

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.

Announcing MyGinnieMae Portal Unavailability

Ginnie Mae stakeholders demand technology that is consistent, reliable, and flexible. In response to that, and to meet Federal mandates, we are migrating our infrastructure and applications into a single cloud-based Data Center using Amazon Web Services (AWS). By doing so, we will provide to our stakeholder community an Agile, Scalable, and Innovative Platform to support Modernization and Transformation initiatives.

This migration effort is slated to extend through the end of 2022. It will produce several benefits to our stakeholders, including:

- Improved responsiveness and performance of our applications
- Visual UI improvements to several applications including the Reporting Feedback System (RFS)
- Legacy system functions that only rendered in IE will be available in all browsers
- Transition of users from RSA SecurID hard tokens to RSA SecurID soft tokens to support multi-factor authentication

Prior to the start of the migration of our infrastructure and applications to AWS, Ginnie Mae is executing a Business Validation exercise. This is the final step for validating AWS production readiness across operations. These activities are slated to occur over the course of four months.

To facilitate the Business Validation activities, there will be periodic system unavailability. The first Business Validation exercise will occur on **Wednesday, June 1, 2022**; hence, **users will be unable to log into the MyGinnieMae Portal from 5:00am to 9:30am**. Business activities can resume following this exercise.

Subsequent periods of system unavailability will be announced via future Modernization Bulletins. For additional questions and assistance please contact Ginnie Mae Customer Support at 1-833 GNMA HELP / 1-833-466-2435 or ginniemae1@bnymellom.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.