

What to Expect When You Contact the Ethics Helpline

Say Something

Fannie Mae Ethics is available to answer your questions about our [Code of Conduct](#) and related policies, respond to training requests, or help you with ethical decision-making.

If you suspect an ethics issue, share it with your manager, another people manager or Officer, Human Resources, or the Ethics Helpline.

It's okay if you don't have all the details about your ethics issue. Share as much information as you can.

Choose Your Reporting Method

When you use the Ethics Helpline you can choose to call [1-888-FM-ETHICS](tel:1-888-FM-ETHICS) (1-888-363-8442) or submit an [online report](#).

You may choose to remain anonymous when you contact the Ethics Helpline. If you choose to identify yourself, your identity is kept confidential to the fullest extent possible.

If you make your report anonymously through the Ethics Helpline, you will receive a report key. Fannie Mae Ethics may leave a request for additional information in the report, so be sure to check back using the key.

We Take Action

Fannie Mae Ethics will review your submission and respond within 1-2 business days.

Fannie Mae Ethics will review your concern and determine the appropriate course of action. The issue may be assigned to Investigations or referred to another department.

Fannie Mae does not tolerate retaliation against anyone who reports a concern in good faith or who cooperates with an investigation. This policy is reinforced with everyone involved. Speak up if you experience or witness retaliation.

Investigations Process

Initial Assessment

If Fannie Mae Ethics refers your concern to Investigations, an investigator is assigned to the case and will contact you to discuss further.

Fact Gathering

The investigator gathers and reviews relevant information and conducts interviews. Your concern will be handled discreetly.

Determination

Based upon the findings, the investigator will determine the appropriate outcome and any potential action.

Review & Approval

All investigations are reviewed and approved for completeness and accuracy.

Completion

The investigator will notify you when the investigation is complete.

Due to confidentiality, disciplinary outcomes are not shared.