

# HRA Loan Matching and Suspense Webinar

**Register Now to Attend**

Thursday, May 22, 2025



**HMBS Issuers** are invited to register for our **HRA Loan Matching and Suspense Virtual Webinar on Thursday, May 22, 2025**. This instructor-led training is intended to clarify your role in the loan matching and suspense process and enhance your understanding of the New HRA Waiver and Attestation process introduced in November 2024.

Webinar	Description	Time	Registration Link
HRA Loan Matching and Suspense	<p>HECM Reporting and Administration (HRA) Loan Matching and Suspense is a webinar designed to help HMBS Issuers understand the loan matching and suspense process, including roles and expectations. We will discuss the New HRA Waiver and Attestation process introduced in November 2024 and provide insights into solving matching issues that may occur with Ginnie Mae. This session is ideal for new staff and those looking to deepen their knowledge of HRA matching requirements.</p> <p><b>Audience: HMBS Issuers</b></p>	<p>Thursday May 22, 2025</p> <p>2:00PM ET – 3:00PM ET</p>	<p><a href="#">Register Here</a></p>

**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](#)

Please see below for attendance 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 "947 7350 5740"

**Troubleshooting**

If you have any questions, please send an email to [askGinnieMae@hud.gov](mailto:askGinnieMae@hud.gov).