

Submit Claim Documents

Last Revised Date: 10/22/2024

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**.

- a. Complete the form on the webpage
- b. Click **Submit**

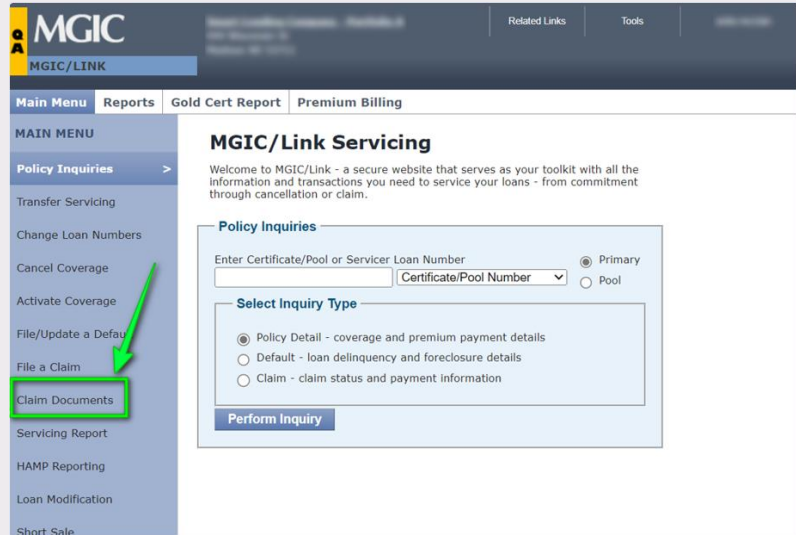
Once processed, you'll receive 2 emails from customer_service@mgic.com, the first with a **User ID** and the second with a temporary **Password**.

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

The screenshot shows the MGIC website's navigation bar with 'Login / Signup' highlighted. A dropdown menu is open, showing 'MGIC/Link Servicing' as the selected option. Below the navigation bar, the login form is displayed with fields for 'User ID' and 'Password (case sensitive)', a 'Remember my User ID next time I login' checkbox, and a 'LOGIN' button. A green arrow points to the 'Sign Up for Services' link at the bottom of the form.

2. Claim Documents

Within MGIC/Link Servicing, select **Claim Documents**, found under the Main Menu tab.



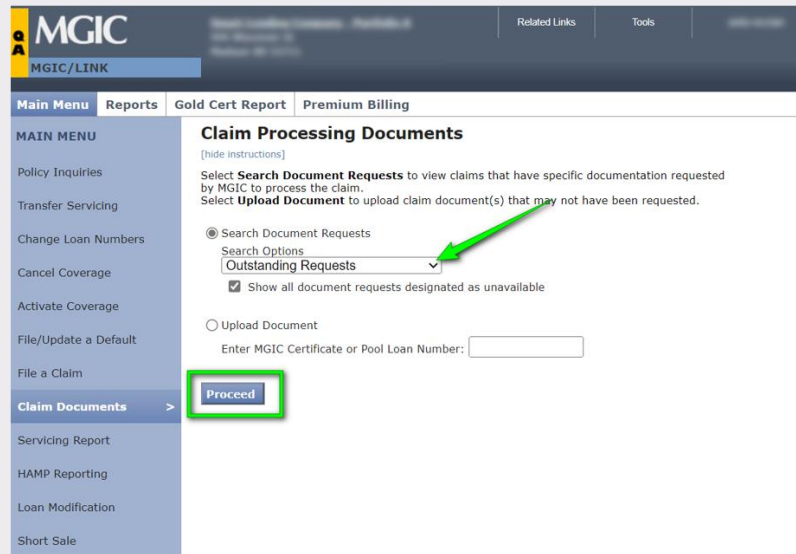
The screenshot shows the MGIC/Link Servicing website interface. The 'Main Menu' is expanded, and 'Claim Documents' is highlighted with a green box. A green arrow points to this option. The main content area displays the 'MGIC/Link Servicing' header and a 'Policy Inquiries' form with fields for 'Enter Certificate/Pool or Servicer Loan Number' and 'Select Inquiry Type' (Policy Detail, Default, Claim).

3. Search Document Requests

Select **Search Document Requests**, then choose an option from the drop-down menu.
a. The most common options are Outstanding Requests, Servicer Loan Number or Outstanding Document Type

For this tutorial, we chose Outstanding Requests.

Click **Proceed**.



The screenshot shows the 'Claim Processing Documents' section of the MGIC/Link Servicing website. The 'Search Document Requests' radio button is selected. A green arrow points to the 'Outstanding Requests' option in the 'Search Options' dropdown menu. The 'Proceed' button is highlighted with a green box. The page also includes instructions for searching and uploading documents.

4. View Outstanding Requests

Loans with outstanding document requests will populate. You can sort these documents using any of the column headers.

Click the **Show All Comments** checkbox to display additional information regarding the requests. The comments can then be expanded or hidden.

Note – You can export this information to an Excel spreadsheet by clicking the **Excel** icon above the table.

5. Access Upload Area

Click the **Upload** icon at the left side of the table for the document you wish to submit.

Information regarding the loan will appear, as well as each outstanding request associated with the loan.

6. Upload Document(s)

Indicate which document(s) you are uploading by clicking on the checkbox(es) underneath **Included** at the left side of the table.

If you need to submit a document that was not requested, click the **Include Unrequested Documents** checkbox, available below the table. Add an abbreviated description.

In the box provided, add any **Comments/File Handling Notes** you wish to include.

Under **Add a File to Upload**, click **Choose File** to select the document(s) from your computer.

Once selected, the file name(s) will display under **Chosen for Upload**.

Please review for accuracy, then click **Submit**.

Indicate which requested documents are included in this upload *

Included	Unable to Provide	Document	Status
<input type="checkbox"/>	<input type="checkbox"/>	Partial Payment History	Uploaded on 07/24/2024 at 09:55:23 AM CDT
<input type="checkbox"/>	<input type="checkbox"/>	Interest Rate Index	Uploaded on 10/09/2024 at 03:10:21 PM CDT
<input type="checkbox"/>	<input type="checkbox"/>	Bankruptcy Documentation	Last requested on 07/11/2024
<input type="checkbox"/>	<input type="checkbox"/>	Chronology of Default Servicing Events	Last requested on 07/10/2024
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Loan Modification Agreement	Last requested on 07/10/2024
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Collection/Foreclosure Notes	Last requested on 07/10/2024
<input type="checkbox"/>	<input type="checkbox"/>	Title Transfer Evidence	Last requested on 07/10/2024

Include Unrequested Documents

Character Count: 0 of 2000

Add a File to Upload *

Chosen for Upload
 C:\filepath\text Document.docx

NOTE: Make your selections and click on the **Submit** button to deliver documents to MGIC for check-in. After a successful upload, you will be returned to the **Claim Processing Documents** search page.
 Submission of document(s) electronically completes MGIC's request. MGIC doesn't require the original to be mailed. MGIC will contact you if there is an incorrect submission.
 Selecting **Unable to Provide** for a document serves as a notification to MGIC that after efforts to locate the document(s), you, as the servicer, cannot provide the document(s). Section 5.8 of the Master Policy provides that it is a condition precedent to payment of a claim that the Insured provide all information reasonably requested by MGIC. All documents received will be evaluated by MGIC to determine if the claim can be paid.

7. View in Uploaded, Pending Check-In

After submitting the loan document(s), the **Claim Processing Documents** screen will display.

Under **Search Options**, select **Uploaded, Pending Check-In** from the drop-down menu and click **Search**.

You will see all documents that have been uploaded. Once processed, they will no longer appear in this view.

Note – If the document(s) submitted does not fulfill our request, a new **Outstanding Document Request** will be generated.

Claim Processing Documents

Search Options: **Uploaded, Pending Check-In**

Found: 1 loan with Outstanding Document Requests and 4 Requested Documents

Upload	Service	MGIC Cert or Prod Loan No.	Claim Type	Borrower Name	Designated Unavailable	Document	Initial Request Date
<input type="checkbox"/>			(Instal)			Bankruptcy Documentation	07/11/2024
<input type="checkbox"/>						Chronology of Default Servicing Events - J	07/10/2024
<input type="checkbox"/>						Collection/Foreclosure Notes - J	07/10/2024
<input type="checkbox"/>						Title Transfer Evidence - J	07/10/2024

Export to: