

These Frequently Asked Questions (FAQs) are available to assist any user of Ginnie Mae's systems understand the impact of the Planned Business Outage on their business processes. For detailed information on the Planned Business Outage, please see the [Modernization Bulletin 18: Planned Business Outage](#).

1. You said that MyGinnieMae is affected by the outage but what about GinnieNET and RFS?

These are now applications accessed via MyGinnieMae and will be unavailable during the Planned Business Outage.

2. What happens if I submit a pool on 10/19 after the 2pm cutoff but before the 9pm system unavailability?

The pool will be available for delivery on the next system Business Day (10/24).

3. What happens if I initiate a PIIT sale before the 9 p.m. deadline but the buyer does not complete their acceptance in GinnieNET/SFPDM?

The transaction will be cancelled, and pool(s) will revert to the selling Issuer.

4. What if we have a closing date scheduled during the outage?

Closing dates that occur during the Planned Business Outage will not be affected if the Issuer has successfully submitted a pool by the deadlines provided. (See: [Modernization Bulletin 18: Planned Business Outage](#))

5. How will I know when the MyGinnieMae portal is open for business?

A maintenance banner will display while the MyGinnieMae portal is unavailable. This banner will be updated on Tuesday, October 25th once systems are operational.

6. If I can see the MyGinnieMae portal login screen during the outage, can I go ahead and login?

Users will not be able to login to MyGinnieMae during the Planned Business Outage even when the portal login prompts are visible. Attempting to login will redirect users to the MyGinnieMae Maintenance page.

7. I'm a Document Custodian, does the Planned Business Outage apply to me too?

Yes. All systems and applications that are accessed via MyGinnieMae portal will be unavailable