

## SUMMARY OF ADDRESSES

TOPIC	CONTACT	TYPE OF ACTION OR INFORMATION REQUEST
Administrative Functions	<p>Office of Issuer &amp; Portfolio Management 451 7<sup>th</sup> Street SW, Room B-133 Washington, D.C. 20410-9000</p> <p>Single Family Division (202) 708-1535 Multifamily Division (202) 708-2043</p>	<ul style="list-style-type: none"> <li>• Inquiries concerning mortgage-backed securities</li> <li>• Submit application for commitment authority or pool numbers</li> <li>• Request IPMS statements</li> <li>• Submit questions about mortgage eligibility or pool or loan package issuance</li> <li>• Submit requests to replace or purchase defective loans</li> <li>• Submit requests to terminate pool</li> <li>• Report change of Issuer's business status, name or address</li> <li>• Submit requests for recertification extension</li> <li>• Submit request for approval of pledge of servicing</li> <li>• Request forbearance approval and submit notices of liquidation</li> <li>• Request copies of pool advance agreement</li> <li>• Submit certificates of insurance, notices of cancellation, notices of embezzlement</li> <li>• Submit questions about net worth calculation</li> <li>• Submit notices of adverse agency action</li> <li>• Request approval of press release or advertising</li> <li>• Submit notice of document inventory issues</li> <li>• Submit remaining funds in P&amp;I account on termination</li> <li>• Request transfers, to, from or between subservicers</li> </ul>
Applications (New Issuers)	<p>New MBS Issuer Applications must be submitted ONLY in electronic form through the Ginnie Mae Application Connection. Details are found here:  <a href="https://newissuerapplication--ginniemae--gov-secure-force-com.ccprod.ginniemae.gov/ApplicationSubmission">https://newissuerapplication--ginniemae--gov-secure-force-com.ccprod.ginniemae.gov/ApplicationSubmission</a></p>	<ul style="list-style-type: none"> <li>• Submit application for approval as an MBS Issuer</li> </ul>

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Central Paying and Transfer Agent (Remaining Principal Balances)	Ginnie Mae Relationship Services ATTN: Remaining Principal Balances c/o The Bank of New York Mellon 240 Greenwich Street - 20 West New York, NY 10286 Phone: 1-800-234-4662 Email: <a href="mailto:ginniemae1@bnymellon.com">ginniemae1@bnymellon.com</a>	<ul style="list-style-type: none"> <li>• Questions regarding reporting instructions</li> <li>• Obtain information on reporting media</li> <li>• Obtain RPB Report Identification Number</li> <li>• Concerns regarding RPB reporting and/or RPB corrections</li> </ul>
Compliance Review Agent (Scheduling)	Ginnie Mae ATTN: Compliance Reviews c/o Deborah McGrath PricewaterhouseCoopers Public Sector LLP 1730 Pennsylvania Avenue Washington, DC 20006	<ul style="list-style-type: none"> <li>• Scheduling compliance review</li> </ul>
Compliance Review Follow-up	Ginnie Mae ATTN: Compliance Reviews Deborah McGrath PricewaterhouseCoopers Public Sector LLP 1730 Pennsylvania Avenue Washington, DC 20006	<ul style="list-style-type: none"> <li>• Send compliance review follow up information</li> </ul>
Disaster Assistance	Ginnie Mae Follow the instructions provided in the corresponding Disaster APM	<ul style="list-style-type: none"> <li>• Submit request for disaster assistance</li> </ul>
Document Custodian	Ginnie Mae Sr. Vice President Office of Issuer & Portfolio Management 451 7 <sup>th</sup> Street SW, Room B-133 Washington, D.C. 20410-9000 Phone: (202) 708-1535	<ul style="list-style-type: none"> <li>• Submit requests for reinstatement as document custodian</li> </ul>
Employer Identification Number	Internal Revenue Service Center Entity Control Office	<ul style="list-style-type: none"> <li>• Request for employer identification numbers (EIN) for pools or loan packages</li> </ul>

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	<p>The appropriate IRS Service Center is based on state in which Issuer is located. (See Appendix III-8 for information on obtaining an EIN address.)</p>	
MyGinnieMae (MGM)	<p>Ginnie Mae Operations c/o The Bank of New York Mellon 240 Greenwich Street - 20 West New York, NY 10286 Phone: 1-800-234-4662 Option 1 <a href="mailto:ginniemae1@bnymellon.com">Email: ginniemae1@bnymellon.com</a></p>	<ul style="list-style-type: none"> <li>• Requests for login and password</li> <li>• Submit portal registration forms</li> <li>• Questions regarding portal</li> </ul>
MyGinnieMae (MGM)	<p>GinnieNET Customer Service c/o The Bank of New York Mellon 240 Greenwich Street - 20 West New York, NY 10286 Phone: 1-833-466-2435 Option # 1, Option #1 or 6 <a href="mailto:ginniemae1@bnymellon.com">Email: ginniemae1@bnymellon.com</a></p>	<ul style="list-style-type: none"> <li>• GinnieNET customer service support.</li> <li>• Submission of EDI Agreements and Enrollment Administrator and GinnieNET Authorized Signatories forms</li> </ul>
Fidelity Bond and Errors & Omission Insurance Policies & Certificates	Ginnie Mae Financial Statement Review Agent	<ul style="list-style-type: none"> <li>• Submit Fidelity Bond and Errors &amp; Omissions Insurance Policies &amp; Certificates via the Ginnie Mae Enterprise Portal. See Appendix I-20 of this Guide for specific instructions</li> </ul>
Final Certification and Recertification Submissions	<p><a href="#">Ginnie Mae Operations</a> c/o The Bank of New York Mellon 6023 Airport Road- AIM #132-0194 Oriskany, NY 13424 Phone: 1-833-466-2435 Option # 1, Option #5 <a href="mailto:ginniemae1@bnymellon.com">Email: ginniemae1@bnymellon.com</a></p>	<ul style="list-style-type: none"> <li>• Submit final certifications and recertifications (paper process)</li> </ul>
Payment to security holders	<p>Ginnie Mae Operations c/o The Bank of New York Mellon 240 Greenwich Street - 20 West New York, NY 10286 Phone: 1-833-466-2435 Option # 1, Option #5 <a href="mailto:ginniemae1@bnymellon.com">Email: ginniemae1@bnymellon.com</a></p>	<ul style="list-style-type: none"> <li>• Concerns regarding payment to security holders</li> </ul>

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TOPIC	CONTACT	TYPE OF ACTION OR INFORMATION REQUEST
Letters of Credit	Ginnie Mae Operations c/o The Bank of New York Mellon 6023 Airport Road- AIM #132-0194 Oriskany, NY 13424 Phone: 1-833-466-2435 Option # 1, Option #5 Email: <a href="mailto:ginniemae1@bnymellon.com">ginniemae1@bnymellon.com</a>	<ul style="list-style-type: none"> <li>• Submit Letters of Credit for pools past due for final certification or recertification</li> </ul>
Security Holder Payments	Ginnie Mae Operations c/o The Bank of New York Mellon 6023 Airport Road- AIM #132-0194 Oriskany, NY 13424 Phone: 1-833-466-2435 Option # 1, Option #5 Email: <a href="mailto:ginniemae1@bnymellon.com">ginniemae1@bnymellon.com</a>	<ul style="list-style-type: none"> <li>• Transfer advice questions</li> <li>• Undelivered security holder payments, returned payments, and checks not presented</li> </ul>
Monthly Reporting Issuer Assistance (Issuer Support Group—RFS Monthly Report of Pool and Loan Data)	Ginnie Mae ATTN: Data Collection Agent c/o Deloitte & Touche, LLP 1919 N. Lynn Street Arlington, VA 22209 Phone: 1-888-446-6434	<ul style="list-style-type: none"> <li>• Monthly RFS Reporting Problems</li> <li>• Questions related to RFS testing</li> <li>• Request assistance from Issuer Support Group</li> </ul>
Pool Processing Agent (Central New York)	Ginnie Mae Operations c/o The Bank of New York Mellon 6023 Airport Road- AIM #132-0194 Oriskany, NY 13424 Phone: 1-833-466-2435 Option # 1, Option #5 Email: <a href="mailto:ginniemae1@bnymellon.com">ginniemae1@bnymellon.com</a>	<ul style="list-style-type: none"> <li>• Update and annual changes to the Resolution of Board of Directors and Certification of Authorized Signatures, form HUD 11702</li> <li>• Submit Master Agreements for servicing, P&amp;I and escrow custodial accounts, and document custodian responsibilities</li> <li>• Submit final certification and recertifications</li> <li>• Submit requests for transfer of P&amp;I or escrow custodial accounts, document custodian responsibility, and servicing</li> </ul>
Pool Processing Agent (Pool and loan package documents)	Ginnie Mae Operations ATTN: Pool Processing Unit c/o The Bank of New York Mellon 240 Greenwich Street - 20 West New York, NY 10286 Phone: 1-833-466-2435 Option # 1, Option #3 Email: <a href="mailto:ginniemae1@bnymellon.com">ginniemae1@bnymellon.com</a>	<ul style="list-style-type: none"> <li>• Submission of pool and loan package documents, agreements and certifications</li> <li>• Transmit or submit pool and loan package submissions including electronic submission for immediate pool or loan package transfer</li> <li>• Request to convert a Ginnie Mae I pool to a Ginnie Mae II pool</li> </ul>

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TOPIC	CONTACT	TYPE OF ACTION OR INFORMATION REQUEST
Quarterly Financial Reports	Mortgage Bankers Financial Reporting Form (MBFRF)	<ul style="list-style-type: none"> <li>• Submit quarterly financial reports via <a href="http://www.mbfrf.org">www.mbfrf.org</a></li> <li>• Request information from <a href="mailto:administrator@mbfrf.org">administrator@mbfrf.org</a></li> </ul>
	<a href="http://www.mbfrf.org">www.mbfrf.org</a> via e-mail: <a href="mailto:administrator@mbfrf.org">administrator@mbfrf.org</a>	
Annual Audited Financial Statements	Ginnie Mae Financial Statement Review Agent	<ul style="list-style-type: none"> <li>• Submit annual audited financial statements electronically via Ginnie Mae's Enterprise Portal. See Appendix VI-20 of this Guide for specific instructions.</li> </ul>
Securities (lost or transfers)	For Transfers: Ginnie Mae Operations c/o The Bank of New York Mellon 240 Greenwich Street - 20 WestNew York, NY 10286 Phone: 1-833-466-2435 Option # 1, Option #5 Email: <a href="mailto:ginniemae1@bnymellon.com">ginniemae1@bnymellon.com</a>  For Lost Securities: Ginnie Mae Operations c/o The Bank of New York Mellon 6023 Airport Road- AIM #132-0194 Oriskany, NY 13424	<ul style="list-style-type: none"> <li>• Issuance and transfer of certificated securities</li> <li>• Lost, damaged, or stolen securities</li> </ul>

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	Phone: <a href="tel:1-833-466-2435">1-833-466-2435</a> Option # 1, Option #5 Email: <a href="mailto:ginniemae1@bnymellon.com">ginniemae1@bnymellon.com</a>	
Securities (early pool terminations)	Ginnie Mae Office of Securities Operations 451-7 <sup>th</sup> Street SW, Room B-133 Washington, DC 20410 Phone: (202) 708-2884	<ul style="list-style-type: none"> <li>• Early pool terminations</li> </ul>
Servicemember Civil Relief Act	Ginnie Mae ATTN: SCRA Reimbursement c/o Deloitte & Touche, LLP 1919 N. Lynn Street Arlington, VA 22209 Phone: 1-888-446-6434	<ul style="list-style-type: none"> <li>• Submit SCRA mortgage eligibility information</li> <li>• Submit Requests for Reimbursement</li> <li>• Inquiries concerning SCRA requirements</li> </ul>
Transfers of Servicing(MERS)	Ginnie Mae Office of Securities Operations 451 7 <sup>th</sup> Street SW, Room B-133 Washington, D.C. 20410 Phone: (202) 708-2884	<ul style="list-style-type: none"> <li>• Questions related to MERS transfers (TOB/TOS)</li> </ul>