



Expense Straight Through Processing

The new, faster and simpler expense reimbursement experience reduces servicer effort, increases consistency and reduces the time from submission to receipt of funds. Benefits include new, actionable exception messages, reduced servicing-related costs and improved reporting transparency.

Hover over the illustrations for expense reimbursement best practices.



I have an expense

Perform loan servicing activities the same as you do today.



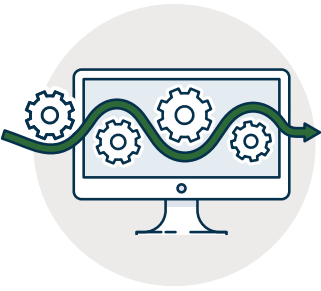
I need to submit a claim

Big changes occur here - saving you time and effort. Supporting documentation is no longer required.*



Let the processing begin

Improved automation yields consistent decisioning, reducing rework and resubmissions.



Automatic approval

Are there any exceptions? If not, your claim is auto-approved!



Reimbursement received

Expense reimbursements are faster and easier than ever. Receive your reimbursement in as few as 3 days.



*Documentation may be required upon pre- or post-payment review.

Introducing the Expense Reimbursement Dashboard!



- One centralized reporting location for claims, inquiries and excess fee decisions
- Analytics to highlight reimbursement trends
- Transparent, self-service reporting
- Updated nightly, located on Fannie Mae Connect
- Get started!