



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
WASHINGTON, D.C. 20410-9000

THE GOVERNMENT NATIONAL
MORTGAGE ASSOCIATION

MEMORANDUM FOR: All Participants in Ginnie Mae Programs

FROM: George S. Anderson, Executive Vice President

SUBJECT: Office of Customer Service, Issuer Management
Division - Staff Expansion

As part of Ginnie Mae's commitment to excellence in customer service, the Issuer Management Division has increased its Account Executive corps effective February 1, 2000. The additional Account Executive staff will enhance our responsiveness to issuer needs and make participation in our programs easier by providing quality and consistent customer service to you.

The Office of Customer Service has expanded with the addition of three Account Executives. Each Account Executive will continue to provide valuable service for Ginnie Mae customers, and serve as the single point of contact in dealing with the issuer community.

There are three Account Executive geographic teams -- North, South, and West. Each team has a Team Leader and Account Executives responsible for specific issuers. The Team Leaders will be responsible for supporting an issuer when the Account Executive is not available. Because of the expansion of staff, changes to the Ginnie Mae Account Executive assigned to serve you may be necessary. Many issuers, however, will maintain their current Account Executive.

The chart attached provides the new alignment of Account Executives for Ginnie Mae. Please contact your Account Executive for any matter regarding Ginnie Mae. They stand ready to assist you.

Attachment