

Frequently Asked Questions on Master Agreement Renewals

For additional information regarding the Master Agreements recertification process, please refer to the Master Agreements Management System (MAMS) Renewal Quick Reference Card and the MAMS User Manual.

1. Can I use GinnieNET to recertify the Master Agreements I currently have on file with Ginnie Mae?

No. The GinnieNET legacy application for filing Master Agreements has been retired. All Master Agreements must be submitted and renewed/recertified on the Master Agreements Management System (MAMS) module within the Ginnie Mae Enterprise Portal.

Reference: Chapter 10-3 (A)

Last Updated: 10/31/2014

2. Is Ginnie Mae requiring us to recertify all of our Master Agreements every year, even if they are all current and correct?

Yes. All Master Agreements must be recertified annually between October 1 and December 31.

Reference: Chapter 10-3 (A)

Last Updated: 10/31/2014

3. I need to change the name of an existing authorized signer due to a legal name change, how do I recertify or correct the HUD-11702 form?

If there is a legal name change for an authorized signatory, the HUD-11702 form must be updated. Issuers can submit changes to HUD-11702 at any time during the calendar year. The changes to the HUD-11702 (including the import of a newly scanned document) result in a change to the form status and will thus require that the HUD-11702 go through the approval process.

Reference: Chapter 10-3 (A) Last

Updated: 10/31/2014

4. Do I have to be listed on the form HUD-11702 to be issued a Token?

Yes. Individuals as identified by the Issuer must be listed on the form HUD-11702 (Resolution of Board of Directors and Certificate of Authorized Signatures). This ensures that the individual performing the function is authorized to do so. The 11701 requirement does not apply to Document Custodians. Document Custodians requiring a Token for the execution of the 11715 form, must obtain a Token through their respective Security Officer.

Reference: APM 13-08

Last Updated: 10/31/2014

5. If we are making no changes to the MAMS forms, are there any documents that must be mailed to Ginnie Mae?

If all Master Agreements are being recertified with no changes, then forms do not need to be mailed. The recertification is completed online in the MAMS module within GMEP and a signature via the RSA token is not required.

Reference: Chapter 10-3 (A)

Last Updated: 10/31/2014

6. How do I access the Ginnie Mae modernization page?

Go to Ginnie Mae's website at www.ginniemae.gov, click on "Doing Business with Ginnie Mae" and at the bottom of the drop-down menu click on "Ginnie Mae's Modernization" to locate the Ginnie Mae Modernization web page.

Reference: Chapter 10-3 (A)

Last Updated: 10/31/2014

7. If I submitted a revised HUD-11702 form to remove a signatory before October 1st, would I be able to recertify the remaining required documents (i.e., forms 11707, 11709, 11715, and 11720)?

You can recertify all of the Master Agreements that are correct and up-to-date. There is no specific sequence to the submission of the forms. To recertify these agreements follow the instructions on the Master Agreements quick reference card.

Reference: Chapter 10-3 (A)

Last Updated: 10/31/2014

8. If I delete a signatory from the HUD-11702 form, must I upload a copy of the new form and mail the original?

Yes. In order to make changes to the HUD-11702 form, the Issuer must print the revised form, sign the form, upload the revised document into the Submission Center on GMEP, and mail the form with original signatures to Ginnie Mae Relationship Services address listed below. This must be done anytime there are changes made to HUD-11702 form.

Reference: Chapter 10-3 (A)

Last Updated: 10/31/2014

Ginnie Mae Relationship Services
c/o The Bank of New York
101 Barclay Street – 8 East
New York, NY 10286
Phone: 1-800-234-4662
Ginniemae1@bnymellon.com

9. Is there a specific order for re-certification of the forms?

HUD-11702 must be approved before re-certification of remaining forms. There are certain instances where forms must be uploaded in a specific order. If an issuer is using a subservicer, the HUD-11707 form must be approved before the corresponding HUD-11720 form can be submitted. If no subservicer is used, there is no specific order for re-certification after HUD-11702 form is approved.

Reference: Chapter 10-3 (A)

Last Updated: 12/12/2014

10. Is there a way to remove a signatory from the HUD-11702 form without having to retype the other signatories' names and titles?

Yes. To simply remove a signatory from the HUD-11702, click "download the active signers", edit the spreadsheet to reflect changes, save it, then click "upload file (csv only)". Print the form, obtain the wet signature(s), upload the form to the Submission Center, and mail the original to Ginnie Mae Relationship Services.

Reference: Chapter 10-3 (A)

Last Updated: 10/31/2014

11. To submit and upload a new HUD-11702 form, must I also mail the original form to Ginnie Mae?

Yes, whenever a new 11702 Master Agreement form is executed and uploaded to the Portal, the new form with the original signatures must be mailed to Ginnie Mae Relationship Services.

Reference: Chapter 10-3 (A)

Last Updated: 10/31/2014

12. If we have multiple Escrow Custodial Accounts and multiple HUD forms 11720, Master Agreement for Servicer's Escrow Custodial Account, on file and choose not to renew one of the forms, are we required to recertify the remaining forms HUD-11720?

Yes. Provided that the HUD-11720 that the Issuer wishes not to renew is for an account that is no longer active and does not contain any remaining escrow custodial funds, the Issuer can delete that specific HUD-11720. It will, however, have to recertify the remaining current forms.

Reference: Chapter 10-3 (A)

Last Updated: 10/31/2014

13. Where do I find a copy of my certification history?

An Issuer can find their certification history by going to Report Center in GMEP, clicking on the "Certification History" tab, and entering Issuer ID number when prompted. At the bottom of the screen there are tabs for each form. Click on each tab to view and print an individual form history. For audit purposes, we strongly recommend Issuers print and retain a copy of their certification history.

Reference: Chapter 10-3 (A)

Last Updated: 10/31/2014