



# Document Custodian Transfer Request (DCTR)

## Issuer & Document Custodian Training Webinar

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April 10, 2025

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# Background

The application enables Issuers to transfer or merge pools from one or multiple Document Custodians to a New Document Custodian. The Document Custodian Transfer Request application provides an interface for these processes and procedures in MyGinnieMae (MGM).

The next step is to provide Document Custodians with an enhanced experience with moving Document Custodian Transfer and Merger processing into MyGinnieMae.

## Key Features:

- Document Custodian Transfer Request Summary
- Creating a New Transfer/Merger Request
- Import and Export pools from each Document Custodian
- Save, Delete, Validate, Modify, Submit, and Recall requests
- Approval/Decline of requests from GNMA User
- Request Summary and Approval Letter
- Transfer request acknowledgement & approval on submitted requests

# Document Custodian Transfer Request (DCTR) Application

Ginnie Mae is launching a new Document Custodian Transfer Request (DCTR) application within MyGinnieMae (MGM), to automate and streamline processes, improve accuracy and further reduce dependency on legacy GinnieNET.

## Enhancing Operational Efficiency

**Issuers and Document Custodians** will be able to take advantage of the new Document Custodian Transfer Request (DCTR) application within **MyGinnieMae (MGM)**

### Summary of Changes

Transfer and Merger Requests are transitioning from **GinnieNET** to **MyGinnieMae** through a new application called Document Custodian Transfer Request (DCTR)

Issuers, Document Custodians and Ginnie Mae will be able to leverage new features

### Implementation & Go-Live

Go-live targeted for April 14, 2025.

- Updated user materials and FAQ's will be available immediately post go-live.

- ! **MF Issuers** Organization Admins can assign the new **MF-Transfers Basic User functional role** to users initiating transfer and merger requests. No change to the approver functional role.
- ! **IMPORTANT:** Issuers and Document Custodians must still complete Form **HUD 11708 - Request for Release of Documents** in GinnieNET.
- ! Access to the new DCTR application will be via the **MGM Tools** dropdown > 'Other Applications' > 'Document Custodian Transfer Request' selection

**New Role**

# Benefits | DCTR Application

Both Issuers and Document Custodians will benefit from processing Document Custodian Transfer and Merger Requests **directly in MGM**, improving flow, allowing acknowledgement prior to submission, and mitigating potential downstream errors.

## Issuer Benefits



### Validated Pools

- Review **list of valid pools** before submission ensures that selections comply with guidelines and permissions



### Ease of Use

- Clear **labeling of transfer types, hover-over information, and automated workflow reminders** for accurate and efficient portfolio actions



### Pre-Submission Checks

- Preview transfer request summary via **pop-up**
- Mark **pools as valid or invalid**
- Separate explicit **Acknowledgement**
- **Easy-to-read Excel download** for clarity and accuracy in the transfer process



### Reporting

- Generate **Approval Letters** and Transfer Request **Summary Letters**
- Utilize enhanced **Issuer Profile reporting** with Document Custodian filtering in PTS

## Document Custodian Benefits



### Request Notifications

- Improved **email and portal notifications** for transfer and merger request processing



### View Active Pool List

- **Access Issuer pools directly** in the application
- Advanced **pool validation** minimizes downstream errors



### Acknowledge Request

- Explicit **Acknowledgement** by the Document Custodian of a Transfer/Merger request before submission



### Reminders & Reporting

- Guidance on meeting request approval deadlines through **portal notifications and email reminders**
- View Transfer Request **Summary Letters**

# Other Considerations for Issuers and Document Custodians

Both Issuers and Document Custodians to please note that Ginnie Mae will also leverage the DCTR system for enhanced insight into the Transfer and Merger Request process and explicitly approve Merger requests.

## Ginnie Mae's Enhanced Insight



### Request Approval

Now both **Mergers and Transfers will be approved** or declined by Ginnie Mae in DCTR

Previously, only Mergers were approved



### Notifications

Ginnie Mae gains improved insight due to the **implementation of extensive notifications and enhanced messaging**

Previously, process lacked real-time updates



### Reporting

Ginnie Mae can **view Approval Letters** after approval and access **Transfer Request Summary Letters** immediately after the requests are created

Previously, did not have immediate access

# Functional Roles | DCTR Application

**MF Issuers** can assign the new **MF-Transfers Basic User functional role** to users initiating transfer and merger requests. No change to the approver functional role.

	Issuer Type	Functional Role	Permissible Actions	Action Required
	Single Family	SF-Collateral Management Basic User	Initiate Final Certification, Recertification, Document Custodian Transfer, Request Release of Documents (11708)	None (No change)
		SF-Collateral Management Authorized Signer	All the rights of a Collateral Management Basic User, plus; the ability to execute certifications. Only for HUD 11702 signatories	None (No change)
	Multifamily	<b>** New Role ** MF-Transfers Basic User</b>	<b>Initiate, create, save, edit Document Custodian Transfer &amp; Merger requests</b>	<b>Issuers wanting to avail of the new role must have their Organization Admins assign the new role to appropriate users.</b>
		MF-Transfers Authorized Signer	Initiate, manage and accept bulk transfer transactions; Initiate and coordinate transfers of collateral files with transferee and transferor Issuers or Document Custodians	None (No change)
	HECM	HECM-Collateral Management Basic User	Initiate Final Certification, Recertification, Document Custodian Transfer, Request Release of Documents (11708)	None (No change)
		HECM-Collateral Management Authorized Signer	All the rights of a Collateral Management Basic User, plus; the ability to execute certifications. Only for HUD 11702 signatories	None (No change)

# Document Custodian Transfer – Issuer Screens

After an Issuer logs in MGM, click **Tool**→ **Other Applications**→ **Document Custodian Transfer Request** to access the summary screen.

**Applications**

Other Applications

**Document Custodian Transfer Request**

Employee Contact List

Finance

Ginnie Mae Central

MFPDM

**Bookmarks** **Edit**

Bloomberg eMBS

FHA Website Fitchratings

MBA MB Analyzer

MBFRF MBS Guide

Neighborhood Watch PIH Site

Rural Housing SOP ⓘ

S&P Global/SNL VA Site

Clicking on the “**Request New Transfer**” button navigates users to the Create New Transfer page where users can enter required information and create and save requests.

Request New Transfer

### Document Custodian Transfer Request Summary

Request Number

New Custodian

Request Type

Effective Transfer Date  
MM/DD/YYYY - MM/DD/YYYY

Enter Request Number

-Select-

-Select-

-

Status

-Select-

Clear All Filters
Apply Filters

Showing 1 - 3 out of 3 20
|< First
< Previous
1
Next >
Last >|

**Total: 3 Selected: 0**

	Request Number	New Custodian ID	Request Type	Effective Transfer Date	Status	Business Rules	Actions
<input type="checkbox"/>	2626	000545 - ALLEGIANCE BANK	Partial Portfolio Document Custodian Transfer	12/27/2024	Completed	<span style="color: green;">✔</span>	<span style="background-color: #007bff; color: white; padding: 2px;">⋮</span>
<input type="checkbox"/>	2591	000545 - ALLEGIANCE BANK	Partial Portfolio Document Custodian Transfer	12/26/2024	Completed	<span style="color: green;">✔</span>	<span style="background-color: #007bff; color: white; padding: 2px;">⋮</span>
<input type="checkbox"/>	1062	000545 - ALLEGIANCE BANK	Complete Portfolio Document Custodian	08/13/2024	Completed	<span style="color: green;">✔</span>	<span style="background-color: #007bff; color: white; padding: 2px;">⋮</span>



# Document Custodian Transfer – DC Screens

Once an Issuer submits a Transfer/Merger request, the receiving Document Custodian (DC) has the option to **Acknowledge** or **Decline** the request. Upon choosing to acknowledge, the DC must enter their **RSA+PIN** as part of the submission process.

The DC can export one or multiple requests using the Export feature. For a single request, use the ellipses and click **Export**. For multiple requests, select them and click the **Export** button.

The DC can review pending requests on the Document Custodian Transfer Request Summary Page.

Total: 2 Selected: 0

<input type="checkbox"/>	Request Number	Issuer	Request Type	Effective Transfer Date	Status	Actions
<input type="checkbox"/>	2326	3886 - CITIMORTGAGE, INC.	Partial Portfolio Document Custodian Transfer			<input type="checkbox"/> Acknowledge <input type="checkbox"/> Decline <input type="checkbox"/> Export <input type="checkbox"/> Docs <input type="checkbox"/>
<input type="checkbox"/>	1062	3886 - CITIMORTGAGE, INC.	Complete Portfolio Document Custodian Merger	08/13/2024	Completed	<input type="checkbox"/>

Showing 1 - 2 out of 2

Status:

Total: 4 Selected: 3

**Request(s) Export**

The following request(s) will be exported:

3169  1246  1158

<input type="checkbox"/>	Request Number	Issuer	Request Type	Effective Transfer Date	Status	Actions
<input checked="" type="checkbox"/>	3169	3886 - CITIMORTGAGE, INC.	Partial Portfolio Document Custodian Transfer	04/07/2025	Pending Ginnie Mae Approval	<input type="checkbox"/>
<input checked="" type="checkbox"/>	1246	1555 - GUILD MORTGAGE COMPANY	Partial Portfolio Document Custodian Transfer	09/13/2024	Completed	<input type="checkbox"/>
<input checked="" type="checkbox"/>	1158	3998 - WELLS FARGO MULTIFAMILY CAPITAL	Partial Portfolio Document Custodian Transfer	08/29/2024	Completed	<input type="checkbox"/>
<input type="checkbox"/>	1111	2045 - GERSHMAN INVESTMENT CORP.	Partial Portfolio Document Custodian Transfer	08/27/2024	Completed	<input type="checkbox"/>

# Document Custodian Transfer – AE Screens

An AE can export a request or multiple requests using the Export feature. For a single request export, the user can use the Ellipses and click the Export button. For a multiple request export, the user can select multiple requests and click the **Export** button.

Showing 1 - 8 out of 8  << First < Previous 1 Next > Last >

Total: 8 Selected: 2 **Export** Download Report

<input type="checkbox"/>	Request Number ↓	New Custodian ID ↓	Effective Transfer Date	Status ↓	Actions
<input checked="" type="checkbox"/>	<a href="#">1307</a>	000450 - US Bank National Association	09/24/2024	Completed	⋮
<input checked="" type="checkbox"/>	<a href="#">1230</a>	000466 - U S BANK NATIONAL ASSOCIATION	01/09/2025	Pending Ginnie Mae Approval	⋮
<input type="checkbox"/>	<a href="#">1188</a>	000149 - Wells Fargo Bank, N.A.	08/21/2024	Completed	⋮
<input type="checkbox"/>	<a href="#">1158</a>	000536 - Wells Fargo NA	08/29/2024	Completed	⋮
<input type="checkbox"/>	<a href="#">1111</a>	000536 - Wells Fargo NA	08/27/2024	Completed	⋮
<input type="checkbox"/>	<a href="#">945</a>	000149 - Wells Fargo Bank, N.A.	08/29/2024	Declined by Ginnie Mae	⋮
<input type="checkbox"/>	<a href="#">938</a>	000149 - Wells Fargo Bank, N.A.	08/13/2024	Completed	⋮
<input type="checkbox"/>	<a href="#">905</a>	000466 - U S BANK NATIONAL ASSOCIATION	08/20/2024	Completed	⋮

**Request(s) Export**

The following request(s) will be exported:

[1307](#) [1230](#)

**Export** Cancel

An AE can **Approve** or **Decline** a request. The AE can access the Pending request(s) on the Document Custodian Transfer Request Summary Page.

Total: 1 Selected: 0 Download Report

<input type="checkbox"/>	Request Number ↓	New Custodian ID ↓	Issuer ↓	Request Type ↓	Effective Transfer Date	Status ↓	Actions
<input type="checkbox"/>	<a href="#">1230</a>	000466 - U S BANK NATIONAL ASSOCIATION	3998 - WELLS FARGO MULTIFAMILY CAPITAL	Partial Portfolio Document Custodian Transfer			<input checked="" type="button" value="Approve"/> <input type="button" value="Decline"/> <input type="button" value="Export"/> <input type="button" value="Docs"/>

Showing 1 - 1 out of 1  << First < Previous 1 Next > Last >

# Document Custodian Transfer – Portal Notifications

Issuers, Document Custodians, and Account Executives will get portal notifications during the request processing.

These are accessible by clicking the **Mail** icon to see request-related notifications.

The screenshot shows the GinnieMae MyGinnieMae portal interface. At the top, there are navigation links for 'Communities', 'Tools', and 'Knowledge Center'. The user is logged in as 'Hello DCTM ID# 3886' with a notification badge for '1247'. The main heading is 'Document Custodian Transfer Request Summary'. Below this, there are filter fields for 'Request Number' (with a placeholder 'Enter Request Number'), 'New Custodian' (with a dropdown '-Select-'), and 'Request Type' (with a dropdown '-Select-'). There is also a 'Status' dropdown set to '-Select-'. Action buttons include 'Clear All Filters' and 'Apply Filters'. A notification pop-up is visible on the right, listing several messages about request status updates for request numbers 2667 and 2647. At the bottom of the page, there is a pagination control showing 'Showing 1 - 3 out of 3' items, a page number '20', and navigation links for 'First', 'Previous', 'Next', and 'Last'. Below the filters is a table with the following data:

Total: 3 Selected: 0							
<input type="checkbox"/>	Request Number ↓	New Custodian ID ↓	Request Type ↓	Effective Transfer Date ↑	Status ↓	Business Rules	Actions
<input type="checkbox"/>	<a href="#">2626</a>	000545 - ALLEGIANCE BANK	Partial Portfolio Document Custodian Transfer	12/27/2024	Completed	✓	⋮
<input type="checkbox"/>	<a href="#">2591</a>	000545 - ALLEGIANCE BANK	Partial Portfolio Document Custodian Transfer	12/26/2024	Completed	✓	⋮
<input type="checkbox"/>	<a href="#">1062</a>	000545 - ALLEGIANCE BANK	Complete Portfolio Document Custodian Merger	08/13/2024	Completed	✓	⋮

# Document Custodian Transfer – Issuer Quick Reference Video

Microsoft Teams

## Document Custodian Transfer Request

### QRV

2025-03-11 17:32 UTC

Recorded by

Ali, Touhid

Organized by

Ali, Touhid

# Document Custodian Transfer – Custodian Quick Reference Video

Microsoft Teams

## Document Custodian Transfer Request

### QRV

2025-03-11 17:43 UTC

Recorded by

Ali, Touhid

Organized by

Ali, Touhid

# Survey



**Our Mission:** Ginnie Mae's guaranty links the United States housing market to the global capital markets, ensuring sustainability, affordability, and liquidity for government housing programs and creating a more equitable housing finance system for all.





# Questions?



# Q&A

## If Dialed-In from Computer:

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- Make sure to unmute yourself once the host allows it:

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**Thank you!**

