

# Ginnie Mae Central (GMC) Insurance User Manual

U.S. Department of Housing and Urban  
Development (HUD)

Ginnie Mae, Office of Issuer & Portfolio Management  
Prepared by Deloitte

Version 3



## Application Details

Application Information	Description
Application Name	Ginnie Mae Central
Application Acronym	GMC
Ginnie Mae SVP, Sponsor	Leslie Pordzik
Ginnie Mae Application Owner	John Staudt
Version/Application Release Number	Version 3

## Document History

Version	Date of the Document	Author (Last Name, First Name)	Entity (Company or Department Author Represents)	Revision Description
1	12/5/2023	Rayes, Leith	Deloitte	First draft of GMC External User Manual
2	12/11/2023	Rayes, Leith	Deloitte	Updated based on feedback received from Sean Martin (CXG)
3	3/12/24	Rayes, Leith	Deloitte	Updated to include GMC Enhancement functionality

# TABLE OF CONTENTS

<b>1</b>	<b>INTRODUCTION</b>	<b>4</b>
1.1	Application Overview	4
1.2	Business Workflow	5
<b>2</b>	<b>USING THE APPLICATION</b>	<b>6</b>
2.1	Navigating the Insurance Homepages	6
2.2	Review Milestones	7
2.3	Special Action/Exceptions	8
2.4	MyGinnieMae (MGM) Functional Roles - Accessing the Application	6
<b>3</b>	<b>RESOURCES</b>	<b>10</b>
3.1	Training Resources	10
3.2	QRCs	10
3.3	Help Desk Contact Information	10
3.4	MyGinnieMae Portal Dictionary	11
3.5	MyGinnieMae Self-Help Tools	11
<b>4</b>	<b>APPENDIX</b>	<b>11</b>
4.1	QRCs	11
4.2	Figures	13
4.3	Tables	13



## 1 INTRODUCTION

---

This manual is written to provide instructions on how to use the Ginnie Mae Central (GMC) Insurance module. Issuers will utilize the GMC Insurance module to submit their insurance policy documents and enter key policy information. The functional roles associated with the application are Financial Statements & Insurance Policy Basic User and Insurance Policy Authorized Signer.

Below are links that address common topics that pertain to the Ginnie Mae Central Insurance module.

- How to [Register for an Account in MyGinnieMae](#)
- Refer to the [MyGinnieMae Getting Started Manual](#) for System Prerequisites
- [Accessing the Ginnie Mae Central](#)
- [MGM Portal Dictionary](#)

### 1.1 Application Overview

The Ginnie Mae Central Insurance module is an application in MyGinnieMae used by Issuer's to submit their insurance policy documents and key information to Ginnie Mae.

[Back to Table of Contents](#)

## 1.2 Business Workflow

The high-level Business Workflow of the GMC Insurance module is shown in the figure below:

Figure 1: Insurance Module Workflow

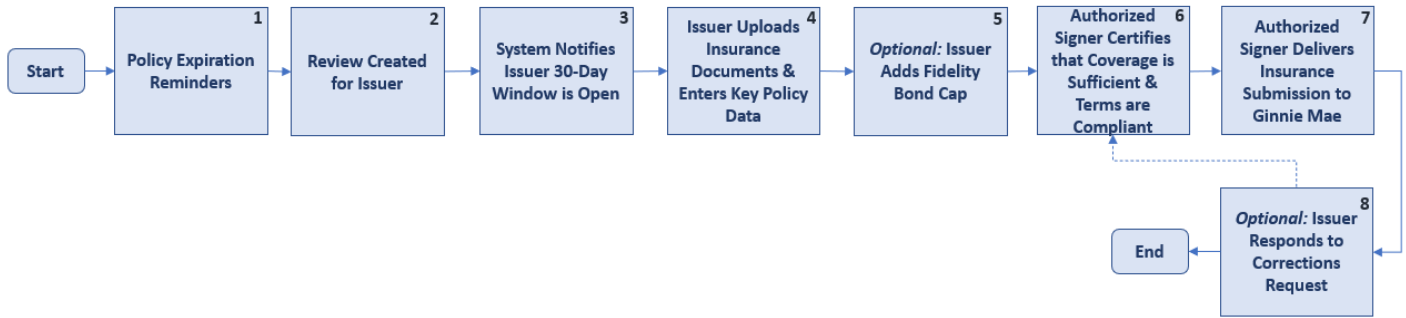


Table 1: Insurance Process Description

Step	Description	User	QRC
1	The system automatically sends out email notification to Issuer contact 60, 45, and 30 days before policy expiration	System	N/A
2	The system automatically creates insurance review for Issuer at the expiration of current policy	System	N/A
3	The system automatically notifies the Issuer that the review is created via email, and 30-day submission window is open	System	N/A
4	Issuer uploads new insurance policy and certificate and enters coverage details including amount, deductible, carrier information and page numbers for Ginnie Mae's 2.7(B) requirements into the input form	Basic User	QRC-GMC-I:3.0
5	Issuer adds Fidelity Bond Cap	Basic User	QRC-GMC-I:7.0
6	Issuer's Authorized Signer (CFO or equivalent) reviews submission and certifies that the insurance policy their Issuer is submitting is accurate and meets compliance standards	Authorized Signer	QRC-GMC-I:4.0
7	Once Authorized Signer certifies to the accuracy and completion of the insurance policy, they will deliver the insurance submission to Ginnie Mae	Authorized Signer	QRC-GMC-I:4.0
8	If Ginnie Mae submits a Corrections Request, Issuer must review the request and make the appropriate corrections to the previously submitted Insurance Policy information. Once corrected, Issuer must resubmit policy to Authorized Signer for certification.	Basic User	QRC-GMC-I:5.0

[Back to the Table of Contents](#)

## 2 USING THE APPLICATION

### 2.1 MyGinnieMae (MGM) Functional Roles - Accessing the Application

The following table details the MGM functional roles required to access the GMC Insurance module as an Issuer user. Before being granted access to the application, the user must complete the MyGinnieMae Portal registration process. Privileged users called Organization Administrators, formerly known as Security Officers and Enrollment Administrators, facilitate the registration and access provisioning process to create user accounts and assign functional roles within each organization. A functional role is a system access profile based on business activities used to ensure End Users have the appropriate level of access to be able to perform their job functions and responsibilities. See below for the functional roles associated with the GMC application.

Table 2: MGM Role Mapping

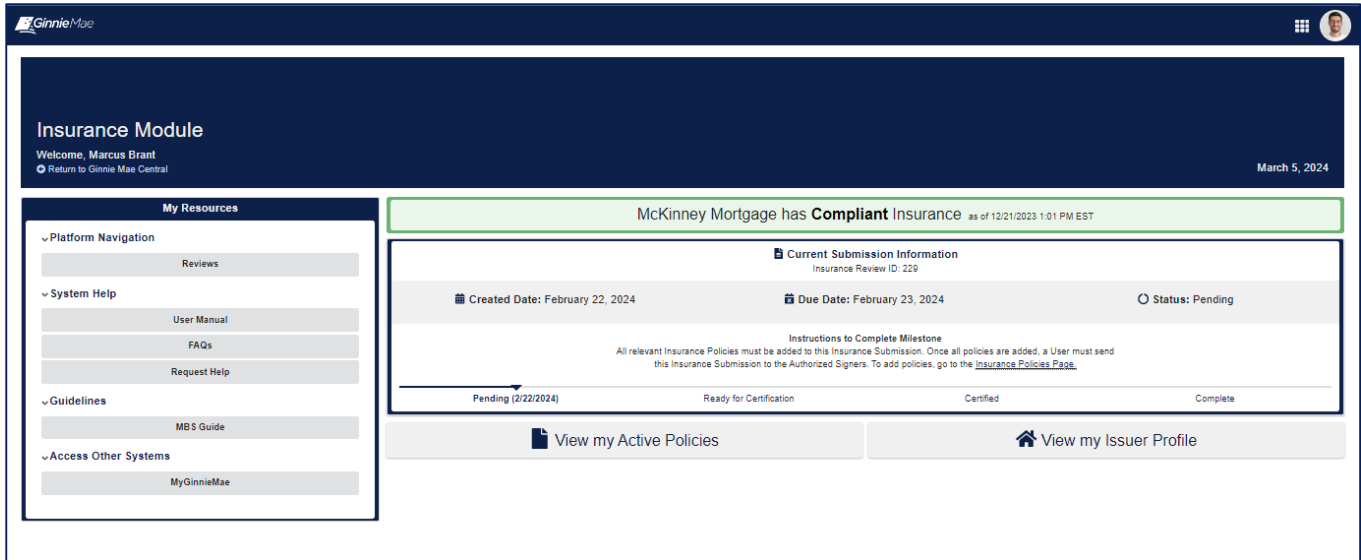
Functional Role	Application Role
SF-Financial Statements & Insurance Policy Basic User	Insurance module: Basic User
MF- Financial Statements & Insurance Policy Basic User	Insurance module: Basic User
HECM- Financial Statements & Insurance Policy Basic User	Insurance module: Basic User
SF- Insurance Policy Authorized Signer	Insurance module: Authorized Signer
MF- Insurance Policy Authorized Signer	Insurance module: Authorized Signer
HECM- Insurance Policy Authorized Signer	Insurance module: Authorized Signer

Per [APM 24-04](#), During the Insurance submission process, an authorized signatory for the Issuer, which can be found on the Issuer's Form HUD-11702, must certify the fidelity bond and E&O insurance information being submitted. Issuers are no longer required to include an insurance certificate with their submission but have the option to do so if they so choose. Applicants seeking approval to become Ginnie Mae Issuers will continue to submit fidelity bond and E&O insurance policies as required by Chapter 2, Part 7 and Chapter 7 Part 4 of the MBS Guide as part of the application process.

## 2.2 Navigating the Insurance Homepages

### Navigating GMC Insurance Homepage

Figure 2: Insurance Module Homepage



- My Resources:** The panel on the left-hand side of the screen provides the user with easily accessible resources. The Reviews tab will take issuers to their Insurance Review. System Help, Guidelines, and Access Other Systems will take users to the corresponding link to provide access to helpful materials to use the application and ability to access other Ginnie Mae systems.
- Insurance Status Bar:** The Insurance status bar at the top of the homepage will tell the issuer in what status their insurance is. This status will update daily.
- Current Submission Information:** If the issuer has a review currently open, this table will detail where in the process they are and give instructions to help complete the action.
- View My Active Policies:** This will display the Issuer’s active policies.
- View my Issuer Profile:** This will display the Issuer’s profile, including key information.

## 2.3 Review Milestones

The following table outlines each milestone included in the Insurance review process.

Table 3: Insurance Module Review Milestones

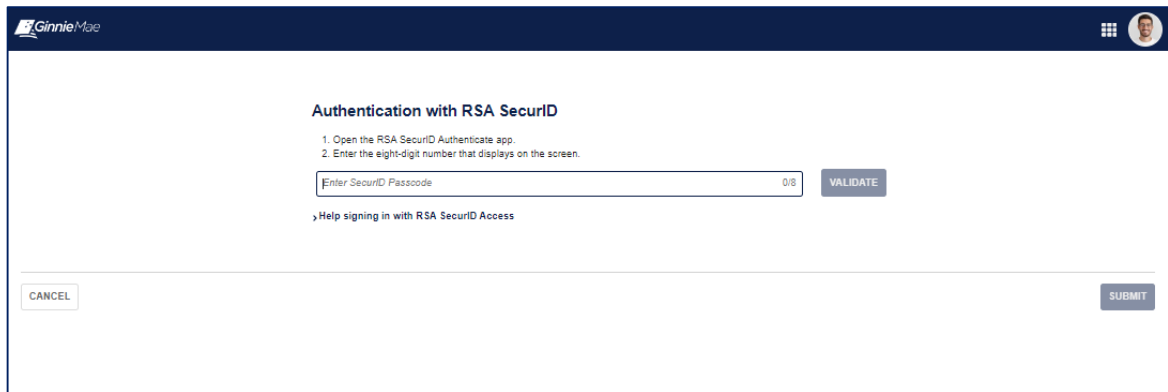
Milestone	How to Reach This Milestone	Main Actions in This Milestone
-----------	-----------------------------	--------------------------------

Pending	Insurance review created	Issuer assembles policy information
Ready for Certification	User sends review to Authorized Signers	Authorized Signers review and certify to added policy information
Certified	All Authorized Signers complete their certification tasks	Insurance submission is delivered to Ginnie Mae
Complete	Insurance submission is delivered	Insurance review is completed

## 2.4 Using RSA for Certification

For the Authorized Signer to complete certification of their Issuer’s Insurance submission and deliver it to Ginnie Mae, they must successfully complete the RSA authentication step (See [QRC-RSA:3.0](#) for information on how to use the RSA SecurID Soft Token). For instructions on how to complete certification, please reference the QRC-GMC-I:4.0 - Certify Insurance Submission and Deliver to Ginnie Mae in the Appendix.

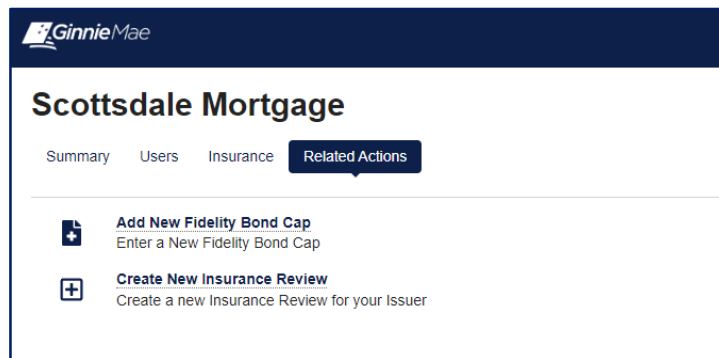
Figure 3: Authenticate with RSA



## 2.5 Special Action/Exceptions

- **Submitting Fidelity Bond Cap:** If the issuer has a Fidelity Bond Cap, they can submit it following through the Related Actions tab. For full instructions on how to Add Fidelity Bond Cap, please reference the QRC-GMC-I:7.0 in the Appendix.

Figure 4: Adding Fidelity Bond Cap





- Adding Waiver to Insurance Policy Review:** If issuer has a waiver that pertains to their insurance policy, this can be added to the review in the submission fields. When entering insurance information for policy review, issuer must select “Yes” to “Is there a waiver associated with this policy?” This will prompt them to upload a copy of the document and write a comment describing what the waiver exempts.

Figure 5: Adding Waiver

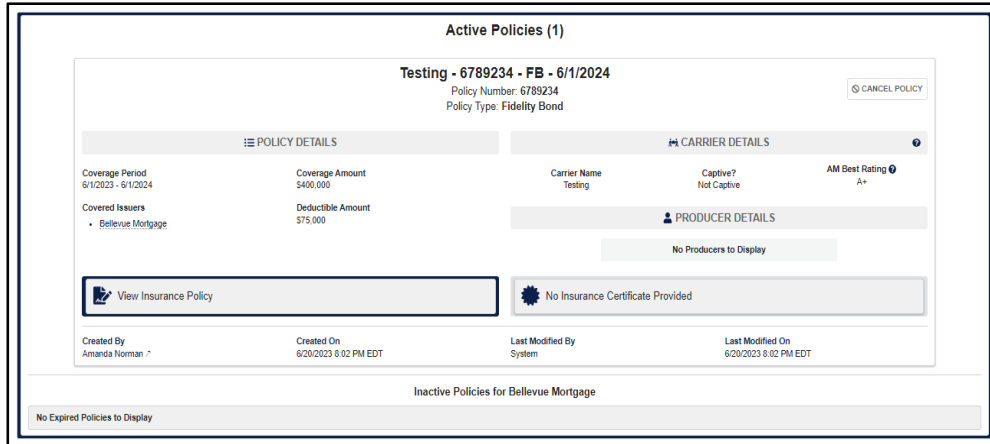
- Completing a Corrections Request:** If Ginnie Mae has submitted a corrections request informing the Issuer that a change must be made to the originally submitted policy, the Issuer must view the Corrections Request details, then navigate to the Policies tab and select Edit Policy to make the appropriate changes. For full instructions on how to complete a Corrections Request, please reference QRC-GMC-I:5.0 – Complete Corrections Request in the Appendix.

Figure 6: Corrections Request

Request ID	Details	Due Date	Created On	Status
1	The deductible amount entered and the amount listed on the policy don't match - please correct.	6/23/2023	6/19/2023 4:33 PM EDT	🔄

- Cancel a Policy:** An Issuer may cancel an existing Insurance Policy by navigating to the Insurance tab on their Issuer Profile and selecting Insurance Policies. For full instructions on how to cancel an Insurance Policy, please reference the QRC-GMC-I:9.0 – Cancel Policy in the Appendix.

Figure 7: Cancelling an Insurance Policy



[Back to the Table of Contents](#)

## 3 RESOURCES

The Resources section provides information and resources to help navigate the Ginnie Mae Central Insurance module.

### 3.1 Training Resources

For additional help, training sessions and materials can be found on the [Issuer Training Page](#) of the Ginnie Mae website at [https://www.ginniemae.gov/issuers/issuer\\_training/pages/modernization.aspx](https://www.ginniemae.gov/issuers/issuer_training/pages/modernization.aspx).

### 3.2 QRCs

A Quick Reference Card or QRC is an abbreviated one to two-page reference document with step-by-step instructions on how to complete a specific action. A list of QRCs for the content provided in this User Manual is available in the [Appendix](#). QRCs are posted to the Ginnie Mae website at [https://www.ginniemae.gov/issuers/issuer\\_training/pages/qrcs.aspx](https://www.ginniemae.gov/issuers/issuer_training/pages/qrcs.aspx).

### 3.3 Help Desk Contact Information

If assistance is needed, please contact: [askGinnieMae@hud.gov](mailto:askGinnieMae@hud.gov)

### 3.4 MyGinnieMae Portal Dictionary

The MyGinnieMae Portal Dictionary is a reference resource for all portal users. The dictionary contains definitions for terms that provide clarification around portal pages, applications, processes, and general functionality pertaining to the MyGinnieMae portal. Refer to the [MyGinnieMae Portal Dictionary](#).

### 3.5 MyGinnieMae Self-Help Tools

Users should first reference the appropriate section of the MyGinnieMae Getting Started User Manual for information on creating a user account, requesting functional roles, and managing a user account. Some functions a user may complete without the assistance of a system administrator such as:

- Changing a password every 90 days – [Changing a Password in MyGinnieMae QRC](#)
- Resetting a forgotten password – [Forgot Password in MyGinnieMae QRC](#)
- Updating profile information – [Managing My Profile in MyGinnieMae QRC](#)
- Registering for mobile delivery of the OTP – [Registering with the Oracle Mobile Authenticator QRC](#)
- Troubleshooting Errors in MyGinnieMae – [Troubleshooting and Common Errors in MyGinnieMae QRC](#)

To get more help, users may access the training sessions and materials on the Issuer Training Page of the Ginnie Mae website at [https://www.ginniemaegov.com/issuers/issuer\\_training/pages/modernization.aspx](https://www.ginniemaegov.com/issuers/issuer_training/pages/modernization.aspx)

[Back to Table of Contents](#)

## 4 APPENDIX

### 4.1 QRCs

A Quick Reference card is an abbreviated one to two-page reference document with step-by-step instructions on how to complete a specific action. Below is a list of QRCs for the content provided in this User Manual. QRCs are posted to the Ginnie Mae website at [https://www.ginniemaegov.com/issuers/issuer\\_training/pages/qrcs.aspx](https://www.ginniemaegov.com/issuers/issuer_training/pages/qrcs.aspx).

Table 4: Insurance QRCs

User Manual	QRC#	QRC Name	Description
Ginnie Mae Central (GMC) Insurance module	QRC-GMC-I:1.0	<a href="#">Initiate Insurance Review</a>	<ul style="list-style-type: none"><li>• Basic User or Authorized Signer can initiate a new insurance review</li></ul>

User Manual	QRC#	QRC Name	Description
Ginnie Mae Central (GMC) Insurance module	QRC-GMC-I:2.0	<a href="#">Add or Remove User from Insurance Review</a>	<ul style="list-style-type: none"> <li>Authorized Signer can add and remove any users to an insurance review</li> <li>Basic User can add and remove themselves from a review</li> </ul>
Ginnie Mae Central (GMC) Insurance module	QRC-GMC-I:3.0	<a href="#">Submit Insurance Policy &amp; Send for Attestation</a>	<ul style="list-style-type: none"> <li>Basic User or Authorized Signer can upload their issuer's policy document and corresponding information</li> <li>Once complete, they can send for certification</li> </ul>
Ginnie Mae Central (GMC) Insurance module	QRC-GMC-I:4.0	<a href="#">Certify Insurance Submission and Deliver to Ginnie Mae</a>	<ul style="list-style-type: none"> <li>Authorized Signer certifies to accuracy and completion of the insurance review</li> </ul>
Ginnie Mae Central (GMC) Insurance module	QRC-GMC-I:5.0	<a href="#">Complete Corrections Request</a>	<ul style="list-style-type: none"> <li>Basic User or Authorized Signer can correct policy based on Ginnie Mae's comments</li> <li>Once complete, they can send for certification</li> </ul>
Ginnie Mae Central (GMC) Insurance module	QRC-GMC-I:6.0	<a href="#">Submit Additional Documentation</a>	<ul style="list-style-type: none"> <li>Basic User or Authorized Signer can submit addition document(s) based on Ginnie Mae's comments</li> </ul>
Ginnie Mae Central (GMC) Insurance module	QRC-GMC-I:7.0	<a href="#">Add Fidelity Bond Cap</a>	<ul style="list-style-type: none"> <li>Basic User or Authorized Signer can upload their issuer's Fidelity Bond Cap</li> </ul>
Ginnie Mae Central (GMC) Insurance module	QRC-GMC-I:8.0	<a href="#">Deactivate a Fidelity Bond Cap</a>	<ul style="list-style-type: none"> <li>Basic User or Authorized Signer can deactivate their issuer's Fidelity Bond Cap</li> </ul>
Ginnie Mae Central (GMC) Insurance module	QRC-GMC-I:9.0	<a href="#">Cancel Policy</a>	<ul style="list-style-type: none"> <li>Basic User or Authorized Signer can change cancellation date of policy</li> </ul>

