



Single Family Issuer Training

Reporting and Feedback System (RFS)
Training Session III

Presented by
Virtual Development

February 27, 2025

Presenters

- Steve Audi
- Debbie Boles
- Melanie Burton
- Christy Christensen
- Gail Smith

Session 2 Recap

What were your key takeaways from Session 2?

Session 2 Recap

Topics Covered in Session 2:

6

RFS Exception Feedback

- Define common Exceptions messages and Summarization Alerts
- Describe how to navigate the Exception Summary screen to view Exception Feedback
- List steps to retrieve and download Exceptions Feedback file

7

Overview of Reporting Workflow

- Describe two ways to report Pool and Loan level data
- List when and which records are required to be reported
- Describe how to report corrections
- Explain how to confirm a file was uploaded successfully

8

Payment Default Status (PDS)

- Describe when to start and stop reporting Payment Default Status data
- Describe how to manually report a Default record
- Describe how to clear PDS exceptions
- Explain how to complete PDS Monthly Certification

Course Agenda

Session 1:

- 1 | Introduction
- 2 | Reference Documentation
- 3 | RFS Reporting Timelines
- 4 | e-Notification
- 5 | RFS Monthly Report of Pool and Loan Data

Session 2:

- 6 | RFS Exception Feedback
- 7 | Overview of Reporting Workflow
- 8 | Payment Default Status (PDS)

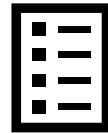
Session 3:

- 9 | Additional Reporting Requirements
- 10 | Cash and Reconciliations

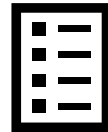
Additional Reporting Requirements

Module Objectives

- *What tasks should an Issuer be able to complete after training?*
- *What new information will Issuers be exposed to?*



List additional **monthly reporting requirements**



List additional **quarterly reporting requirements**



Explain the **timeline for additional reporting requirements**

Additional Reporting Requirements

- 1 Loan Matching and Suspense – **Monthly**
- 2 Monthly Reporting Certification – opens 10th business day, completion due by 14th business day
- 3 11714 Remittance Advice – GNMA I certificated - **Monthly**
- 4 Servicemembers Civil Relief Act (SCRA) – **Quarterly**
- 5 Custodial Account Verifications (CAVS) – **Quarterly**
- 6 Widely Held Fixed Investment Trust (WHFIT) – **Quarterly**
- 7 New Pools Data Quality – **Monthly**

Loan Matching and Suspense – A Module of RFS

Ginnie Mae Loan Matching

WHAT IS IT

RFS automated process; runs “monthly”; electronically matches Issuer-reported loan data to the Agency “master” data

EXAMPLES

- *FHA Single Family Insurance System A43 Database (SFIS)*
- *Computerized Homes Underwriting Management System (CHUMS)*
- *VA Guaranty Data*
- *RD (USDA RHS) USDA RD Endorsement Data*
- *NA (PIH) not matched at this time*

Loan Matching and Suspense

Ginnie Mae Loan Matching – “Match Criteria”

Issuer Reported Loan Data (RFS Reporting) is matched to **Agency Reported Loan Data** for FHA, VA, and RD

- Fields Matched:
 - Case Number* (Field 5 RFS “L” Record)
 - OPB** (Field 10 RFS “L” Record)
- Issuers must resolve “Non-Matches”


* Agency Case Number within 15 Digit RFS reported Case Number

** Original Principal Balance per the mortgage note

Loan Matching and Suspense

Communities ▾

Tools ▾

Applications			Bookmarks  Edit	
RFS	IPMS	Other Applications	Bloomberg	eMBS
E-Notification	SecurID Token Validation	Document Custodian Transfer Request	FHA Connection	FHA Website
File Upload	Verify Role Assignment	GinnieNET	Fitchratings	Ginnie Mae
IOPP		Ginnie Mae Central	HUD	HUD Locator
Issuer Feedback		SFPDM	Issuer Calendar	MBA
MAS			MBS - DD	MBS - GA
PA / EF			MBS Guide	MBS - MDS
PA / MF			Pay.gov	Rural Housing
PA / PDS			VA - HUD	VALERI
PA / SF				
SCRA				
TP File Upload				
WHFIT				

Non-Matching Loan Downloads

Matching and Suspense (MAS)

Home Loan Suspense Matching Results Attestation Downloads About MAS User Guide

Navigation Overview

Click on the tabs/links at the top of this page to navigate to the major functional areas of the Matching and Suspense:

- Home
- Loan
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- Matching Results
- Attestation
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- User Guide

The purpose and general content of each major functional area is as follows:

Home

Click on this tab from any page to return to the home page.

Loan

Click on this tab to display the Loan Detail screen.

Insurance

Terminate

Suspense

Aged Matching

Aged Terminated Matching

Various Suspense

Attestation

Loan Match User Guide Online

Insurance Matching Download File

GINNIE MAE INSURANCE VERIFICATION NON-MATCH RESULTS – FHA/VA/RD

Report LL-0875

Report Date: 06/2020

Downloads are available for review after the 5th BD. Updates are available to view/download after the 10th BD and after the 25th CD; as this download is dynamic. MAT exceptions (Exception Feedback) are static for the month.

For non-modified loans: Two data fields are used for loan matching. If the Issuer-reported data does not match the reported data; it appears on this download.

See Matching and Suspense (MAS) User Guide / section 7.2:

- 1) **Loans with a Match Code of MC or NC:** Contact the Agency and confirm that the insurance is Active for the current Reporting Period and verify the OPB matches the Mortgage Note.
- 2) **For aged Non-matching loans refer to APM 18-01:** Mandatory Buyout of Loans Missing the Requisite Federal Agency Insurance or Guarantee. Contact the Ginnie Mae Loan Buyout Team at GinnieMaeBuyout@Hud.gov regarding the mandatory buyout approval.
- 3) **If the loan had a curtailment:** contact GinnieMaeHelp@Deloitte.com. Refer to MAS User Guide.
- 4) **If the loan has been modified:** Confirm the Ginnie Mae reported OPB matches the Mortgage Note; and the Loan Purpose Code is reported as 3 (HAMP), 4 (non-HAMP) or 5 (Re-performing) in the Various record.

Refer to MBS Guide / Appendix VI-19 / Record Layout Structure / V-Variou Loan Record.

Insurance Matching Download File

MC

Matched on Case Number only; Verify OPB (MAT002); Confirm that the loan's insurance is active

NC

Not matched on Case Number; Verify Case Number (MAT001) and OPB; Confirm that the loan's insurance is active

ISSUER ID: xxxx								
Unique Loan Id	Pool Id	Case Number	Issuer Loan Id	Match Code	Matching Date	Loan Type	Pool Issue Date	Issuer Reported OPB
2148xxxxx	#Afxxxx	#000xxxxx7117703	#0000488	MC	9/15/2023	FHA	6/1/2015	226556
2172xxxxx	#Atxxxx	#000xxxxx2515703	#0000203	MC	9/15/2023	FHA	6/1/2016	276080
2176xxxxx	#Auxxxx	#000xxxxx7037703	#0000539	NC	9/15/2023	FHA	8/1/2016	185205

Match Status Code VS PA-SF Exceptions

NC – MAT001

Not matched on Case Number; Verify the Loan is actively insured, Verify you are reporting the correct Case Number and OPB, Verify the Agency is reporting the correct Case Number and OPB, if not have it corrected.

MC – MAT002

Matched on Case Number only; Verify the Loan is actively insured, Verify you are reporting the correct Case Number, Verify the Agency is reporting the correct Case Number, Verify OPB matches the NOTE.

Manually Hard-Coding MC Status Loans

*Hard-Coding Loans with a **Principal Reduction***

*Hard-Coding **Modified** Loans with **Principal Reductions***

*Hard-Coding **VA Vet/Non-Vet** (joint) and **TX Land Board** Loans*

Construction to Permanent Loans

Agency will not correct data and/or Ginnie Mae discretion

NOTE: We are never permitted to receive documentation via email or secure email, evidence must be securely uploaded to RFS.

RFS Suspense Download e-Notification

View Issuer Notification

Issuer #:	:
Date Created:	8/14/2024 1:09:16 PM
Reference #:	1789986
Notice Type:	Loan Processing
Subject:	RFS Suspense Download
Message:	<p>Suspended records for the July reporting period are now available to view and download from the Ginnie Mae RFS Matching and Suspense (MAS) module. Instructions to view Suspense Items and download the Suspense List are found in Section 5.2 and Section 7.4 respectively of the MAS User Guide. Click on the MAS Suspense tab to view suspended records. Click on Suspense under the Download tab and follow the instructions to download the Suspense List. Review the items, mark the records with an A to accept or an R to reject in the appropriate column, and return it in spreadsheet format only to GinnieMaeSuspense@deloitte.com no later than 9:00 AM EST on the 2nd to last Business Day of August .</p>
Read By:	
Date Read:	

Back

Portfolio Non-Match e-Notification

View Issuer Notification

Issuer #:

Date Created: 8/12/2024 4:16:12 PM

Reference #: 1789862

Notice Type: Loan Processing

Subject: Portfolio Non-Match Notification

Message:

(right click on a file name below to download the file)

[mas_ltr002_20240812_1616.pdf \(190577\)](#)

Read By: Ben

Date Read: 8/20/2024 11:03:57 AM

Back

Terminated Loan Matching e-Notification

View Issuer Notification

Issuer #:

Date Created: 9/10/2024 12:42:18 PM

Reference #: 1802663

Notice Type: Loan Processing

Subject: Terminated Loan Matching Notification

Message:

(right click on a file name below to download the file)

[mas_ltr003_20240910_1242.pdf](#) (186437)

Read By:

Date Read:

Back

Portfolio Non-Match ACTION required e-Notification

View Issuer Notification

Issuer #:

Date Created: 8/12/2024 4:20:51 PM

Reference #: 1789983

Notice Type: Loan Processing

Subject: Portfolio Non-Match ACTION required

Message:

(right click on a file name below to download the file)

[mas_ltr006_20240812_1620.pdf](#) (194221)

Read By:

Date Read:

Back

Terminated Loan Matching ACTION required e-Notification

View Issuer Notification

Issuer #:

Date Created: 8/8/2024 11:28:41 AM

Reference #: 1788504

Notice Type: Loan Processing

Subject: Terminated Loan Matching ACTION required

Message:

(right click on a file name below to download the file)

[mas_ltr007_20240808_1128.pdf](#) (190753)

Read By:

Date Read:

[Back](#)

Matching and Suspense – Timeline

Matching and Suspense Workflow Schedule

Schedule	Download File or Letter	e-Notification
After 5th BD, 10th BD and 25 th CD	“Insurance” Match all 3 Agencies (Corrections can be made between the 5 th and 10 th BD, and after 10 th BD)	Yes 6 th BD
After 5th BD and 10 th BD	Match to Terminate FHA and RD only.	Yes 6 th BD
After 5th BD and 10th BD	Loan Match Suspense (for Data Changes).	Yes 10 th BD
After 5th BD, 10th BD and 25 th CD	Portfolio Non-Match ACTION required.	Yes 8 th BD
After 5th BD and 10 th BD	Terminated Loan Matching ACTION required.	Yes 6 th BD
7th BD	Various Suspense (for Data Changes).	Yes 7 th BD

Attestation

Matching and Suspense (MAS)

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Click on this tab from any page to return to the home page.

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Click on this tab to display the Loan Detail screen.

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[Terminate](#)
[Suspense](#)
[Aged Matching](#)
[Aged Terminated Matching](#)
[Various Suspense](#)
[Attestation](#)

Loan Match User Guide Online

Issuer Attestation Status of Loan

Screen Input to Record the Loan “Insured or Guaranteed Status Attestation”

1. Standard Ginnie Mae MGM Portal RFS User access; User profiles; etc. No changes.
2. Within existing MAS Module, new function for “Attestation”. A single screen is accessed by an Issuer User ID (User) to select one or more loans for “Attestation” status.
3. Loans are automatically presented to the User in a list, based on loan non-match aging criteria (aged 9 months non matched).
4. User “checks a box” to select the Loan which will be marked in the database as attestation status “Y” for Yes.
5. To finish the process the User is presented with the scrolling “attestation” statement and the User must complete the attestation function using the RSA SecurID soft token input.
6. The User ID is checked against the Master Agreements Management System (MAMS) records using standard logic to verify an active 11702 signer for the Issuer.
7. Upon successful Token input the User ID and date/timestamp is captured in the database; the “Y” status loans are automatically updated to “Matched” status.

Issuer Attestation Screen

Single Screen with Loan List; Check Box; RSA SecurID Soft Token Input; Text Statement

From the Attestation List check the box for the loans attested to. Review the scrolling Attestation. Finally enter your RSA SecurID information and attest.

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User Guide

Issuer ID
Unique Loan ID
Report Period
Go

Attestation List
Select All
Reset All
1 2 3 4 5 6 7 8 9 10

Pool ID	Pool Issue Date	Unique Loan ID	Issuer Loan ID	Match Code	Match Date	Attest
46	01/01/1998	1014	0008440	NC	09/08/2023	<input checked="" type="checkbox"/>
48	03/01/2005	1014	0000044	NC	09/08/2023	<input type="checkbox"/>
59	01/01/2004	1017	0000252	NC	09/08/2023	<input checked="" type="checkbox"/>
61	08/01/2003	1021	0003045	NC	09/08/2023	<input type="checkbox"/>
AO	09/01/2015	2155	0000103	NC	09/08/2023	<input checked="" type="checkbox"/>
BI	11/01/2018	2226	0000380	MC	09/10/2023	<input type="checkbox"/>
BM	05/01/2019	2234	0000476	MC	09/10/2023	<input type="checkbox"/>
BM	06/01/2019	2235	0000379	MC	09/10/2023	<input type="checkbox"/>

1 2 3 4 5 6 7 8 9 10

Attestation

- I hereby expressly agree to the use of electronic signature and electronic records. I acknowledge that the use of electronic signature and electronic records shall be of the same legal effect, validity and enforceability as a manually executed signature or use of a paper-based recordkeeping system to the fullest extent permitted by applicable law.

First Name
Last Name
Title
Organization ID
User ID
RSA SecurID Passcode
Attest

Issuer Loan Attestation ‘Audit Trail’ List

An Audit Trail Screen is Available to the Issuer User ID to Display the Loan Status

Lists the Loans Flagged as “Y” (Yes Attestation Status)

Select “Audit Trail” from the drop-down menu to view Issuer User ID actions.

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Issuer ID

Unique Loan ID

Report Period

Go

05/2018

Audit Trail

Pool ID	Pool Issue Date	Unique Loan ID	Issuer Loan ID	Match Code	Match Date	Attested/ Waived Flag	Date Attested/ Waived	Waiver Expiration Date	Signer/User ID
BAI	07/01/2017	219	218	MA	01/25/2024	A	01/25/2024		.A2936
BC	11/01/2017	220	93	MA	01/25/2024	A	01/25/2024		.A2936
BEI	01/01/2018	221	59	MA	01/25/2024	A	01/25/2024		.A2936
BE	03/01/2018	221	177	MA	01/25/2024	A	01/25/2024		TH2936
BE	03/01/2018	221	185	MA	01/25/2024	A	01/25/2024		.A2936
AG	04/01/2018	221	233	NC	05/07/2018	W	01/25/2024	01/05/2025	TH2936

Issuer Loan Attestation ‘Audit Trail’ List

A Loan Level Download of Loans is Available for the Issuer.

The Download lists the Loans Flagged as “Y” (Yes Attestation Status).

The Download is a Standard RFS Download in .csv Format.

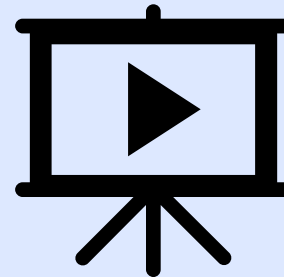
Attestation Download

Select Download and click on “Attestation” from the drop-down menu.. Follow the prompts.

Issuer ID	Pool ID	Pool Issue Date	Unique Loan ID	Issuer Loan ID	Match Code	Match Date	Attested/Waived Flag	Date Attestation	Waiver Expiration Date	Signer/User ID
	BA	1-Jul-17	197543	92796	MA	25-Jan-24	A	25-Jan-24		LLA2936
	BC	1-Nov-17	196355	30403	MA	25-Jan-24	A	25-Jan-24		LLA2936
	BE	1-Jan-18	85213	122259	MA	25-Jan-24	A	25-Jan-24		LLA2936
	BE	1-Mar-18	128301	87705	MA	25-Jan-24	A	25-Jan-24		36
	BE	1-Mar-18	128303	43163	MA	25-Jan-24	A	25-Jan-24		LLA2936
	AG	1-Apr-18	80954	89717	NC	7-May-18	W	25-Jan-24	5-Jan-25	36

Loan Matching and Suspense - Webinar

Ginnie Mae Loan Matching and Suspense Webinar – November 17, 2021



[Ginnie Mae Loan Matching Webinar – YouTube](#)

Monthly Reporting Certification

Opens 10th Business Day Completion due by
14th Business Day per MBS Guide Chapter 17, Part 5

Exception Feedback

1.0 [Home](#) [Summary](#) [Exceptions](#) [Download](#) [User Guide](#)

[Issuer Summary](#) [Alert List](#)

Issuer ID: Report Period:

Last File Submission Date **10/06/2016 12:05** Last Pool Summarization Date **10/18/2016 21:27**

Pool Exceptions **0** [Exception List](#)

Loan Exceptions **1** [Exception List](#)

	Reported Loans	Expected Loans	Liquidated Loans	Delinquent Loans	Delinquent Loans Percentage	1 Month Delinquent	2 Months Delinquent	3+ Months Delinquent	Foreclosure	DQ2+
I	0	0	0	0	0.0000%	0	0	0	0	0.0000%
II	382	382	1	16	4.1995%	9	4	3	4	1.8373%
Total	382	382	1	16	4.1995%	9	4	3	4	1.8373%

	Reported Pools	Expected Pools	T & I Funds	Other Funds	Guaranty Fee	Fixed Installment Constant	Unpaid Pool Principal Balance	Security Remaining Principal Balance	Principal Due Holders	Interest Due Holders
I	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
II	70	70	\$410,285.83	\$243,972.52	\$3,472.90	\$340,428.26	\$70,722,536.55	\$70,617,429.42	\$324,439.38	\$207,120.41
Total	70	70	\$410,285.83	\$243,972.52	\$3,472.90	\$340,428.26	\$70,722,536.55	\$70,617,429.42	\$324,439.38	\$207,120.41

[Monthly Certification](#)

Monthly Reporting Certification

Must have a SecurID Token:

- **For Issuer user**, user ID must be a signor on form HUD 11702 Resolution of Board of Directors (approved in MAMS).
- **For Subservicer**, user must be a signor on their Issuer's form HUD 11702 and must have form HUD-11707 Master Servicing Agreement (approved in MAMS).

Exception Feedback

1.0 [Home](#) [Summary](#) [Exceptions](#) [Download](#) [User Guide](#)

[Issuer Summary](#) [Alert List](#)

Issuer ID: Report Period:

Monthly Reporting Certification

Issuer ID: Reporting Period: 09/2016

☐ I hereby certify that all of the information contained herein and submitted electronically for Issuer Monthly Report of Pool and Loan Data is true and accurate to the best of my knowledge and belief. I understand that if I knowingly have made any false, fictitious, or fraudulent statement, representation, or certification on this form or on any accompanying documents, I may be subject to civil and criminal penalties, including fines and/or imprisonment, under applicable federal law, including but not limited to 18 U.S.C. §§1001, 1010, and 1012, and 31 U.S.C. §§3729 and 3802.

First Name Last Name Title Organization ID

11714 Remittance Advice – Reporting in RFS

_____ Issuers that make payments directly to holders of _____
certificated Ginnie Mae securities.

Pool Accounting – Single Family

1.0 [Home](#) [Pool](#) [Loan](#) [Quarterly Verification](#) [Remittance Advice](#) [User Guide](#)

HUD 11714/SN Monthly Remittance Download

Issuer ID Pool ID Certificate Number Report Period [GO](#)

Instructions for Remittance Advice Reporting

This screen is the starting point for reporting of 11714 - Monthly Remittance Advice and 11714SN - Monthly Serial Note Remittance Advice data. In the current period Users can view, update, create, and delete Monthly Remittance Advice records. All other periods are view only. Issuers may also report their 11714 - Monthly Remittance Advice and 11714SN - Monthly Serial Note Remittance Advice data via the Ginnie Mae Enterprise Portal file upload, as described in Appendix VI-10 and Appendix VI-11. The Monthly Remittance Download report provides a list of the records entered and a summary of the total number of records and total dollar amounts.

To view, enter, or edit Remittance Advice records online:

1. Select the Issuer ID
2. Enter the Pool ID
3. Enter the Certificate Number
4. Select a Reporting Period

11714 Remittance Advice – Reporting in RFS

Issuers that make payments directly to holders of certificated Ginnie Mae securities.

Pool Accounting – Single Family

1.0

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HUD 11714/SN Monthly Remittance Download

Issuer ID

▼

Report Period

▼

Monthly Remittance Download

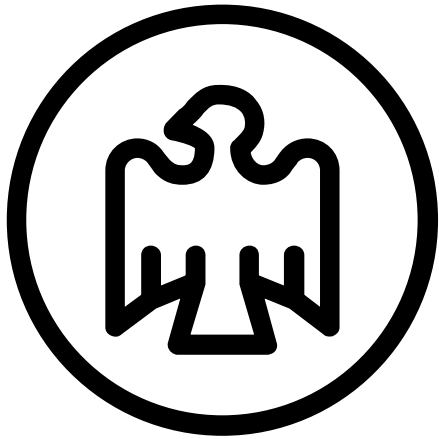
Click the Download Button to generate a full Monthly Remittance Advice List

DOWNLOAD

SCRA – A Module of RFS

Servicemembers Civil Relief Act (SCRA)

MBS Guide Chapter 34-3 SCRA Interest Shortfall Assistance



- Federal SCRA provides that no obligation or liability bearing interest at a rate in excess of 6% a year incurred by a borrower before the borrower enters active military duty shall, during the borrower's period of active military duty and for one year thereafter, bear interest at a rate in excess of 6% a year. Once the borrower's period of active military duty and one year thereafter is over, the Issuer is permitted to collect the rate of interest provided for in the mortgage.
- Ginnie Mae is authorized reimburses Issuers for interest forgiven under the SCRA for the borrower's period of active military duty, and as set forth below for up to one year following the active-duty period.
- Ginnie Mae reimburses Issuers for interest forgiven under the SCRA for one year after a borrower's period of active military duty provided that the borrower was on active duty on or after July 30, 2008, as provided for in the Housing and Economic Recovery Act (HERA) of 2008.
- All SCRA documentation is now uploaded through MGM per APM 20-04 SCRA Process Improvements.

Servicemembers Civil Relief Act (SCRA)

Communities ▾
Tools ▾

Applications			Bookmarks Edit	
RFS	IPMS	Other Applications	Bloomberg	eMBS
E-Notification	SecurID Token Validation	Document Custodian Transfer Request	FHA Connection	FHA Website
File Upload	Verify Role Assignment	GinnieNET	Fitchratings	Ginnie Mae
IOPP		Ginnie Mae Central	HUD	HUD Locator
Issuer Feedback		SFPDM	Issuer Calendar	MBA
MAS			MBS - DD	MBS - GA
PA / EF			MBS Guide	MBS - MDS
PA / MF			Pay.gov	Rural Housing
PA / PDS			VA - HUD	VALERI
PA / SF				
SCRA				
TP File Upload				
WHFIT				

Servicemembers Civil Relief Act (SCRA)

Servicemembers Civil Relief Act (SCRA)

Home

Eligibility

Reimbursement

E-Library

User Guide

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- [Eligibility Form](#)
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- [Denied Eligibility List](#)
- [Approved Eligibility List](#)
- [Download Eligibility Feedback](#)

• Reimbursement Processing

- [Summary](#)
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- [Approved Reimbursement List](#)
- [Download Reimbursement Feedback](#)

• E-Library

- [Archived Eligibility List](#)
- [Archived Reimbursement List](#)
- [Bulk Archive](#)

• Other Information

- [View Issuer Information](#)
- [Loan Key Lookup](#)
- [View/Update SCRA Contact](#)
- [Contact Us](#)

• Important Submission Schedule

- SCRA Eligibility Requests have no submission deadline.
- SCRA Reimbursement Requests are submitted quarterly and are due by the 10th of May, August, November, and February.
- Corrections to Reimbursement Requests are due by the 15th of May, August, November, and February.
- Approval is a rolling process. Records will automatically be moved to the appropriate list immediately after processing.
- An email report will be sent to the SCRA contact email address for each process.
- Between the 20th and the 28th of each Reimbursement reporting month, modification is restricted to pending reimbursements.

Quarterly Verification – Reporting in RFS

Custodial Account Verification “CAVS”

MBS Guide Chapter 16-8 Custodial Institution Ratings.



Issuer must **submit a verification between the 6th and the 15th business day** of March, June, September and December stating funds **custodian meets the requirements** as specified in Chapter 16-8.



Must be reported to RFS by **online data entry or file upload**.



Separate certification for each fund custodian pursuant to Master Agreement for Servicer's Principal and Interest Custodial Account, form HUD 11709.

Quarterly Verification

Pool Accounting – Single Family

1.0

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Home

Navigation Overview

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- Loan
- Quarterly Verification

Quarterly Verification

Pool Accounting – Single Family

1.0 Home Pool Loan Quarterly Verification Remittance Advice User Guide

Custodial Account Verification

Issuer ID
9273

Reporting Quarter
12/2016

GO

Instructions for Verification Records

1. This screen is the starting point for custodial account verification reporting.

RFS "pre-populates" custodial account records based on the Issuers monthly Pool Reports to RFS. The next screen will show records that are "pre-populated"; records that have been previously created for this period by the Issuer; and it will show any records uploaded for this period by the Issuer.
2. Make sure the Issuer ID is correct;
 1. Select the current Reporting Quarter from the Drop Down;
 2. Click GO.
3. The next screen allows data entry of custodial account verification records.
 1. To enter data for an existing record, select the record and on the edit screen enter the custodial account verification data.
 2. To enter a new record, click on "New Quarterly Verification Record". Select the "Account Type" and enter the custodial account verification data.
 3. To delete a record, click on "Delete". Only the editable data fields will be deleted.

If additional instruction is needed, download the User Guide. Select "User Guide" from the top menu bar on this page.

WHFIT Tax Reporting – A Module of RFS

Widely Held Fixed Investment Trust (WHFIT) Reporting

- Reported through **MGM, Tools**, Select “**WHFIT**” or **file upload**.
- Additional information in FAQs – subcategory – WHFIT
- WHFIT tax information is to be **submitted by the 10th calendar day** of the month – **corrections due by 15th calendar day**

Report Months	Quarterly Reports
January, February, March	Due April 10th, corrections by the 15th
April, May, June	Due July 10th, corrections by the 15th
July, August, September	Due October 10th, corrections by the 15th
October, November, December	Due January 10th, corrections by the 15th

Appendix VI-18 Widely Held Fixed Investment Trust

https://ginniemae.gov/issuers/program_guidelines/MBSGuideAppendicesLib/Appendix_VI-18.pdf

WHFIT Tax Reporting

Communities ▾
Tools ▾

Applications			Bookmarks Edit	
RFS	IPMS	Other Applications	Bloomberg	eMBS
E-Notification	SecurID Token Validation	Document Custodian Transfer Request	FHA Connection	FHA Website
File Upload	Verify Role Assignment	GinnieNET	Fitchratings	Ginnie Mae
IOPP		Ginnie Mae Central	HUD	HUD Locator
Issuer Feedback		SFPDM	Issuer Calendar	MBA
MAS			MBS - DD	MBS - GA
PA / EF			MBS Guide	MBS - MDS
PA / MF			Pay.gov	Rural Housing
PA / PDS			VA - HUD	VALERI
PA / SF				
SCRA				
TP File Upload				
WHFIT				

WHFIT Tax Reporting

File Upload or Manual Entry

Widely Held Fixed Investment Trust

Home
Issuer
Reports
About WHFIT
User Guide

Navigation Overview

Click on the tab/links at the top of this page to navigate to the major functional areas of RFS WHFIT.

- Home
- Issuer
- Reports
- About WHFIT
- User Guide.

The purpose and general content of each major functional area are described below.

Home

Click on this tab from any page to return to the Home page.

Issuer

Click on this tab to display the Monthly Reporting screen.

Reports

Click on this tab to access the WHFIT reports and select the following reports to view:

- Summary Report
- Exception Report.

About WHFIT

Click on this tab to display the RFS software version for WHFIT.

User Guide

Click on this tab to download or display the RFS WHFIT User Guide.

Annual Financial & Insurance Documents



Ginnie Mae Central (GMC) Financial & Insurance
Modules per APM 24-04

MBS Guide Chapter 3 and Appendix VI-20

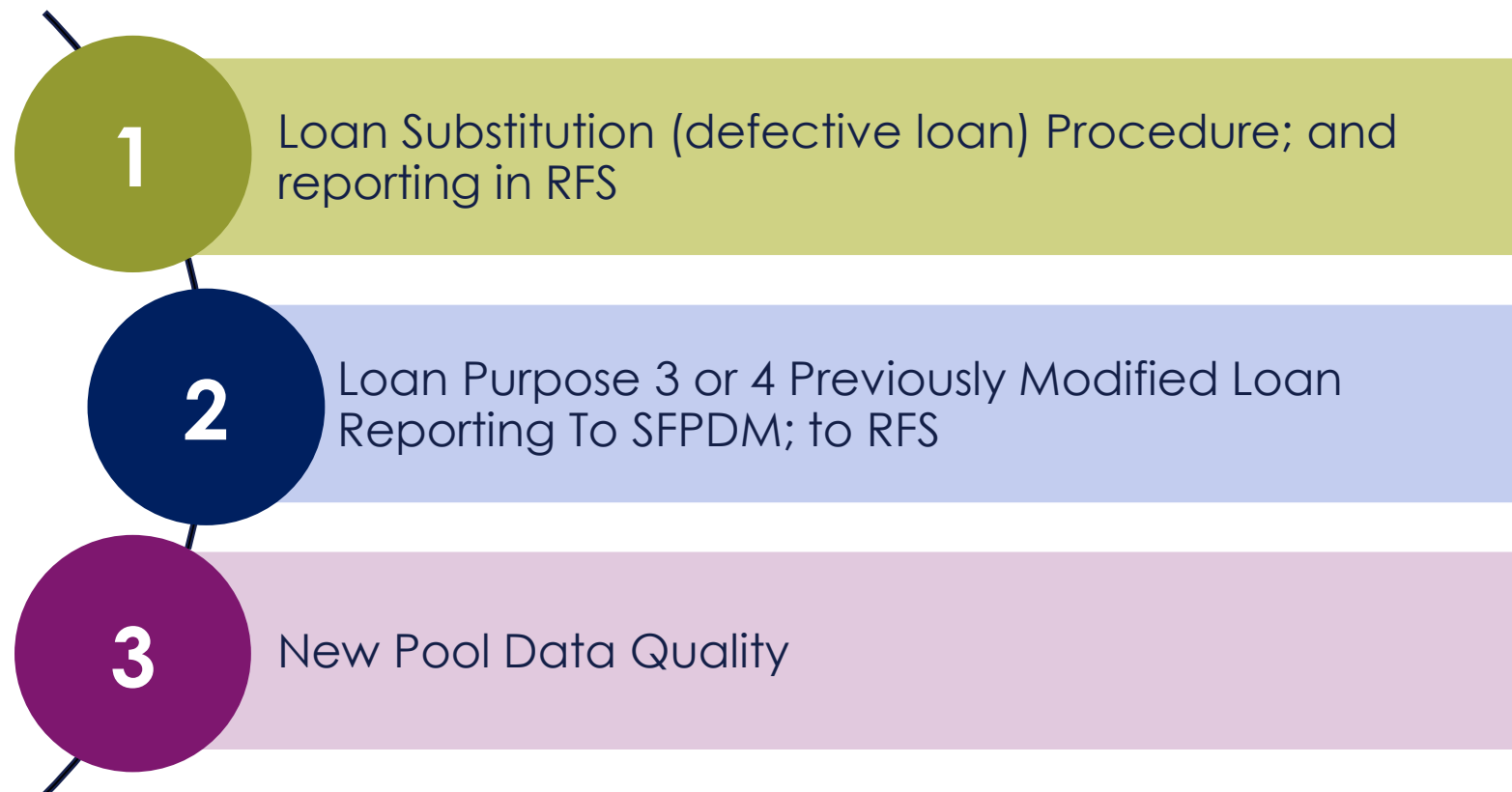
Financials due within 90 days after Issuer's fiscal year-end

Fidelity Bond Insurance and Errors and Omissions Insurance
changes due within 30 days of policy expiration

Links: [GMC Financials Review Process for External Users \(youtube.com\)](#)

[GMC Insurance Review Process for External Users \(youtube.com\)](#)

Loan Reporting Scenarios



Loan Substitutions



- MBS Guide **Chapter 14-8** (D) Defective Loans
- Loan may be substituted (with Ginnie Mae approval) if identified as defective **within four months of issue date of pool**
- Replacement loan must **satisfy all pool eligibility requirements**
- Issuer must **submit substitution request** to GinnieMaeBuyout@HUD.gov in accordance with the Form Letter for Loan Repurchase (Appendix VI-2)
- Once approval has been granted, Issuer must **complete substitution form with replacement loan data**
- **Unique Loan ID** will be generated for the substitution **on/after the 25th of the month**
- **Defective loan removed** (liquidated) from RFS using **removal code 5 – Substitution**
- [Ginnie Mae Loan Substitution Webinar](#)

Modified Loans – Reporting Instructions for Loan Purpose 3 & 4

RFS Reference Appendix VI-19	GinnieNET Reference File Layouts "M" Records	Data Item Name	GinnieNET "M record Instruction" for Pool Issuance	RFS "L" Record Instruction for monthly reporting	Description of Data Item
Field 7	M2 Field 2	First Payment Date*	Report the first scheduled payment of the re-amortized loan	Report the first payment date of the re-amortized loan; the same date reported to SFPDM	"The date in which the first monthly installment payment was due in accordance with the mortgage/note."
Field 8	M2 Field 3	Loan Maturity Date**	Report the loan maturity date of the re-amortized loan	Report the maturity date of the re-amortized loan; the same date reported to SFPDM	"The maturity date of this loan in accordance with the mortgage/note."
Field 9	M1 Field 10	Loan Interest Rate	Report the loan interest rate of the re-amortized loan	Report the loan interest rate of the re-amortized loan; the same rate reported to SFPDM	"The interest rate of the loan."
Field 10	M1 Field 12	Loan OPB***	Report the OPB of the re-amortized loan (OPB for the modified loan , not the original OPB)	Report the ORIGINAL OPB of the loan per the "original" note; not the modified OPB	"Original Principal Balance, the dollar amount of the original loan principal balance as stated on the mortgage note."
Field 11	M1 Field 11	Loan FIC (Loan P&I)	Report the monthly FIC (principal and interest) of the re-amortized loan	Report the monthly FIC (principal and interest) of the re-amortized loan; the same date reported to SFPDM	"The current fixed installment constant of principal and interest payment for this loan"

Some Issuers change the data reported to SFPDM for Pool Issuance:

*Some issuers change the Date back to the "Original" First Payment Date for RFS reporting. Do not change it.

**Some Issuers change the Maturity Date back to the "Original" Maturity Date for RFS reporting. Do not change it. (It is not used in matching for Loan Purpose 3,4)

***For RFS reporting, Issuers must "change" the (modified) OPB that was reported to GinnieNET back to the Original OPB which is to be reported to RFS (OPB per the "original" note for RFS reporting). This is required for Loan Matching.

New Pools Data Quality

Ginnie Mae is requesting verification of loan data reported to SFPDM on new pool issuances. Notice is posted in e-Notification on the 8th Business Day.



Follow the instructions on file and send response to:

GinnieMaeDataQuality@deloitte.com

If you have any questions, please contact the Data Quality team at:

240-403-4199 x315.

Best Practices

100% of Pool and Loan data reported by 2nd Business Day

All E and C level alerts related to the Pool and Loan record must be cleared no later than 7:00 pm (ET) on the 4th Business Day

Consistency of data reported in RFS

Case number reported on Loan File should match case number reported at Origination

Issuers are fully responsible for meeting reporting timelines and accuracy of data reported by a sub-servicer

Adhering to established Cut-off date

Ensure the correct liquidation removal reason code is reported

Analyze and correct RFS edit exceptions per Severity Level requirements

Review e-Notification daily

Activity

Polling Question #1

Which screen do you use to complete the Monthly Report Certification?

A PA/EF Summary

B PA/SF Pool Activity Screen

C WHFIT Screen

D SCRA Screen

Activity

Polling Question #2

When are Annual Financial Documents due?

A Monthly

B Quarterly

C 6 months after fiscal year-end

D 90 days after fiscal year-end

Activity

Polling Question #3

When does an Issuer receive notice on Terminated loans?

A

3rd business day

B

6th business day

C

25th calendar day

Short Break

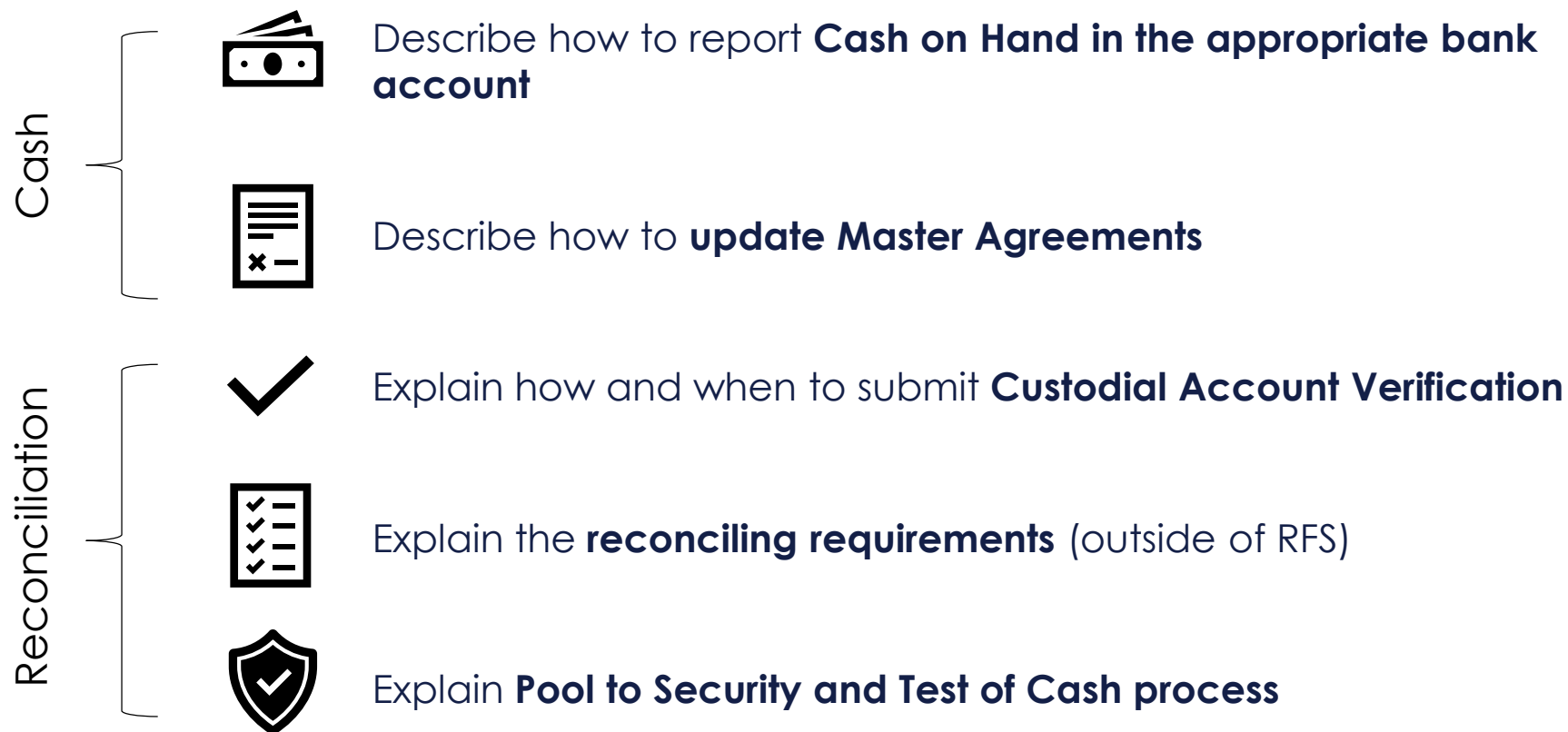


Please return to complete the
second half of today's session after
a **5-minute** break

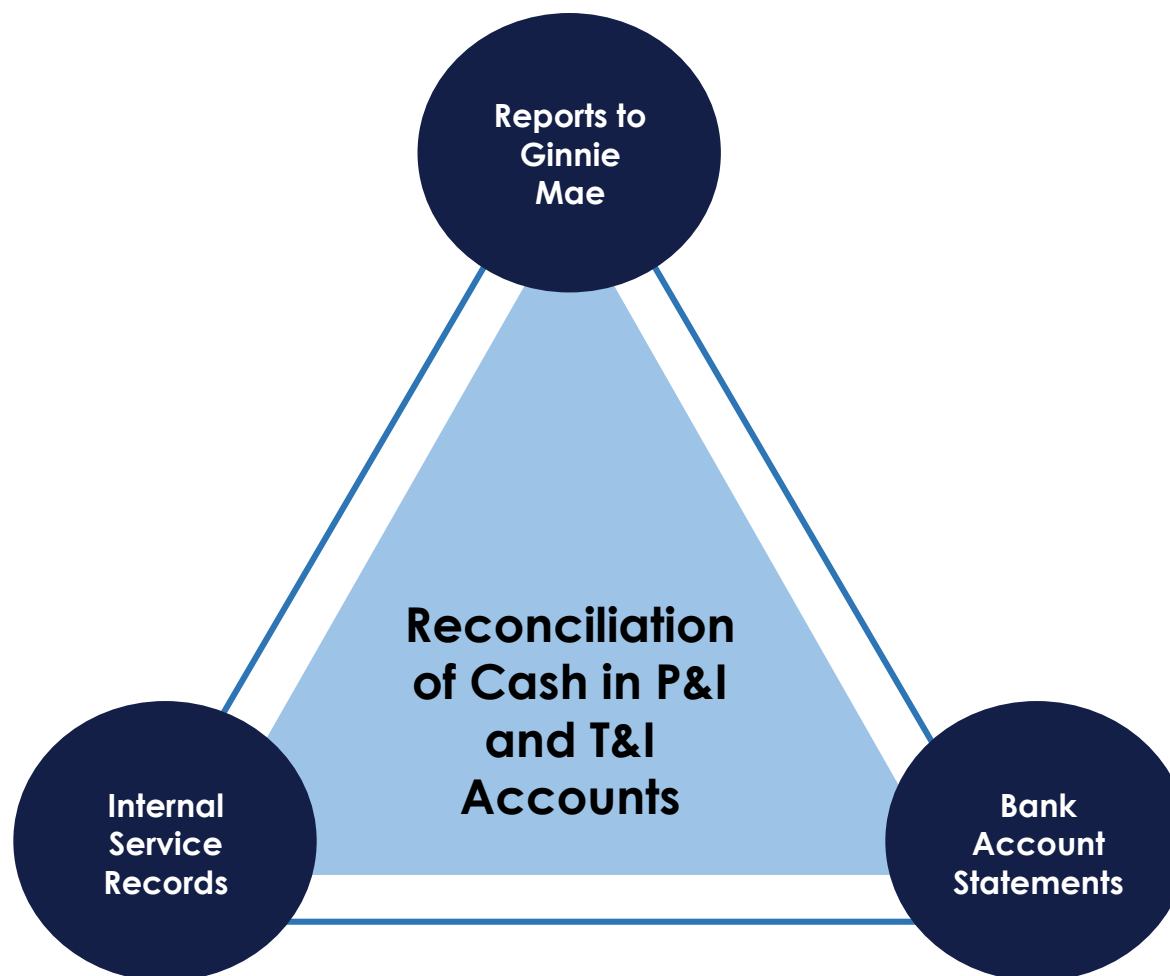
Cash and Reconciliations

Module Objectives

- *What tasks should an Issuer be able to complete after training?*
- *What new information will Issuers be exposed to?*



The Reconciling Triangle



Ginnie Mae Monthly Reporting

Keys to quality reporting:

Chapter 16 Custodial
Accounts



Program Knowledge



Reconciliations



Tests



Internal Controls



Cash Management

Ginnie Mae's Access to Draft Funds

Custodial Account Requirements

P&I Shortfalls

Test of Expected P&I

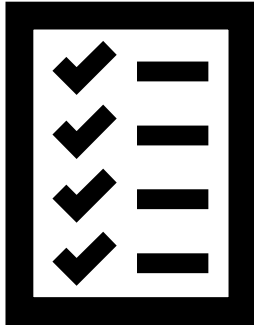
Reconciliation of Mortgage Collateral to Securities Outstanding

Bank Reconciliation

Miscellaneous

Ginnie Mae Access to Custodial Accounts

Important that all Ginnie Mae Issuers ensure that they do not have restrictions in place that would impact Ginnie Mae's ability to draft funds from the central P&I custodial accounts on the 15th and 20th calendar day of each month.



- ☐ Ensure the financial institution has not placed ACH debit block
- ☐ Issuer also have in place a process for communicating with Ginnie Mae and its Central Paying and Transfer Agent, currently the Bank of New York Mellon, if any issues arise or are identified.
- ☐ This includes available funds for Guaranty Fee draft.
- ☐ 1 business day prior to draft, confirm account is fully funded and there are not any holds or system limitations.
- ☐ Day of scheduled collection, confirm funds have been swept from designated account. If draft has not occurred, contact the custodial bank directly for inquiries and also provide its Ginnie Mae Account Executive the plan enacted to remedy the collection failure.

Collections Clearing Account

Optional



Used for Ginnie Mae and Non-Ginnie Mae Funds



Transfer to P&I and T&I Accounts Within 1 Business Day



Recover Corporate Advances Provided Excess Funds Restored to Custodial Account



Internal Controls



P&I Custodial Bank Account Requirements

- 1 Ginnie Mae funds only
- 2 Single non-interest-bearing Custodial Account
- 3 May contain funds for more than one pool
- 4 Form HUD 11709 must exist for each account
- 5 Maintained at financial institution capable of ACH
- 6 Bank reconciliation completed timely
- 7 Meet bank rating requirements

P&I Disbursement Account Requirements

- 1 May use separate disbursement account
- 2 Non-interest-bearing account
- 3 Zero balance account
- 4 Maintained at financial institution capable of ACH
- 5 Ginnie Mae Funds only
- 6 Only one Ginnie Mae Issuer ID# per account
- 7 Form HUD 11709 must exist for each account

P&I Custodial Bank Rating Requirements

CAV – Custodial Account Verification

Not Required If:

- Aggregate principal and interest payments (FIC) due from borrowers is less than \$100,000 in any one month as measured by the fixed installment which is reported in the RFS Issuer Report of Pool Data (Appendix VI-19).

Institution servicing as funds custodian must meet the following requirements:

1

The Insured Accounts Requirement: the institution must have accounts that are insured by the FDIC or the National Credit Union Share Insurance Fund (NCUSIF)

2

The Regulator Rating Requirement: the institution must be rated as "well capitalized" by its federal or state regulator

P&I Custodial Bank Rating Requirements

Agency Rating Requirement:

Agency Rating Requirement: The institution must have a rating that meets at least one of the following criteria:

- ❑ Institutions servicing as funds custodian with assets of \$30 billion or more either:
 - Short-term Issuer rating by S&P of “A-3” (or better). If above not available, Long term Issuer rating of “BBB-” (or better) by S&P; or
 - Short-term bank deposit rating by Moody’s of “P-3” (or better). If not available, long term bank deposit rating of “Baa3” (or better) by Moody’s.
- ❑ Institutions with assets less than \$30 billion:
 - 125 (or better) by IDC, or
 - C+ (or better) by Kroll/KBRA Financial Intelligence (KFI) Score issued by KBRA Analytics, LLC

Due **between the 6th and the 15th business day** of March, June, September and December.

T&I Custodial Bank Account Requirements

- 1 Account may be interest bearing
- 2 Funds may only be used by the Issuer to pay charges due and payable by the mortgager
- 3 Ginnie Mae funds only
- 4 Form HUD 11720 must exist for each account
- 5 Bank reconciliation completed timely
- 6 Separate escrow custodial account for FHA section 203(k) funds
- 7 Separate escrow custodial account for buydown funds
- 8 Separate escrow custodial account for any other funds are required to be held pursuant to FHA, VA, RD, or PIH requirements

P&I Collection Shortfalls

Temporary Shortfalls:

Late Payments from
Mortgager



Non-Sufficient Funds Check



Incorrect Advance
Calculation



Non-Recoverable Corporate Advances

Permanent Shortfalls:

Servicemembers Civil Relief Act



Curtailment Adjustments



Loan Payoffs if Per Diem Interest is Collected



Foreclosure Liquidations



T&I Shortfalls



Any Shortfall Due in Custodial Account By...

Due Dates for Security Holder Payments:



Ginnie Mae I Pools

- Checks (received no later than **15th calendar day**)
- Electronic Transfer (**15th calendar day**)
- Book-Entry Securities (prior to **7am ET 15th calendar day**)

Ginnie Mae II Pools

- Certificated Securities (prior to **7am ET 19th calendar day**)
- Book-Entry Securities (prior to **7am ET 20th calendar day**)

Methods of Funding P&I Shortfalls



CORPORATE ADVANCES

Uses Issuer Funds



EXCESS FUNDS






- Minimize Use of Issuer Funds
- Excess funds are defined as:
 - Unscheduled recoveries of principal on pooled mortgages received during the current month that are to be passed through with the following month's payment
 - Early receipt of scheduled payments



POOL ADVANCE AGREEMENT

- Uses Bank Funds
- Appendix VI-1 Pool Advance Agreement must be completed

Test of Expected P&I

	Required on every pool
	Performed by the Issuer
	Provides Minimum Dollar Amount in P&I Account
	Total of all pool Cash Shortages Funded by the Issuer
	May not net pools that have Cash Overages with pools that have Cash Shortages

Test of Expected P&I

TEST OF EXPECTED P&I CUSTODIAL ACCOUNT BALANCE AT CUTOFF	
POOL NUMBER: _____	Reporting Month: _____
+ Prepaid Principal and Interest (Sum of L-Record Fields 16 and 17 for each prepaid loan in the pool)	\$ _____
+ Additional Principal Payments (Sum of L-Record Field 20 for each loan in the pool)	\$ _____
+ Additional Principal Adjustment (Sum of L-Record Field 21 curtailment adjustments for each current loan in the pool)	\$ _____
+ Liquidation Principal (Sum of L-Record Field 28 for each liquidated loan in the pool prior to its liquidation)	\$ _____
+ Delinquent Service Fee (Sum of L-Record Field 14 for each delinquent loan in the pool multiplied by the service fee rate divided by the mortgage interest rate)	\$ _____
+ Service Fee (P-Record Field 5: Enter only if taken after cutoff date)	\$ _____
+ Fixed Installment on Liquidation (Sum of L-Record Field 11 for each liquidated loan in the pool)	\$ _____
- Delinquent Principal and Interest (Sum of L-Record Fields 14 and 15 for each delinquent loan in the pool)	\$ _____
- Prepaid Service Fee (Sum of L-Record Field 16 for each prepaid loan in the pool multiplied by the service fee rate divided by the mortgage interest rate)	\$ _____
- Service Fee from Liquidations (Sum of L-Record Field 26 for each liquidated loan in the pool multiplied by the service fee rate divided by the mortgage interest rate, based on last interest installment on Monthly Liquidation Worksheet)	\$ _____
= Subtotal (Expected P&I Balance)	\$ _____
- Reported P&I Balance (Field 12 of P-Record for pool)	\$ _____
= Difference: Over/Short	\$ _____

Reconciliation of Mortgage Collateral to Securities Outstanding

	Required on every pool
	Performed by the Issuer
	<p>Pool of Loans is Collateral for Securities</p> <ul style="list-style-type: none">• Over-collateralization – adjusted pool principal balance is larger than the securities balance – recover principal• Under-collateralization – adjusted pool principal balance is less than the securities balance – remit principal
	<p>Tolerance for Over/Under Collateralized Pools</p> <ul style="list-style-type: none">• \$1.00 per loan per pool• Maximum of \$50.00 per pool
	<p>Recoveries for Over Collateralized pools</p> <ul style="list-style-type: none">• Unscheduled recoveries of principal up to the amount of the over collateralization• Up to \$100.00 per pool if no unscheduled recoveries of principal and total over collateralization does not exceed \$100.00

Reconciliation of Mortgage Collateral to Securities Outstanding

RECONCILIATION OF MORTGAGE COLLATERAL TO SECURITIES OUTSTANDING

POOL NUMBER: _____

REPORTING MONTH: _____

+ Month end pool principal balance (Sum of Fields 23 on L-Records in the pool (except liquidated loans))	\$ _____
+ Prepaid installment principal (Sum of Fields 17 on all L-Records in the pool)	\$ _____
- Delinquent installment principal (Sum of Fields 15 on all L-Records in the pool)	\$ _____
- CD Pools Only: Scheduled Principal (Enter amount from Section 2.A. of Issuer's Monthly Reconciliation of Pool and Loan Data Worksheet)	\$ _____
+ CD Pools Only: Liquidation Principal Installment (Enter principal portion of last installment reported on Issuer's Monthly Liquidation Reconciliation Worksheet)	\$ _____
- CD Pools Only: Additional Principal Adjustments or FIC change on GPM (Enter amount from Section 2.D. of Issuer's Monthly Reconciliation of Pool and Loan Data Worksheet)	\$ _____
= Adjusted Pool Principal Balance	\$ _____
- Securities Principal Balance (Amount in Field 10 on the P-Record as entered by Issuer)	\$ _____
= Difference: Over / Short	\$ _____

P&I Reconciliation

Ginnie Mae P&I Account Reconciliation

Sample Format

Bank statement balance at cutoff date of _____	\$ _____
Deposits in transit (total):	+ _____
Outstanding checks (total):	- _____
Adjustments (Explanation required):	- _____
SUBTOTAL (Adjusted bank balance):	= _____
LESS Reported P&I and Other Funds (Sum of Fields 12 and 13 on the Pool Record as entered by Issuer)	- _____
Unreconciled difference (explain):	= _____

Explanation for "Adjustments" noted above:

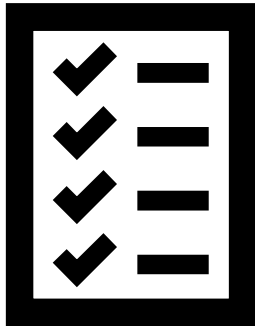
Deposits in transit over thirty (30) days (date and amount):

Checks outstanding over thirty (30) days (date and amount):

Preparer: _____ Date: _____

Reviewer: _____ Date: _____

Ginnie Mae P&I Account Reconciliation



- ☐ Bank account reconciliations must be completed within **30 days** of the Issuer's monthly reporting cut-off date for all accounts.
- ☐ Detail must be available that list the P&I cash book balance for each pool/loan package that uses the custodial bank account as of Issuer's monthly cutoff.
 - ☐ Balance at the end of the previous reporting month, plus the daily deposits related to the pool, minus disbursements for the pool, which equal the ending balance. This is known as Cash Flow Method.
 - ☐ This balance is reported on the Pool Record, Field 12 P&I Fund Balance.
- ☐ All adjusting items on a reconciliation must be completely resolved during one of the next two reporting cycles.

T&I Reconciliation

Ginnie Mae T&I Account Reconciliation

Sample Format

Bank statement balance at cutoff date of _____	\$ _____
Deposits in transit (total):	+ _____
Outstanding checks (total):	- _____
Adjustments (Explanation required):	- _____
SUBTOTAL (Adjusted bank balance):	= _____
LESS Reported T&I Funds (Field 11 on the Pool Record as entered by Issuer)	- _____
Unreconciled difference (explain):	= _____

Explanation for "Adjustments" noted above:

Deposits in transit over thirty (30) days (date and amount):

Checks outstanding over thirty (30) days (date and amount):

Preparer: _____ Date: _____

Reviewer: _____ Date: _____

Ginnie Mae T&I Account Reconciliation



- ☐ Bank account reconciliations must be completed within **30 days** of the Issuer's monthly reporting cut-off date for all accounts.
- ☐ Funds that are required to be deposited in an escrow custodial account must be deposited within two (2) business days of the pool settlement date (APM 15-06).
 - The escrow balance for individual loans is reported on the Loan Record, Field 29 Loan T&I Balance.
 - The escrow balance for ALL loans in the pool is reported on the Pool Record, Field 11 T&I Escrow Balance.
- ☐ All adjusting items on a reconciliation must be completely resolved during one of the next two reporting cycles.

SF Pool Activity Screen

Pool Accounting – Single Family

1.0 [Home](#) [Pool](#) [Loan](#) [Quarterly Verification](#) [Remittance Advice](#) [User Guide](#)

[Pool List](#) [Pool Activity](#)

Issuer ID: Pool ID: Report Period: [GO](#)

Issuer ID: Pool ID: Report Period: Type:

[View 11710A](#)

Opening FIC: Opening Security RPB:

Liquidations-In-Full FIC: Scheduled Principal:

Adjustment to FIC: Curtailments:

Closing FIC: Liquidations:

Security Int. Rate: RPB Adjustment:

Install Interest: Total Principal:

Pool Mortgage Rate: 0.0000

Service Fee: 0

Int. Due Security Holder:

Cash Due Security Holder:

T & I Balance:

P & I Balance:

Other Balance:

Reported Closing Security RPB: Calculated: 0

Released Security RPB:

Guaranty Fee:

Last Update Date: Last Update By: Last Pool Summarize Date:

[Custodial Bank Information](#)

[Pool Transfer History](#)

[Save and Summarize Pool](#)

Bank Reconciliation Balances

Exception Feedback

1.0 [Home](#) [Summary](#) [Exceptions](#) [Download](#) [User Guide](#)

Issuer Summary Alert List

Issuer ID: Report Period:

Summary for Issuer ID

Last File Submission Date 01/04/2017 11:20 Last Pool Summarization Date 01/20/2017 22:05

Pool Exceptions 0 [Exception List](#)

Loan Exceptions 0 [Exception List](#)

	Reported Loans	Expected Loans	Liquidated Loans	Delinquent Loans	Delinquent Loans Percentage	1 Month Delinquent	2 Months Delinquent	3+ Months Delinquent	Foreclosure	DQ2+
I	866	866	8	36	4.1958%	26	6	4	0	1.1655%
II	1,435	1,435	10	59	4.1404%	46	8	5	1	0.9123%
Total	2,301	2,301	18	95	4.1612%	72	14	9	1	1.0074%

	Reported Pools	Expected Pools	T & I Funds	Other Funds	Guaranty Fee	Fixed Installment Constant	Unpaid Pool Principal Balance	Security Remaining Principal Balance	Principal Due Holders	Interest Due Holders
I	235	235	\$930,477.71	\$572,630.20	\$3,055.17	\$483,814.49	\$63,587,458.75	\$63,438,734.30	\$669,365.80	\$269,273.13
II	195	195	\$1,595,590.30	\$1,649,936.42	\$9,076.10	\$993,313.11	\$183,695,264.50	\$183,438,640.59	\$1,754,134.47	\$568,347.73
Total	430	430	\$2,526,068.01	\$2,222,566.62	\$12,131.27	\$1,477,127.60	\$247,282,723.25	\$246,877,374.89	\$2,423,500.27	\$837,620.86

Monthly Certification

Monthly Reporting Certification / Reported 11710D Data

Appendix A: Forms and Calculations

RFS Pool and Liquidation Calculations

Instructions and calculations for Pool Reporting are explained in:

Appendix VI-04 Issuer's Monthly Accounting Report

Appendix Includes:

Form HUD11710A Monthly Accounting Report

https://ginniemae.gov/issuers/program_guidelines/MBSGuideAppendicesLib/Appendix_VI-04.pdf

Form HUD 11710E Liquidation Schedule

https://www.ginniemae.gov/issuers/program_guidelines/FormsLibrary/HUD-11710-E.pdf

Activity

Polling Question #4

What is the time limit to complete Bank Reconciliation?

A

20 days from remittance

B

30 days from cutoff

C

60 days from month-end

Activity

Polling Question #5

When is an Issuer required to submit Custodial Account Verification?

A

Every month

B

When the bank has \$2,400,000 in deposits

C

When the FIC equals \$100,000 or more

Survey



Our Mission: Ginnie Mae's guaranty links the United States housing market to the global capital markets, ensuring sustainability, affordability, and liquidity for government housing programs and creating a more equitable housing finance system for all.





Q&A

Q&A

If Dialed-In from Computer:

- Please click “Raise Hand” at the bottom of your window to indicate you have a question
- Make sure to unmute yourself once the host allows it:

The host would like you to speak

If you choose to unmute, others in the webinar will be able to hear you. If the host or panelists decide to record, livestream, or archive the webinar after you unmute, your voice will be included. The recording may be shared with smart recording which uses AI technology, which may include third-party models. Zoom does not use any audio, video, chat, screen sharing, attachments or other communications-like content (such as poll results, whiteboard and reactions) to train Zoom's or third-party AI models.

Participants with relevant permissions also may save and share the webinar transcript.

Stay muted

Unmute

If Dialed-In from Phone:

- Please press *9 to raise your hand to indicate you have a question
- The host will read the last 4 digits of your phone number
- Then, press *6 to unmute before speaking

If Typing In Question:

- Please click into the “Q & A” section of the webinar and type in your question
- Please do not put questions in the chat box



Thank you!

