

Change Servicer Loan Numbers

Last Revised Date: 11/04/2024

1. Log in to MGIC/Link Servicing

Visit mgic.com.

Click **Login / Signup** at the top right-hand side of the screen.

Choose **MGIC/Link Servicing** from the drop-down menu.

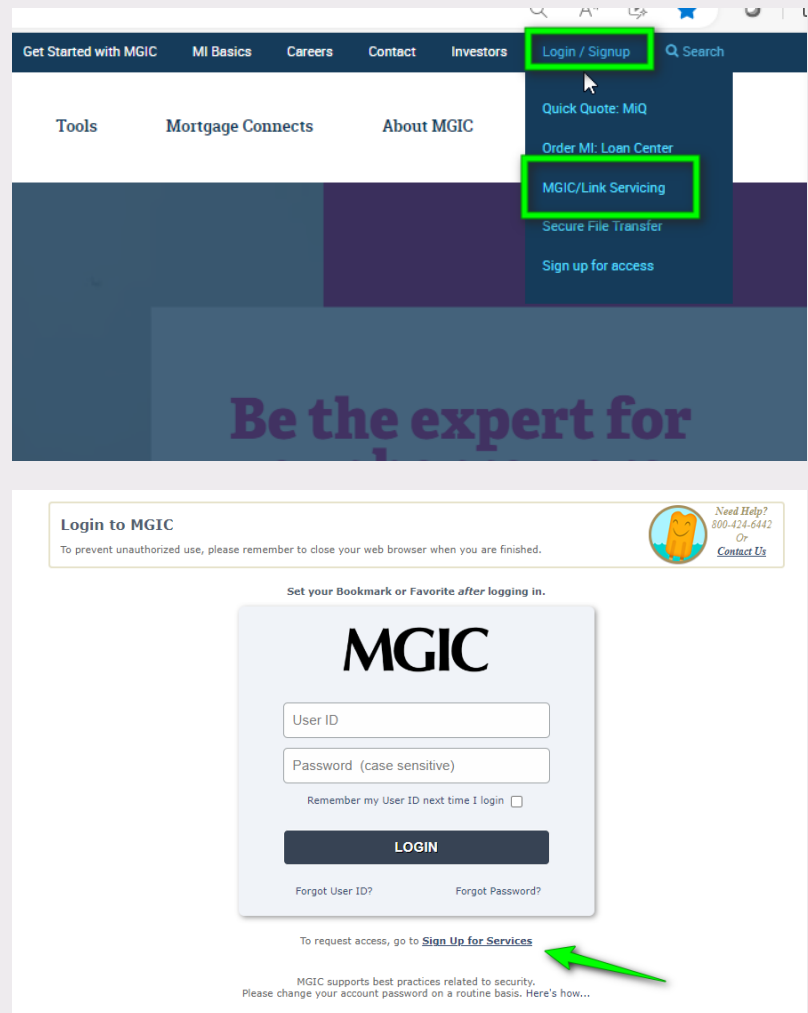
Log in with your **User ID** and **Password**.

If you are a first-time user, select **Sign Up for Services**.

- Complete the form on the webpage
- Click **Submit**

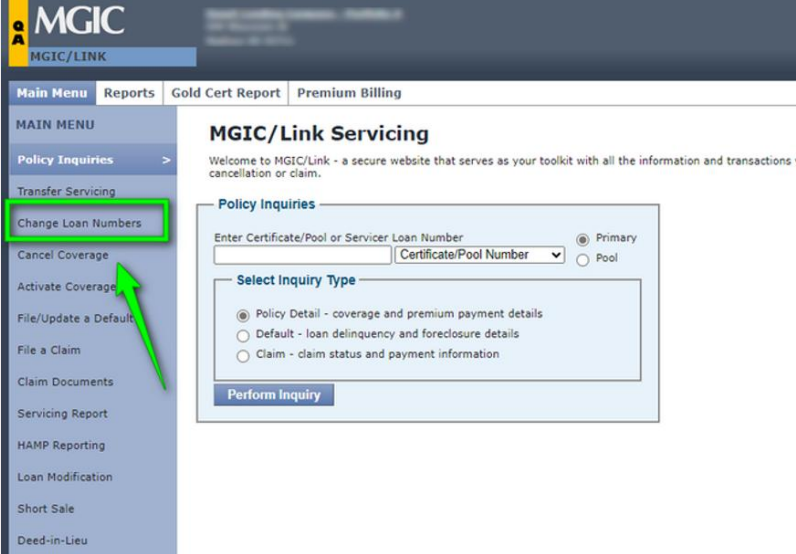
Once processed, you'll receive 2 emails from customer_service@mgic.com, the first with a **User ID** and the second with a temporary **Password**.

Revisit the login page using the steps above and use the temporary credentials to set up your individual user account.



2. Go to Change Loan Numbers screen

Within MGIC/Link Servicing, select **Change Loan Numbers**, found under the Main Menu tab.



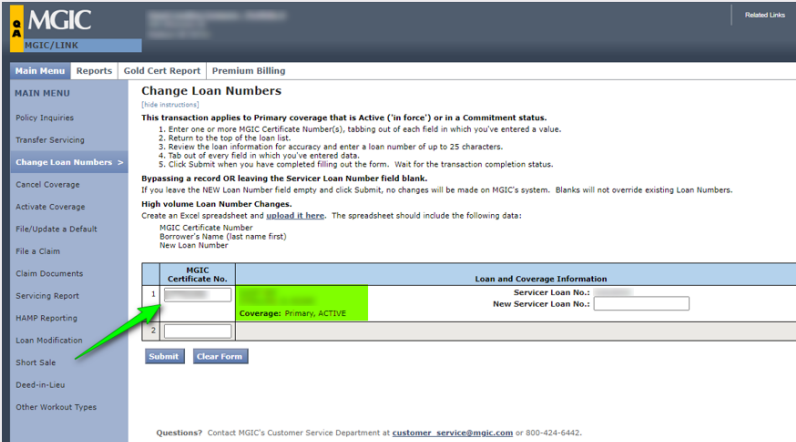
The screenshot shows the MGIC/Link Servicing web application. The 'Main Menu' is expanded, and 'Change Loan Numbers' is highlighted with a green box. A green arrow points to this option. The main content area shows the 'MGIC/Link Servicing' header and a 'Policy Inquiries' section with a form for entering a Certificate/Pool or Servicer Loan Number and selecting an inquiry type.

3. Enter MGIC Certificate Number

Enter the **MGIC Certificate No.** of the loan for which you would like to change the **Servicer Loan No.**

- Check borrower name and property city and state (written within the **Loan and Coverage Information** column) for accuracy

Note – You may change the **Servicer Loan No.** for more than one MGIC Certificate at a time. Be sure to check the borrower names and property information for accuracy.



The screenshot shows the 'Change Loan Numbers' screen in the MGIC/Link Servicing application. It includes instructions for users, a table for entering MGIC Certificate Numbers, and a 'Submit' button. A green arrow points to the first row of the table.

MGIC Certificate No.	Loan and Coverage Information
1	Servicer Loan No.: New Servicer Loan No.: Coverage: Primary, ACTIVE
2	

4. Change Servicer Loan Number

Within the **Loan and Coverage Information** column of the correct Certificate row, add the **New Servicer Loan No.** in the box provided.

Click **Submit**.

MGIC LINK

Main Menu | Reports | Gold Cert Report | Premium Billing

Change Loan Numbers

[See instructions]

This transaction applies to Primary coverage that is Active ('in force') or in a Commitment status.

1. Enter one or more MGIC Certificate Number(s), tabbing out of each field in which you've entered a value.
2. Return to the top of the loan list.
3. Review the loan information for accuracy and enter a loan number of up to 25 characters.
4. Tab out of every field in which you've entered data.
5. Click Submit when you have completed filling out the form. Wait for the transaction completion status.

Bypassing a record OR leaving the Servicer Loan Number field blank.
If you leave the NEW Loan Number field empty and click Submit, no changes will be made on MGIC's system. Blanks will not override existing Loan Numbers.

High volume Loan Number Changes.
Create an Excel spreadsheet and [upload it here](#). The spreadsheet should include the following data:
MGIC Certificate Number
Borrower's Name (last name first)
New Loan Number

MGIC Certificate No.	Loan and Coverage Information	Transaction Status
1	Coverage: Primary, ACTIVE Servicer Loan No.: <input type="text"/> New Servicer Loan No.: <input type="text"/>	
2		

Questions? Contact MGIC's Customer Service Department at customer_service@mgic.com or 800-424-6442.

5. View Transaction Status

The transaction status and correct **Servicer Loan No.** will be displayed.

MGIC LINK

Main Menu | Reports | Gold Cert Report | Premium Billing

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MGIC Certificate Number
Borrower's Name (last name first)
New Loan Number

MGIC Certificate No.	Loan and Coverage Information	Transaction Status
1	Coverage: Primary, ACTIVE Servicer Loan No.: <input type="text"/>	Completed
2		

Questions? Contact MGIC's Customer Service Department at customer_service@mgic.com or 800-424-6442.

6. Check Certificate information via Policy Inquiries

If you want to review that the update was a success, go to **Policy Inquiries**, enter the **Certificate/Pool Number**, and click **Perform Inquiry**.

The screenshot shows the MGIC/Link Servicing interface. On the left, the 'Policy Inquiries' menu item is highlighted. The main content area contains a form with the following fields:

- Text input: Enter Certificate/Pool or Servicer Loan Number
- Dropdown: Certificate/Pool Number
- Radio buttons: Primary (selected), Pool
- Section: Select Inquiry Type
 - Policy Detail - coverage and premium payment details
 - Default - loan delinquency and foreclosure details
 - Claim - claim status and payment information
- Button: Perform Inquiry

The updated **Servicer Loan #** appears within the Servicer Information section of the Policy Details screen.

The screenshot shows the MGIC/Link Servicing interface with the 'Policy Details' screen. The 'Servicer Information' section is highlighted, showing the updated 'Servicer Loan #'. The 'Loan Information' section is also visible, showing details like 'Last Rptd Mtg Bal', 'Appraised Value', and 'Sales Price'.

Servicer Information			
Certificate #	Servicer Loan #	Certificate Policy Status	
Coverage Start Date	Coverage End Date	ACTIVE INSURANCE	
Previous Servicer	Transfer Effective Date	Transfer Process Date	
Loan Information			
Borrower & Property Address	Last Rptd Mtg Bal	Appraised Value	Sales Price
	\$167,100.00	\$175,900.00	\$175,900.00
Occupancy Type	Loan Purpose	Loan Type	Default Status
PRIMARY HOME	PURCHASE	FIXED RATE, FIXED TERM	NO OPEN DEFAULT ON FILE