

For information on Fannie Mae financial assistance programs if you are having trouble making your mortgage payments contact Lynn Scott NMLS 537204

lscott@ffbtn.com

615-740-4531 Direct Line

1-800-625-2265 Toll Free

For complaints regarding an application for a Fannie Mae financial hardship assistance program contact:

Melinda Orgain NMLS 537202

morgain@ffbtn.com

615-740-4540 Direct Line

1-800-625-2265 Toll Free

A review of the application will be performed and a response made within 10 days of complaint notice.