

## SUMMARY OF ADDRESSES

TOPIC	CONTACT	TYPE OF ACTION OF INFORMATION REQUEST
Administrative Functions	<p>Office of Issuer &amp; Portfolio Management 451 7<sup>th</sup> Street SW, Room B-133 Washington, D.C. 20410-9000</p> <p>Single Family Division (202) 708-1535 Multifamily Division (202) 708-2043</p>	<ul style="list-style-type: none"> <li>• Inquiries concerning mortgage-backed securities</li> <li>• Submit application for commitment authority or pool numbers</li> <li>• Request IPMS statements</li> <li>• Submit questions about mortgage eligibility or pool or loan package issuance</li> <li>• Submit requests to replace or purchase defective loans</li> <li>• Submit requests to terminate pool</li> <li>• Report change of Issuer's business status, name or address</li> <li>• Submit requests for recertification extension</li> <li>• Submit request for approval of pledge of servicing</li> <li>• Request forbearance approval and submit notices of liquidation</li> <li>• Request copies of pool advance agreement</li> <li>• Submit certificates of insurance, notices of cancellation, notices of embezzlement</li> <li>• Submit questions about net worth calculation</li> <li>• Submit notices of adverse agency action</li> <li>• Request approval of press release or advertising</li> <li>• Submit notice of document inventory issues</li> <li>• Submit remaining funds in P&amp;I account on termination</li> <li>• Request transfers, to, from or between subservicers</li> </ul>
Applications (New Issuers)	<p>New MBS Issuer Applications must be submitted ONLY in electronic form through the Ginnie Mae Application Connection. Details are found here: <a href="https://www.ginniemae.gov/about_us/how_to_participate/pages/becoming_an_issuer.aspx">https://www.ginniemae.gov/about_us/how_to_participate/pages/becoming_an_issuer.aspx</a></p>	<ul style="list-style-type: none"> <li>• Submit application for approval as an MBS Issuer</li> </ul>

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TOPIC	CONTACT	TYPE OF ACTION OF INFORMATION REQUEST
Compliance Review Agent (Scheduling)	Ginnie Mae ATTN: Compliance Reviews c/o Deborah McGrath PricewaterhouseCoopers Public Sector LLP 1730 Pennsylvania Avenue Washington, DC 20006	<ul style="list-style-type: none"> <li>Scheduling compliance review</li> </ul>
Compliance Review Follow-up	Ginnie Mae ATTN: Compliance Reviews Deborah McGrath PricewaterhouseCoopers Public Sector LLP 1730 Pennsylvania Avenue Washington, DC 20006	<ul style="list-style-type: none"> <li>Send compliance review follow up information</li> </ul>
Disaster Assistance	Ginnie Mae Follow the instructions provided in the corresponding Disaster APM	<ul style="list-style-type: none"> <li>Submit request for disaster assistance</li> </ul>
Document Custodian	Ginnie Mae Sr. Vice President Office of Issuer & Portfolio Management 451 7 <sup>th</sup> Street SW, Room B-133 Washington, D.C. 20410-9000 Phone: (202) 708-1535	<ul style="list-style-type: none"> <li>Submit requests for reinstatement as document custodian</li> </ul>
Employer Identification Number	Internal Revenue Service Center Entity Control Office  The appropriate IRS Service Center is based on state in which Issuer is located. (See Appendix III-8 for information on obtaining an EIN address.)	<ul style="list-style-type: none"> <li>Request for employer identification numbers (EIN) for pools or loan packages</li> </ul>
MyGinnieMae (MGM)	Ginnie Mae Operations c/o The Bank of New York Mellon 240 Greenwich Street - 20 West New York, NY 10286 Phone: 1-833-466-2435 Option # 1, Option #1 Email: ginniema1@bnymellon.com	<ul style="list-style-type: none"> <li>Requests for login and password</li> <li>Submit portal registration forms</li> <li>Questions regarding portal</li> </ul>

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TOPIC	CONTACT	TYPE OF ACTION OF INFORMATION REQUEST
MyGinnieMae (MGM)	GinnieNET Customer Service c/o The Bank of New York Mellon 240 Greenwich Street - 20 West New York, NY 10286 Phone: 1-833-466-2435 Option # 1, Option #1 Email: <a href="mailto:ginniemae1@bnymellon.com">ginniemae1@bnymellon.com</a>	<ul style="list-style-type: none"> <li>• GinnieNET customer service support.</li> <li>• Submission of EDI Agreements and Enrollment</li> <li>• Administrator and GinnieNET Authorized Signatories forms</li> </ul>
Fidelity Bond and Errors & Omission Insurance Policies & Certificates	Ginnie Mae Financial Statement Review Agent	<ul style="list-style-type: none"> <li>• Submit Fidelity Bond and Errors &amp; Omissions Insurance Policies &amp; Certificates via the Ginnie Mae Enterprise</li> <li>• Appendix VI-20 of this Guide for specific instructions</li> </ul>
Final Certification and Recertification Submissions	Ginnie Mae Operations c/o The Bank of New York Mellon 600 Colonial Center Parkway – 4th Floor Lake Mary, FL 32746 Phone: 1-833-466-2435 Option # 1, Option #5	<ul style="list-style-type: none"> <li>• Submit final certifications and recertifications (paper process)</li> </ul>
Payment to security holders	Ginnie Mae Operations c/o The Bank of New York Mellon 600 Colonial Center Parkway – 4th Floor Lake Mary, FL 32746 Phone: 1-833-466-2435 Option # 1, Option #5 Email: <a href="mailto:ginniemae1@bnymellon.com">ginniemae1@bnymellon.com</a>	<ul style="list-style-type: none"> <li>• Concerns regarding payment to security holders</li> </ul>
Letters of Credit	Ginnie Mae Operations c/o The Bank of New York Mellon 600 Colonial Center Parkway – 4th Floor Lake Mary, FL 32746 Phone: 1-833-466-2435 Option # 1, Option #5 Email: <a href="mailto:ginniemae1@bnymellon.com">ginniemae1@bnymellon.com</a>	<ul style="list-style-type: none"> <li>• Submit Letters of Credit for pools past due for final certification or recertification</li> </ul>
Security Holder Payments	Ginnie Mae Operations c/o The Bank of New York Mellon 600 Colonial Center Parkway – 4th Floor Lake Mary, FL 32746 Phone: 1-833-466-2435 Option # 1, Option #5 Email: <a href="mailto:ginniemae1@bnymellon.com">ginniemae1@bnymellon.com</a>	<ul style="list-style-type: none"> <li>• Transfer advice questions</li> <li>• Undelivered security holder payments, returned payments, and checks not presented</li> </ul>

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TOPIC	CONTACT	TYPE OF ACTION OF INFORMATION REQUEST
<p>Monthly Reporting Issuer Assistance (Issuer Support Group—RFS Monthly Report of Pool and Loan Data)</p>	<p>Ginnie Mae ATTN: Data Collection Agent c/o Deloitte &amp; Touche, LLP 1919 N. Lynn Street Arlington, VA 22209 Phone: 1-833-466-2435, Option # 2, Option #1 Email: <a href="mailto:askGinnieMae@hud.gov">askGinnieMae@hud.gov</a></p>	<ul style="list-style-type: none"> <li>• Monthly RFS Reporting Problems</li> <li>• Questions related to RFS testing</li> <li>• Request assistance from Issuer Support Group</li> </ul>
<p>Pool Processing Agent/Central Paying and Transfer Agent (Florida)</p>	<p>Ginnie Mae Operations c/o The Bank of New York Mellon 600 Colonial Center Parkway – 4th Floor Lake Mary, FL 32746 Phone: 1-833-466-2435 Option # 1, Option #5 Email: <a href="mailto:ginniemae1@bnymellon.com">ginniemae1@bnymellon.com</a></p>	<ul style="list-style-type: none"> <li>• Update and annual changes to the Resolution of Board of Directors and Certification of Authorized Signatures, form HUD 11702</li> <li>• Submit Master Agreements for servicing, P&amp; I and escrow custodial accounts, and document custodian responsibilities</li> <li>• Submit final certification and recertifications</li> <li>• Submit requests for transfer of P&amp;I or escrow custodial accounts, document custodian responsibility, and servicing</li> </ul>
<p>Pool Processing Agent/Central Paying and Transfer Agent (Pool and loan package documents)</p>	<p>Ginnie Mae Operations ATTN: Pool Processing Unit c/o The Bank of New York Mellon 240 Greenwich Street - 20 West New York, NY 10286 Phone: 1-833-466-2435 Option # 1, Option #3 Email: <a href="mailto:ginniemae1@bnymellon.com">ginniemae1@bnymellon.com</a></p>	<ul style="list-style-type: none"> <li>• Submission of pool and loan package documents, agreements and certifications</li> <li>• Transmit or submit pool and loan package submissions including electronic submission for immediate pool or loan package transfer</li> <li>• Request to convert a Ginnie Mae I pool to a Ginnie Mae II pool</li> </ul>
<p>Quarterly Financial Reports</p>	<p>Mortgage Bankers Financial Reporting Form (MBFRF)</p> <p><a href="http://www.mbfrf.org">www.mbfrf.org</a> via e-mail: <a href="mailto:administrator@mbfrf.org">administrator@mbfrf.org</a></p>	<ul style="list-style-type: none"> <li>• Submit quarterly financial reports via <a href="http://www.mbfrf.org">www.mbfrf.org</a></li> <li>• Request information from <a href="mailto:administrator@mbfrf.org">administrator@mbfrf.org</a></li> </ul>
<p>Annual Audited Financial Statements</p>	<p>Ginnie Mae Financial Statement Review Agent</p>	<ul style="list-style-type: none"> <li>• Submit annual audited financial statements electronically via Ginnie Mae’s Enterprise Portal. See Appendix VI-20 of this Guide for specific instructions.</li> </ul>

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TOPIC	CONTACT	TYPE OF ACTION OF INFORMATION REQUEST
<p>Securities (lost or transfers)</p>	<p>For Transfers: Ginnie Mae Operations c/o The Bank of New York Mellon 240 Greenwich Street - 20 West New York, NY 10286 Phone: 1-833-466-2435 Option # 1, Option #5 Email: <a href="mailto:ginniema1@bnymellon.com">ginniema1@bnymellon.com</a></p> <p>For Lost Securities: Ginnie Mae Operations c/o The Bank of New York Mellon 600 Colonial Center Parkway – 4th Floor Lake Mary, FL 32746 Phone: 1-833-466-2435 Option # 1, Option #5 Email: <a href="mailto:ginniema1@bnymellon.com">ginniema1@bnymellon.com</a></p>	<ul style="list-style-type: none"> <li>• Issuance and transfer of certificated securities</li> <li>• Lost, damaged, or stolen securities</li> </ul>
<p>Securities (early pool terminations)</p>	<p>Ginnie Mae Office of Securities Operations 451-7<sup>th</sup> Street SW, Room B-133 Washington, DC 20410 Phone: (202) 708-2884</p>	<ul style="list-style-type: none"> <li>• Early pool terminations</li> </ul>
<p>Servicemember Civil Relief Act</p>	<p>Ginnie Mae ATTN: SCRA Reimbursement c/o Deloitte &amp; Touche, LLP 1919 N. Lynn Street Arlington, VA 22209 Phone: 1-833-466-2435, Option # 2, Option #3 Email: <a href="mailto:askGinnieMae@hud.gov">askGinnieMae@hud.gov</a></p>	<ul style="list-style-type: none"> <li>• Submit SCRA mortgage eligibility information</li> <li>• Submit Requests for Reimbursement</li> <li>• Inquiries concerning SCRA requirements</li> </ul>
<p>Transfers of Servicing (MERS)</p>	<p>Ginnie Mae Office of Securities Operations 451 7<sup>th</sup> Street SW, Room B-133 Washington, D.C. 20410 Phone: (202) 708-2884</p>	<ul style="list-style-type: none"> <li>• Questions related to MERS transfers (TOB/TOS)</li> </ul>