

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](mailto:askGinnieMae@hud.gov).

## New Multifamily Claims Reimbursement Process and Functional Role Name Updates

This bulletin announces the transition of the Multifamily Reimbursement Claims process from email to a digital application within the MyGinnieMae (MGM) portal. To support this new functionality, Ginnie Mae is also updating the names of two key functional roles to better reflect their expanded responsibilities.

### New Digital Reimbursement Process

**Effective March 20, 2026**, Multifamily Issuers must submit all reimbursement claims via the Ginnie Mae Central (GMC) Requests Module.

*What is replacing email?* The manual email-based submission process is being retired. All claims and supporting documentation must now be uploaded directly through the GMC application.

*Why the change?* This shift provides Issuers with real-time status tracking, increased transparency in the approval pipeline, and faster processing times by reducing manual back-and-forth.

For detailed policy updates, please refer to the forthcoming **APM 26-05**, which outlines changes to MBS Guide Chapter 31 and Appendix VI-09.

### Functional Role Name Changes

To accommodate the new Multifamily Reimbursement Claims function, two existing roles have been renamed. These updates clarify which functional roles are required to access the new module and make it easier for Organization Administrators to manage user permissions.

**Note to Existing Users:** If you currently hold these roles, your access remains active—**no action is required**. The names will update automatically in the system.

Existing Functional Role Name	New Functional Role Name	Role Description
MF-Financial Statements & Insurance Policy Basic User	<b>MF-Financial Statements &amp; Insurance Policy &amp; Reimbursement Claims Basic User</b>	Uploads their Issuer’s insurance policies, audited financial statements, enters insurance & financial information into form, inputs any additional documentation; <b>and can also initiate a reimbursement claim and enter the corresponding claim details for their organization.</b>
MF-Insurance Policy Authorized Signer	<b>MF-Insurance Policy &amp; Reimbursement Claims Authorized Signer</b>	All the rights of a Financial Statement & Insurance Policy <b>&amp; Reimbursement Claims</b> Basic User, plus: the ability to submit and certify Insurance Reviews, cancel insurance policies, and deactivate Fidelity Bond Caps, <b>and certify and submit reimbursement claims to Ginnie Mae.</b> Only for HUD 11702 signatories.

### Next Steps for Multifamily Users Submitting Reimbursement Claims

To ensure a smooth transition to the new module, please complete the following:

- **Verify Access:** Log in to the MyGinnieMae portal and ensure you are provisioned with one of the two updated roles listed above.
- **Coordinate with Organization Administrators:** If you do not have the required roles, contact your Organization Administrator immediately to request the appropriate "Reimbursement Claims" version of your role.
- **Review Training Materials:** Attend the [training](#) on **March 26, 2026** and visit the [Ginnie Mae website](#) to access Quick Reference Cards (QRCs) and the User Manual.

**Tip:** If you are an Organization Administrator, ensure you familiarize yourself with the new role titles to accurately process pending access requests from your team.

For questions and assistance email [askGinnieMae@hud.gov](mailto:askGinnieMae@hud.gov) or call Ginnie Mae Customer Support at 1-833 GNMA HELP / 1- 833-466-2435.

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