

These Frequently Asked Questions (FAQs) are available to assist Issuers in submitting their year-end financials for 2024.

1. Is there a tutorial available on how to submit the financials?

- a. Link to eLearning Module: https://www.youtube.com/watch?v=3D3rM_RQmcs ,
- b. Link to past Financials Module Training: <https://www.youtube.com/watch?v=5of4C2nW0DY>
- c. Link to QRCs: https://www.ginniemae.gov/issuers/issuer_training/pages/qrcs.aspx
- d. Link to User Manual:
https://www.ginniemae.gov/issuers/issuer_training/Documents/GMC_Financials_Module_User_Manual.pdf

2. When is the last day to submit my company's financials?

- a. Per Ginnie Mae policy, issuers must submit audited financial statements 90 days after the end of their fiscal year.

3. When will the updated form of the supplemental schedules, including the risk-based capital requirement and adjusted net worth requirement, that align with the current requirements in the MBS Guide be available for our financial statements?

- a. The updated supplemental schedules will not be available for the 2024 reporting period.
- b. Please use guidance from [MBS Guide Chapter 3, Part 8](#) as well as [APM 22-08](#) and [APM 22-09](#) to create your schedules.

4. Why should I choose to submit our financials via standard option?

- a. Choosing the standard financial submission option may help expedite the Ginnie Mae review process through reduced issuer follow-up and additional requests for information.

5. How do I create the new Net Worth, Liquid Asset, and Capital Requirement schedules?

- a. Please use guidance from [MBS Guide Chapter 3, Part 8](#) as well as [APM 22-08](#) and [APM 22-09](#) to create your schedules.

6. Does APM 22-08 and 22-09 pertain to multifamily?

- a. [APM 22-08](#)– Yes, [APM 22-08](#) pertains to all program types: SF, MF, HMBS, MH
- b. [APM 22-09](#)– No, [APM 22-09](#) only pertains to SF

7. If creating my own schedules, should they also reflect relief under APM 24-12?

- a. Yes, if you would like to be considered for Risk Based Capital Relief. See [MBS Guide Chapter 3, Part 8](#)

8. If I do not want to create my own schedules, is there an alternative?

- a. No, the schedules must be included in the document package the Issuer uploads into GMC.

9. If I don't want to complete the data entry in GMC for my schedules, except for Adjusted Net Worth, in GMC, is there an alternative?

- a. Yes, beginning March 24th Issuers can submit through GMC without completing the data entry for all the schedules in the system. Issuers wishing to do so should contact askginniemae@hud.gov no later than March 28th.
- b. Issuers will still need to provide the schedules in the year end financial statements submission

10. Do we also have the opportunity to revise the supplemental schedules later after the new APM is released?

- a. Unfortunately, no. Ginnie Mae will not accept the revised schedules as they have been prepared by the Issuer or its Auditor.

11. How do I request to use the alternate submission path?

- a. Send an email to askGinnieMae@hud.gov
- b. You will receive a form to request access to the alternative path
- c. Fill out form using DocuSign
- d. Once completed, you will be sent the link to access the alternate web page.

12. What are the differences between standard and alternate options?

Option #1: Standard Submission Leveraging the Ginnie Mae Central (GMC) Portal (Optional)

- **Overview:** enables issuers to submit their Annual Audited Financial Statement Packages and enter data corresponding to each package schedule (i.e., Financial Statements, Net Worth, Liquid Assets, etc.) This is a more comprehensive submission that can ultimately reduce Ginnie Mae follow-up and additional requests for information.
- **Instructions:** Log into [MyGinnieMae](#) (MGM) Portal and select Ginnie Mae Central (GMC) application link under My Tools. Only available to users who hold the GMC functional roles in MGM, as outlined in [Modernization Bulletin No.46](#).
- **Considerations:** Basic Users may assist with submission, but an Authorized Signer user is required to certify and deliver to Ginnie Mae.

Option #2: Alternative Submission Leveraging Direct Link (Mandatory, if Option #1 is not selected)

- **Overview:** Issuers who elect **not** to submit their Annual Audited Financial Statement Packages via the Traditional method, may choose to leverage the Alternative Submission method. This requires the submission of the standard Annual Audited Financial Statement Package and minimal data entry, to include: the Issuer's FYE date, Adjusted Net Worth calculation, and Certification.
- **Instructions:** Upon request only, issuers will be able to email askGinnieMae@hud.gov for a direct link to the alternate submission site.
- **Considerations:** Only Authorized Signers listed on the Issuer's Form HUD-11702 will be able to access the alternative submission website and complete the submission process. Extension requests must still be submitted via Option 1.

13. Who can submit the financials?

- a. CEO/CFO or Equivalent are the only ones that can submit, per APM 24-04,
- b. Per Chapter 3, Part 7, Section B of the MBS Guide, and consistent with the purpose of the 11702. An "Equivalent" would be an officer of the Issuer who has the authority to certify such financial information, must be listed on the 11702 as an authorized signatory, and have an active RSA SecurID Token to act in that capacity.

14. Can I request an extension?

- a. Yes, extensions must be requested in GMC 15 days or more before the submission deadline.

15. Are there any trainings on how to submit an extension?

- a. https://www.ginniemae.gov/issuers/issuer_training/QRCs%20Page/QRC_GMC_F1.0_Request_Extension_Request.pdf
- b. https://www.ginniemae.gov/issuers/issuer_training/QRCs%20Page/QRC_GMC_F2.0_Certify_AFS_Extension_Request.pdf

16. If we do encounter questions while completing the module, who should I contact?

- a. askginniemae@hud.gov

17. If there is a government shutdown, can I still request the alternative method?

- a. Yes, you can still request the alternative method by sending an email to askginniemae@hud.gov

2. How do I use my soft token?

For instructions on how to use your soft token, please review [QRV-RSA:3.0 Video – How to Use a Soft Token in MyGinnieMae](#) and [QRC-RSA:3.0 How to Use a Soft Token in MyGinnieMae](#) located on the Modernization Initiatives page on [GinnieMae.Gov](#).

3. Why is the passcode generated in my soft token not working in my business transaction?

You may have typed an incorrect 6-digit PIN into the soft token application. Even though a passcode appears, it will not work unless the correct 6-digit PIN was entered. In this case, return to the soft token application and carefully reenter the correct PIN to generate a new passcode. If you have forgotten your PIN, please email askGinnieMae@hud.gov for assistance.

4. What do I do if I have forgotten my password to the RSA self-service console?

If you have forgotten your temporary password or the password that you have set, please email askGinnieMae@hud.gov for assistance.

5. I got a new mobile device or computer; do I need a new soft token?

If you have replaced the device that installed your soft token, the original soft token will not work if reinstalled on a new device. You will need to request a new soft token by emailing askGinnieMae@hud.gov.

6. Can I still use my hard token even after receiving a soft token?

No. Hard tokens no longer function. In order to transact business within Ginnie Mae systems, you must use your soft token.

7. Do I need to return my hard token now that I have started using my soft token? Yes, hard tokens will be collected. Further instructions on when and how to return them will be provided later.

8. If my role did not require an RSA SecurID Hard Token, will I need a soft token?

No, only those users that have been assigned select 'Authorized Signer' functional roles in MyGinnieMae to transact business in Ginnie Mae systems require a token. This does not change with the transition to soft tokens.

9. A new employee was recently hired and requires a soft token to transact business. How do they get one?

To be eligible for a Soft Token, a user must be listed on the 11702 (does not include Document Custodians) and have the 'Authorized Signer' functional role in MyGinnieMae. To update the MAMS agreement, please refer to the QRC: [QRC-IS DC5 Managing Master Agreements in MAMS](#).