



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

THE GOVERNMENT NATIONAL
MORTGAGE ASSOCIATION

January 28, 2002

02-02

MEMORANDUM FOR: All Participants in Ginnie Mae Programs

FROM: George S. Anderson, Executive Vice President

SUBJECT: Updated Issuer Information System Software Used for Requests for
Reimbursement Under the Soldiers' and Sailors' Civil Relief Act

The purpose of this announcement is to notify issuers that Ginnie Mae has updated its Issuer Information System ("IIS") software, which is used for requests for reimbursement under the Soldiers' and Sailors' Civil Relief Act ("SSCRA").

All Participants Memorandum 01-25 ("APM"), issued on October 3, 2001, implemented Ginnie Mae's authority to reimburse issuers for interest shortfalls on loans made to mortgagors who meet the criteria for interest forgiveness in accordance with the SSCRA. Similar announcements have been made regarding earlier national emergencies.

Procedures for submitting reimbursement requests are defined in Chapter 34 of the Ginnie Mae Mortgage-Backed Securities Guide. As stated in Chapter 34, issuers are required to use IIS when submitting eligibility information. The IIS software, which is supplied by Ginnie Mae, enables the issuer to generate both hard copy and electronic reports. Issuers that have not already received a copy of the updated software, but anticipate needing it to prepare the SSCRA eligibility and claims data, need to request a copy of the software.

Issuers may request a copy of the software in any of three ways: 1) by visiting our web site at www.ginniemae.gov, and clicking on the icon labeled "SSCRA Requests" (this links directly to the software request form; 2) calling the Ginnie Mae Hotline at 1-888-GINNIE4, option 2, where an IIS representative will assist you; or 3) completing the attached request form and faxing it to 301-721-5974, to the attention of Richard Parker. All Participant Memoranda and the Ginnie Mae Mortgage-Backed Securities Guide are also available on our web site.

In order for issuers to ensure the accuracy of SSCRA request submissions, and to avoid the packages being returned due to incomplete or inaccurate information, please be sure that submissions meet the following processing requirements:

- There are two steps in the SSCRA reimbursement process. First, the issuer must submit an eligibility approval request to Ginnie Mae. Second, after the eligibility request has been approved, the issuer may submit a reimbursement request. Mortgagor eligibility requests must be approved by Ginnie Mae before the issuer can submit the corresponding reimbursement request;
- A copy of the orders must be enclosed and must clearly show an approved military effort. Currently, the following efforts are approved: Bosnia, Kosovo, S.W. Asia and Enduring Freedom. Please clarify the specific approved effort if the orders are unclear about the military operation or purpose;
- Eligibility requests must be submitted in hard copy, attached to a copy of the orders for verification purposes, along with loan level information submitted in electronic form (either diskette or file transmitted via the Ginnie Mae BBS);
- Reimbursement requests must include a hard copy coversheet (printed from IIS) with an original authorized signature, along with loan level reimbursement data in electronic form. Reimbursement requests should be combined on one diskette or BBS transmission and are due the 10th day of the month following the quarterly loan level cycle (August, November, February, and May);
- The FHA, VA, and/or RHS case number is required and must be complete, and must match the case number reported in the prior quarter's loan level reporting; and
- The Start Date and End Date on the cover sheet must match the orders.

If you need assistance to identify the correct military effort, or for any other information regarding SSCRA, please: 1) refer to the SSCRA section of www.ginniemae.gov for an updated list of efforts and operations; 2) call (888) GINNIE4, option 4; or 3) refer to the Ginnie Mae Mortgage-Backed Securities Guide 5500.3, Chapter 34-3.

Please submit requests for reimbursement to the address below:

Ginnie Mae – SSCRA
c/o ACS
One Curie Court
Rockville, MD 20850-4310

Attachment

ISSUER INFORMATION SYSTEM (IIS) REQUEST FORM

To be completed by Issuer	
	DATE:
*ISSUER NUMBER:	
*COMPANY:	
*ADDRESS:	
SUITE:	
*CITY:	*STATE:
*ZIP:	
<i>Please provide the person's name who will be submitting the IIS data.</i>	
*IIS CONTACT NAME:	
*TELEPHONE:	
E-MAIL:	
<i>Please provide the person's name who will be preparing the Soldiers and Sailors Civil Relief Act (SSCRA) data.</i>	
**SSCRA CONTACT NAME:	
*TELEPHONE:	
E-MAIL:	
USER GUIDE	
NEW INSTALL	
UPGRADE PACKAGE	

* Indicates Required fields

** If different than the IIS contact

Please complete all appropriate fields. If you already have IIS Version 2.4 Release 6 you only need the upgrade package. If you have any version prior to Release 6 you will need a new User guide and new install instructions.

When completed please fax form to: **GINNIE MAE HELP DESK 301- 721-5974**