – Contain multiple Q&As for a specific theme.
- **Individual Q&As** – Curated directly from the Guides or other published resources based on trending customer queries.
- **Other Helpful Sources** – Job aids, matrices, fact sheets, product user guides, and more...

Getting Answers in Ask Poli

There are several ways to get answers to your policy questions: search, navigate to content, or easily access the Guides.


1. Search: Use the search bar to enter a question like, "**How do I calculate rental income?**" or keyword(s) like, "**accessory dwelling unit**". From there, either


- select from the autocomplete suggestions right under the search bar, or
- press "**Enter**" for a more robust list of article results to choose from.


See the examples below for more details.


Search Example 1. Let Ask Poli predict the answer you need. Autocomplete suggestions appear under the search bar. You can select a **specific article title** or choose to display a **list of article results** related to your search theme.


Enter a question, keyword(s), or theme-based query in the search bar – autocomplete suggestions will populate as shown below


Choose  to display a **specific** article


Choose  to display a **list** of articles related to your search theme



 "accessory dwelling unit"

 What is included in the appraisal report for a property with an **accessory dwelling unit**?









 What is required for **accessory dwelling units** (ADUs)?

 **Accessory Dwelling Units** (ADUs)

Search Example 2. Press **"Enter"** to display a more robust list of results.

Refine the list to filter by **Content Type**.

- **"Selling"** or **"Servicing"** displays either all selling-related or servicing-related content.
- **"Guide"** displays *only* Guide topics.
- **"Curated"** displays *only* curated content (FAQs, individual Q&As, and other sources).

 Home
  Eligibility
  Underwriting Borrowers
  Mortgage Products
  Underwriting Property & Projects
  Closing & Loan Quality
  Servicing Mortgage Loans
  Default Management

Search Results


Fannie Mae ...

Refine By

Article Title

Content Type

Choose... ▼

Selling 

Servicing

Guide

Curated

Fannie Mae Knowledge Bases

15+ Results • Sorted by Relevance ▼ Ascending ↑

[What are acceptable flood insurance policies?](#)

[How do I determine when flood insurance is required?](#)

[What are the servicer's responsibilities for maintaining flood insurance?](#)

[What is the maximum allowable flood insurance deductible?](#)

[Flood Insurance Coverage Calculator - Tool for Lenders](#)

[What are the flood insurance requirements for one-to four-unit properties?](#)

[What is required during a national flood insurance program lapse?](#)

[What are the requirements during a National Flood Insurance Program lapse?](#)

[What is required for the mortgagee clause for property and flood insurance?](#)

Only selling-related flood insurance content is shown

✓ **Pro Tip:** For Guide topics to appear higher in your search results, enter the Guide Part letter first (Part A, B, C, etc.) and then your search query. For example, instead of just searching for **rental income**, search **B rental Income** which puts the *Selling Guide* topic B3-3.1-08, *Rental Income* higher in the list of search results!

2. Navigate: Use the icons and the Browse menu on the left to drill-down to the desired content.

The screenshot illustrates the navigation process within the Fannie Mae Underwriting Borrowers interface. On the left, a vertical flow of steps is shown with numbered circles and downward arrows:

- 1 Underwriting Borrowers
- 2 Income Assessment
- 3 Rental Income
- 4 Calculating Monthly Qualifying Rental Income (Loss)
- 5 List of Related Articles

The main interface features a top navigation bar with icons for Home, Eligibility, Underwriting Borrowers (highlighted with a red box and a '1'), Mortgage Products, Underwriting Property & Projects, Closing & Loan Quality, Servicing Mortgage Loans, and Default Management. Below this is a 'Browse' menu on the left with the following structure:


- Manual Underwriting
- Desktop Underwriter (DU)
 - Income Assessment (highlighted with a red box and a '2')
 - General Income
 - DU Income Requirements
 - Employment Income
 - Rental Income (highlighted with a red box and a '3')
 - Rental Income Property Eligibility
 - Documenting Rental Income From Subject Property
 - Documenting Rental Income From Non-Subject Property
 - Reconciling Partial or No Rental History On Tax Returns
 - Calculating Monthly Qualifying Rental Income (Loss) (highlighted with a red box and a '4')

On the right side of the interface, a list of related articles is displayed, highlighted with a red box and a '5'. The articles include:

- What items can be added back when using Schedule E to calculate rental income?
- If rental income is reported on a joint Schedule E, but only one spouse is on the loan, can the full rental income be used?
- If a borrower is not always required to provide IRS Form 1040, how does the lender confirm that the borrower does not own rental properties that may be generating a loss?
- How is rental income calculated when the borrower is a joint owner of rental property?
- How do I calculate rental income?
- How do I determine the amount of rental income that can be used from a property?

3. Access the Guides: Drill down to a specific Chapter or Guide Topic using the Table of Contents.

Access the Guides



Navigate Guide Parts

Have a need to drill down by the Guide Table of Contents?

[Selling Guide](#) | [Servicing Guide](#)

Browse

[Copyright Notice And Preface \(Selling Guide\)](#)

[Part A: Doing Business With Fannie Mae \(Selling Guide\)](#)

[Part B: Origination Through Closing](#)

[Subpart B1: Loan Application Package](#)

[Subpart B2: Eligibility](#)

[Subpart B3: Underwriting Borrowers](#)

- [Chapter B3-1: Manual Underwriting](#)
- [Chapter B3-2: Desktop Underwriter \(DU\)](#)
- [Chapter B3-3: Income Assessment](#)

[B3-3.1-09, Other Sources of Income \(05/01/2024\)](#)

[B3-3.1-01, General Income Information \(05/01/2024\)](#)

[B3-3.1-07, Verbal Verification of Employment \(03/06/2024\)](#)

[B3-3.1-02, Standards for Employment Documentation \(03/06/2024\)](#)

[B3-3.5-01, Income and Employment Documentation for DU \(10/04/2023\)](#)

[B3-3.4-04, Analyzing Profit and Loss Statements \(04/01/2009\)](#)

[B3-3.4-03, Analyzing Returns for a Corporation \(06/05/2019\)](#)

[B3-3.4-02, Analyzing Returns for an S Corporation \(02/07/2024\)](#)

[B3-3.4-01, Analyzing Partnership Returns for a Partnership or LLC \(02/07/2024\)](#)

[B3-3.3-05, Income or Loss Reported on IRS Form 1040, Schedule E \(09/30/2014\)](#)

[Load more](#)

Other Helpful Features

- **Share** the article via email (provides a link) or **print** the answer directly from your browser.
- **Save** an article and view a **History** of your recently accessed articles.
- Be sure to review "**Featured**" and "**Trending**" content on the Ask Poli landing page. **Featured Content** highlights either new or recently updated questions and **Trending Content** displays the most popular questions and Guide topics.
- Leverage "**Related Articles**" to explore more content associated with your search query.
- **Share your thoughts** - we value your feedback! Simply indicate thumbs up or down if the article was helpful. Have more to say? Select "**Give Us Your Feedback**" or click [here](#) to provide more detailed comments.

Your Recent Articles

 Saved
 History

[View Saved and Article History](#)


When using a lease agreement, the lease agreement amount must be supported by

- For additional information, see B3-3.1-08, Rental Income.

How do I document rental income from the subject property? 410

What are the general requirements for documenting rental income? 983

B3-3.1-08, Rental Income
(10/04/2023) 423

What appraisal forms are required when using rental income?  65

How do I calculate rental income? 1.1K

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