



Get a **Jump Start
on the claim
submission process**

Host: Suzanne LaCaria

Today's Agenda

- **Intro to New Options Available**
- **Demonstration of MGIC/Link Servicing features**
 - Accessing MGIC/Link
 - Searching for a specific file
 - Using an MGIC Certificate or Pool Loan #
 - Obtaining the entire list
- **Summary**

New Options Available

□ New claim document upload capabilities in MGIC/Link Servicing

You can now....

- Upload before filing a claim
- Upload immediately after filing a claim
 - Before MGIC has an opportunity to request documents

MGIC/Link Servicing

- **MGIC/Link is a great solution for Servicers –**
 - With separate teams to manage claim filing and document submission
 - Who file claims using X12 or MGIC/Link Servicing
 - Want the most current claim and document information

Claim Document List

□ Standard claim documents requested:

- A copy of the complete loan origination package and closing documents
- A complete loan payment history from origination to claim filing date
- If the state time frame is exceeded, a list of events from the date of default to claim filing date to explain why
- A copy of your collection and loss mitigation system notes containing a chronological list of your efforts pertaining to this loan
- Evidence of title transfer (foreclosure deed)
- If a third-party outbid, a copy of the third-party check

Consult the Default Servicing Guide for our standard claim document list and any additional information regarding documents that may be required by MGIC.

- Loan payment history and collection notes should be provided as close to the claim filing date as possible.

Accessing MGIC/Link is Easy

The screenshot shows the MGIC website interface. At the top, there is a navigation bar with links for Home, Investor, About MGIC, Contact Us, and For Homebuyers. On the right side of this bar, there is a Login field and a Search field. A dropdown menu is open from the Login field, listing several options: MI on the WEB, The Loan Center, MGIC/Link Servicing (which is highlighted in dark blue), Secure File Transfer, Forgot Password, and Sign Up for Services. A red arrow points from the text 'Select MGIC/Link Servicing from the top menu' to this highlighted option.

Below the navigation bar is the MGIC logo with the tagline 'Homeownership Today'. Underneath the logo is a secondary navigation bar with links for Origination, Servicing, Rates, Guides, Business Development, Learning Center, and Emerging Markets.

The main content area is divided into several sections:

- Tools:** Includes Rate Finder - Plus, Order MI (with sub-links for MI on the WEB and Upload File - Loan Center), Comparison Calculators, and Compare MGIC MI to FHA.
- Assistance:** Includes Sales and Underwriting Directory, For Homebuyers, Other MGIC Sites, and MGIC Applications.
- Online Business:** Includes The Loan Center, MGIC Link Servicing, Secure File Transfer, and Sign up for Services.

At the bottom of the page, there is a footer with links for Site Map, Privacy Policy, Terms & Conditions, and Purchase Order Terms, along with the copyright notice: © Mortgage Guaranty Insurance Corporation.

- Go to: www.MGIC.com
- Select MGIC/Link Servicing from the top menu

Logging into to MGIC/Link



Do not add this page to your Favorites or Bookmarks.

Login

User ID: [Forgot User ID?](#)

Password: [Forgot Password?](#)

Remember my ID next time I login.

To request access, go to [Sign Up For Services](#).

For login help, please contact MGIC's Customer Service Department: customer_service@mgic.com or 1-800-424-6442. To prevent unauthorized use, please remember to close your web browser when you are finished.

- Enter your User ID and Password
 - It's that easy!
- For Sign-Up instructions, see the end of this presentation

Options for Submitting Documents

- **Let's walk through how to:**
 - Upload documents before filing a claim and/or immediately after filing a claim
 - How to obtain a complete list of documents requested by MGIC

New Feature Spotlight

- Submit claim documents before or at the same time as claim filing**

The screenshot displays the MGIC web portal interface. At the top, there are navigation tabs for 'Main Menu', 'Reports', and 'Email'. The 'Main Menu' is expanded on the left, listing various services such as 'Policy Inquiries', 'Transfer Servicing', and 'Claim Documents', with 'Claim Documents' circled in red. The main content area is titled 'Claim Processing Documents' and includes instructions for users to either search for document requests or upload new ones. The 'Upload Document' option is selected with a red circle and a red arrow pointing to it. Below this, there is a text input field for the 'MGIC Certificate or Pool Loan Number' with the value '12312345'. A 'Proceed' button is located below the input field. At the bottom of the page, there are links for 'Privacy Policy', 'Terms & Conditions', and 'Site Security', along with the copyright notice for Mortgage Guaranty Insurance Corporation.

Submit Claim Processing Documents

Please refer to [MGIC Default Servicing Guide](#) for submission requirements.
[\[hide instructions\]](#)

Document Submission Instructions

- Loan information is displayed.
- Enter a description of the document(s) in the comments field.
- Browse for the file(s) to be uploaded (required).
- Click on the **Submit** button to deliver the document(s) to MGIC.

MGIC Certificate No.	12312345
Servicer Loan No.	123123456
Coverage	Primary
Claim Type	No Open Claim
Borrower Name	CLAST NM JORGE
Property Address	123 MAIN ST

← MGIC has yet to receive the claim

* These fields are required

There has been no claim filed for this loan. Submit documents to MGIC prior to claim filing using the Browse button below. Please provide a complete description of the documents submitted in the Comments box.
Important: Submission of documents to MGIC does not constitute filing of a claim, you must file a claim separately.

← Note, MGIC still requires a claim be filed separately to begin the claim process

Comments/File Handling Notes *

Sending documents in support of a claim. The claim will be filed shortly by our foreclosure/REO team.
 Character Count: 0 of 2000

← Enter your comments , select your file for upload and submit

Add a File to Upload *

A single transfer (combined size of all files) is limited to less than 100 megabytes.

Chosen for Upload

C:\Documents and Settings\nictej9\Desktop\ClaimDocuments.docx

NOTE: MGIC doesn't require the original to be mailed.

An easy to follow document upload page is presented

Complete All Your Document Submissions Easily



- ❑ **Select submit and return to the main page**
 - Submit documents in support of other claims

Main Menu

- Policy Inquiries
- Transfer Servicing
- Change Loan Numbers
- Cancel Coverage
- Activate Coverage
- File/Update a Default
- File a Claim
- Claim Documents**
- HAMP Reporting
- HAMP "Second Look"
- Loan Modification
- Short Sale
- Deed-in-Lieu
- Other Workout Types

Claim Processing Documents

[hide instructions]

Select **Search Document Requests** to view claims that have specific documentation requested by MGIC to process the claim.
Select **Upload Document** to upload claim document(s) that may not have been requested.

Search Document Requests

Search Options

Show all document requests designated as unavailable

Upload Document

Enter MGIC Certificate or Pool Loan Number:

Proceed

? **Questions?** Contact MGIC's Claims Administration for specific claim information at claimsquery@mgic.com or 800-272-4071. For inquiries specific to using this site, contact MGIC's Customer Service Department at customer_service@mgic.com or 800-424-6442.

Feature Review: Obtaining the Entire List

- ❑ Obtaining a list of claim documents requested by MGIC

The screenshot shows the MGIC web application interface. The top navigation bar includes 'Main Menu', 'Reports', and 'Email'. The left sidebar contains a 'Main Menu' with various options, including 'Claim Documents' which is circled in red. The main content area is titled 'Claim Processing Documents' and includes instructions for searching and uploading documents. A red arrow points to the 'Search Document Requests' option, which is selected with a radio button. Below this option is a 'Search Options' dropdown menu set to 'Outstanding Requests' and a checked checkbox for 'Show all document requests designated as unavailable'. There is also an 'Upload Document' option with a text input field for 'Enter MGIC Certificate or Pool Loan Number:'. A 'Proceed' button is located below the input field. At the bottom, there is a 'Questions?' section with contact information for MGIC's Claims Administration and Customer Service Department.

Obtaining the Entire List

Claim Processing Documents

[\[hide instructions\]](#)

- Claims displayed in this view have specific documentation that is needed in order to process the claim. If there is a more detailed description of the document(s) being asked for, the "information" icon ⓘ will be displayed. The detail can be accessed by mousing over the icon.
- From this view you are able to electronically upload the specific document(s) requested in a secure manner. This is simply done by clicking on the document upload icon 📎 for a particular claim. You will then be taken to the **Upload Outstanding Claim Processing Documents** page.
- Once the document(s) has been uploaded, it is moved to the **Uploaded, Pending Check-In** view and will remain there until the document(s) has been checked-in. The check-in process could take up to 48 hours to complete.
- Documents appearing with a red check mark indicate MGIC has received notification that your organization is unable to locate the document(s) and has advised it is not available.
- The **Export to Excel** function allows you to export all of the data displayed in the search results into an Excel spreadsheet.

Search Options

Outstanding Requests ▾

Search

Show all document requests designated as unavailable

Found: 1 loan with Outstanding Document Requests and 3 Requested Documents

Export to: Excel

Show All Comments

Upload	Servicer Loan No.	MGIC Cert or Pool Loan No.	Claim Type	Borrower Name Property Address	Designated Unavailable	Document	Initial Request Date
	6611452800	12312345	Initial	WINFRED MLAST NM 123 MAIN ST		Origination Note	06/07/2010
						Collection/Foreclosure Notes ⓘ	06/07/2010
						Original Appraisal	09/14/2010

Export to: Excel

Top of Page

Questions? Contact MGIC's Claims Administration for specific claim information at claimsquery@mgic.com or 800-272-4071. For inquiries specific to using this site, contact MGIC's Customer Service Department at customer_service@mgic.com or 800-424-6442.

Outstanding Claim Processing Documents

Please refer to MGIC [Default Servicing Guide](#) for submission requirements.
[hide instructions]

Document Submission Instructions

- Loan information is displayed as well as the document(s) that are outstanding.
- Select the document(s) that will be submitted (required).
- Enter comments, if applicable.
- To upload documents that do not have an outstanding request, select **Include Unrequested Documents**. Please provide a description of the document(s) in the Abbreviated Description field.
- Browse for the file to be uploaded (required).
- Click on the **Submit** button to deliver the document(s) to MGIC.

MGIC Certificate No.	12312345
Servicer Loan No.	6611452800
Coverage	Primary
Claim Type	Initial
Borrower Name	WINFRED MLAST NM
Property Address	123 MAIN ST

* These fields are required

Indicate which requested documents are included in this upload *

Included	Unable to Provide	Document	Status
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Origination Note	Last requested on 11/12/2010
<input type="checkbox"/>	<input type="checkbox"/>	Collection/Foreclosure Notes	Designated as Not Available on
<input type="checkbox"/>	<input type="checkbox"/>	Original Appraisal	Designated as Not Available on

Include Unrequested Documents Abbreviated Description *

Comments/File Handling Notes

Included you will find the requested Origination Note and then a complete Chronology that has not been requested but will assist in your review.

Character Count: 144 of 2000

Add a File to Upload *

A single transfer (combined size of all files) is limited to less than 100 megabytes.

Chosen for Upload

← MGIC has an initial claim pending

← Select the document you have available for upload

← **New Feature!**
Upload documents that MGIC has not requested but could be beneficial to the claim process

The document upload page is presented - All requested documents are displayed

Claim Type	Options Available for Submitting Documents via M/Link
Initial Primary Claim	<ul style="list-style-type: none"> •Prior to filing a claim •In response to a document request from MGIC •That have not been requested by MGIC <p>Note: If you have an additional expense item to add to a pending claim, notify MGIC using Secure File Transfer and clearly identify the request as an additional expense item for the pending claim.</p>
Supplemental Claims	<ul style="list-style-type: none"> •In response to a request from MGIC <p>Note: Supplemental claim requests should be submitted using either MGIC/Link's online form or paper form via Secure File Transfer. All documentation supporting the supplemental claim request should be submitted via Secure File Transfer.</p>
Requests for Reconsideration	<ul style="list-style-type: none"> •In response to a request from MGIC <p>Note: Requests for reconsideration should be submitted using Secure File Transfer. All documentation supporting the request for reconsideration should be submitted via Secure File Transfer.</p>
Pool Claims (Initial + Supplemental)	<ul style="list-style-type: none"> •In response to a request from MGIC

What We Covered Today

- ❑ **Now there are more reasons to submit claim documentation using MGIC/Link**

- ❑ **Now you can submit claim documents:**
 - prior to claim filing
 - with your claim; or
 - in response to MGIC's request for claim documents.

Summary

- **MGIC/Link is a great solution for Servicers –**
 - With separate teams to manage claim filing and document submission
 - Who file claims using X12 or MGIC/Link Servicing

- **Visit www.mgic.com to learn more**

Questions?

□ Thank you!

— Suzanne LaCaria



— Have questions later?

- Contact MGIC Customer Service,
1-800-424-6442

How to Sign Up for MGIC/Link



Rate Finder - *Plus*

Order MI

- MI on the WEB
- Upload File - Loan Center

Comparison Calculators

Compare MGIC MI to FHA

MGIC MI is the better choice over FHA



Compare MGIC MI with FHA.

MGIC works to keep people in their homes



MGIC and HAMP Learn more.

MGIC supports HARP with our Refi-to-Mod Program



MGIC and HARP Learn more.

Tools

- Rate Finder - *Plus*
- Self-Employed Borrower Tools
- Underwriting Guides and Bulletins
- Restricted Market Lookup

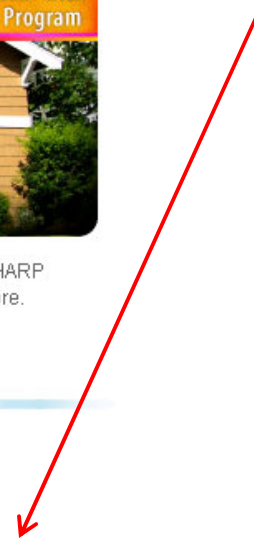
Assistance

- Sales and Underwriting Directory
- For Homebuyers
- Other MGIC Sites
- MGIC Applications

Online Business

- The Loan Center
- MGIC Link Servicing
- Secure File Transfer
- Sign up for Services

- Need a Login ID and password?
- Sign-up online at www.MGIC.com



How to Sign Up for MGIC/Link



Contact Us

- Capital Markets
- Claims
- Customer Service
- E-Mail Comments
- Forgot Password
- Homeowner Assistance...
- Asistencia para propietarios...
- MGIC Real Estate Valuations
- Sales and Underwriting Directory
- Sign Up for Services**
- Sign Up for E-Mail Alerts
- Underwriting Offices

Sign Up for MGIC Services

Complete and submit the form below.

If you have any questions about the signup process, please contact MGIC's Customer Service Department:

- **E-mail:** customer_service@mgic.com
- **Phone:** 1-800-424-6442

Select MGIC/Link Servicing

Select Service(s)

Choose at least one service (more than one service may be selected).

- MI on the WEB** – Submit online applications for mortgage insurance. [details](#)
- The Loan Center** – Review status on loans submitted for MI or Contract Underwriting. [details](#)
- MGIC/Link Servicing** – View policy/claim status; complete servicing transactions. [details](#)
- Secure File Transfer** – Securely exchange files with MGIC personnel and systems. [details](#)

How to Sign Up for MGIC/LINK

Complete Contact Information along with any comments and hit submit

Contact Information

*Required fields.

MGIC Master Policy Number:

*Company Name:

*Street Address:

*City:

*State:

*Zip:

*Your Name:

*Your Phone Number:

You may sign up several system users at your company at once! Please list the e-mail address of all personnel requesting access. Please enter at least one e-mail address.

*User E-mail Addresses:
Enter complete addresses separated by commas, (user1@company.com, user2@company.com, user3@company.com)

Additional Comments or Questions:

If you wish to designate an account [Administrator](#) at your company, please call MGIC's Customer Service Department at 1-800-424-6442.