



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
WASHINGTON, DC 20410-9000

GOVERNMENT NATIONAL  
MORTGAGE ASSOCIATION

November 16, 2012

APM 12-10

**MEMORANDUM FOR:** All Participants in Ginnie Mae Programs

**FROM:** Theodore W. Tozer, President

**SUBJECT:** Updates to the Ginnie Mae Mortgage-Backed Securities Guide 5500.3, Rev.1

- New Contact Information for Monthly Reporting Issuer Assistance
- Appendix VI-20, Electronic Submission of Issuers’ Insurance and Annual Audited Financial Documents

Effectively immediately, Ginnie Mae would like to inform Issuers of a change in address for Issuer support and an update to the instructions for electronically submitting financials. Issuers seeking assistance with monthly investor reporting problems will no longer contact the Issuer Support Group in Durham, NC. Issuers are to contact Ginnie Mae’s Data Collection Agent at the phone number and address listed below.

TOPIC	CONTACT	TYPE OF ACTION OR INFORMATION REQUEST
Monthly Reporting Issuer Assistance (RFS Monthly Report of Pool and Loan Data)	Ginnie Mae Data Collection Agent c/o Deloitte & Touche,LLP 4301 N. Fairfax Drive, Suite 210 Arlington, VA 22203 1-888-446-6434	<ul style="list-style-type: none"> <li>• Monthly RFS Reporting Problems</li> <li>• Request assistance from Issuer Support Group</li> </ul>

Furthermore, the instructions in Appendix VI-20, Electronic Submission of Issuers’ Insurance and Annual Audited Financial Documents, have been updated to direct Issuers to upload files into the Independent Public Accounting (“IPA”) module in Ginnie Mae Enterprise Portal.

The updates to the Ginnie Mae Mortgage-Backed Securities Guide 5500.3, Rev.1 (“Guide”) are available on our website at [www.ginniemae.gov](http://www.ginniemae.gov). For additional assistance, Issuers may contact their Ginnie Mae Account Executive in the Office of Issuer and Portfolio Management at (202) 708-1535.