

New Multifamily Reimbursement Claims Process Training Available

March 26, 2026, from 2 P.M. – 3 P.M. Eastern Time

Description: This training is designed for Ginnie Mae Multifamily (MF) Issuers and provides a practical walkthrough of the end-to-end reimbursement claims process, with a focus on the transition to submitting claims through the new Ginnie Mae Central (GMC) Requests Module in the MyGinnieMae portal, launching on 3/23/2026. Participants will learn the required information and supporting documentation, the step-by-step GMC submission workflow, and common pitfalls that can delay review or reimbursement.

Audience: Multifamily Issuers supporting claims reimbursement

To register for this event, select the link below:

[Register Here](#)

Calendar Reminder: To have the training event display on your calendar, you must create a calendar event after you register by selecting “Add to Calendar” from the registration approval message.

To participate in this webinar, you will need:

- A computer with access to the internet
- Zoom client installed on a computer (see Zoom Installation Instructions below)
- A telephone or computer speakers and microphone

Zoom Installation Instructions:

Follow the instructions below to test your ability to connect prior to the meeting.

You will need the Zoom client installed on your computer in order to access the web conference. If you do not have this program installed, the free client version can be downloaded from Zoom’s website. You can download and test the program by selecting the following link <https://zoom.us/support/download>. Once installed, you can test the client here <https://zoom.us/test>. Select “Join” and follow the instructions on the screen to install and test the program. You can also select the “Join from Browser” option on the Test page if you are unable to install the software.

Additional support information can be found here:

- [How to Join a Meeting](#)
- [Frequently Asked Questions](#)
- [Network Firewall Instructions](#)



Web Conference Instructions:

- Select the “Click Here to Join” link in your confirmation email
- OR
- Select the URL in your calendar invitation

If you are prompted for a password, enter “GinnieMae”

Please note the program will ask you to install the free Zoom client if you have not done so prior to the meeting. Follow the instructions on your screen to install the client. You may need to turn off your pop-up blocker for the program to install correctly.

Audio Instructions:

- Participants may join the audio portion of this web conference using the speaker and microphone on their computer
- OR
- To join audio via phone, dial the following conference telephone number and enter the access code:
Conference Phone Number: +1-929-436-2866
Conference ID: Enter “969 3039 1633”

Troubleshooting:

If you have any questions, please send an email to askGinnieMae@hud.gov.