

# Our Approach to COVID-19

Share This:

## Accessibility

The health and safety of Fannie Mae employees and our ability to serve our customers and fulfill our mission are top priorities. We are actively monitoring reports about the spread of the coronavirus (COVID-19), and we are working with and following guidance from the Centers for Disease Control and Prevention (CDC) and local health agencies while adhering to our corporate internal business continuity plans and working with the Federal Housing Finance Agency to address potential impacts to our employees and business operations. In that regard, we have proactively enacted social distancing protocols (i.e., directing employees to work remotely, and canceling external events and employee travel), with only mission-critical need to enter our worksites.

Fannie Mae maintains a comprehensive Infectious Disease Plan that guides our response to everything from flu season to pandemics and adheres closely to the company's business continuity plans. In February, Fannie Mae activated its Crisis Management team, comprised of senior representatives across all divisions and business units. Our Crisis Management team and senior leaders are meeting regularly, closely monitoring the situation, and providing frequent updates to Fannie Mae's Management Committee and employee population.

In line with our established procedures, in addition to social distancing, we have implemented the following:

- Continuing to conduct regular cleaning of our worksites

This site uses cookies to enhance navigation, improve site performance, and analyze site usage. Some cookies are essential for the site to function properly; others help us improve the user experience. We encourage you to read Fannie Mae's [Privacy Notice](http://www.fanniemae.com/portal/privacy-statement.html) (<http://www.fanniemae.com/portal/privacy-statement.html>), to learn more about how we use cookies and how we may collect and use visitor data. By continuing to use this site, you consent to the placement of these cookies.

- Communicating with lender customers (<https://singlefamily.fanniemae.com/servicing>) about existing policies that outline options for potentially impacted borrowers

OK

We will continue taking immediate action based on our business continuity plans, and CDC and local health agency guidance and risk assessments.

## About Us

(/portal/about-fm/about.html)



Follow Us (/portal/stay-connected.html)

© 2020 Fannie Mae

-fm/contact-us.html)

Legal (/portal/legal-disclosure.html)

Privacy (/portal/privacy-statement.html)

This site uses cookies to store information on your computer. Some are essential to make our site work properly; others help us improve the user experience. We encourage you to read Fannie Mae's [Privacy Notice](http://www.fanniemae.com/portal/privacy-statement.html) (<http://www.fanniemae.com/portal/privacy-statement.html>) to learn more about how we use cookies and how we may collect and use visitor data. By continuing to use this site, you consent to the placement of these cookies.

OK