

Modernization Bulletin

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No. 13

This publication will be used periodically to provide notifications and information about Ginnie Mae Modernization efforts. This is not a device to implement official policy changes to Ginnie Mae's Mortgage-Backed Securities (MBS) programs. If you have any comments or suggestions on how to make this publication more informative and helpful, please contact AskGinnieMae@hud.gov.

Three Org Admin Email Notification

As of December 2020, [Appendix iii-29](#) requires that organizations have a minimum of three (3) active Organization Administrators in the MyGinnieMae portal. This requirement ensures that organizations can navigate system access efficiently and guards against any interruptions to key business functions. To assist in proactively managing this item, **active** Organization Administrators will receive automated email notifications when their organization falls below the minimum of three (3) active Organization Administrators.

Effective 04/29/2022, a new automated email notification will be sent as outlined below:

Audience Group	Email Notifications
<ul style="list-style-type: none">Organization Administrators (Org Admins)	An email is sent every day to all active Organization Administrators while an organization has fewer than 3 Org Admins.
<ul style="list-style-type: none">Ginnie Mae Account Executives (AE)	An email is sent one time when an active Issuer in the AE portfolio falls below 3 Org Admins and again, when the Issuer returns to 3 Org Admins.
<ul style="list-style-type: none">Ginnie Mae OIPM Managers	An email is sent one time when any active Issuer or Document Custodian falls below 2 Org Admins and again, when the organization returns to 3 Org Admins.
<ul style="list-style-type: none">Ginnie Mae OSO Operations	An email is sent one time when any active Issuer falls below 3 Org Admins and again, when the Issuer returns to 3 Org Admins.

Ginnie Mae recommends that all organizations in the MyGinnieMae portal check their active Organization Administrator list by logging into MyGinnieMae, selecting "My Profile", and then selecting the "My Organization Admins" link to generate a list of the current active Organization Administrators for their organization ID.

Inactive Organization Administrators must have their portal accounts reactivated and then contact Ginnie Mae Customer Support to request the Organization Administrator privileged role be reassigned (Note: this process may take 24-48 hours to complete). For additional questions and assistance please contact Ginnie Mae Customer Support at 1-833 GNMA HELP / 1-833-466-2435 or ginniemae1@bnymellon.com.

Ginnie Mae is a wholly owned government corporation within the U.S. Department of Housing and Urban Development. Ginnie Mae pioneered the mortgage-backed security (MBS), guaranteeing the very first security in 1970. An MBS enables a mortgage lender to aggregate and sell mortgage loans as a security to investors. Ginnie Mae securities carry the full faith and credit of the United States Government, which means that, even in difficult times, an investment in Ginnie Mae is one of the safest an investor can make.



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