



GINNIE MAE CONTACT INFORMATION

The **Office of Issuer & Portfolio Management** works with Issuers (e.g., banks, credit unions, housing finance agencies or mortgage banks who originate and/or service loans that are pooled into Ginnie Mae securities) in all matters concerning their participation in Ginnie Mae's MBS programs. The Office of Issuer & Portfolio Management also works with document custodians. Please call [LaKevia S. Waller](#) at 202-475-7213 if you have questions about:

- Eligibility for Ginnie Mae MBS Program
- Single-Family MBS
- Multifamily MBS
- Ginnie Mae I MBS
- Former Taylor, Bean & Whitaker Borrowers – currently serviced by Bank of America
- Targeted Lending Initiative
- Manufactured Housing
- HMBS
- Ginnie Mae II MBS
- Former Lend America Borrowers – currently serviced by Loan Care

The **Office of Capital Markets** directs and manages all capital markets activities and administers the Ginnie Mae Multiclass Securities Program, including, but not limited to, the Real Estate Mortgage Investment Conduit (REMIC), and Platinum Securities programs. Please call [Sandra Usher](#) at 202-475-4922 if you have questions about:

- Eligibility for Ginnie Mae Multiclass Securities Programs
- Platinum Securities
- Callable Trusts
- Real Estate Mortgage Investment Conduits (REMICs)
- Stripped Mortgage-Backed Securities

The **Office of Securities Operations** define, implement, and operate appropriate business processes, necessary to efficiently administer Ginnie Mae's MBS programs. Please call [Dan E. Kahn](#) at 202-475-2122 if you have questions about:

- Ginnie Mae Pool Processing
- Paying and Transfer Agent
- Central Registry Agent
- REMIC Information Agent
- Platinum Trustee



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The **Office of the Chief Financial Officer** maintains all financial management and operational controls for Ginnie Mae. Finance also provides accounting and financial reporting services; manages the investment of Ginnie Mae funds; monitors the execution of the budget; manages the accounting of defaulted portfolio assets; and, oversees the management of financial models including performing econometric modeling and forecasting, and the development of appropriate operational performance measures. The OCFO is also the liaison between Ginnie Mae and HUD's OCFO, the Office of the Inspector General, the Office of Management and Budget (OMB), the General Accounting Office (GAO), the U.S. Department of Treasury, and the U.S. Congress for budget, reporting, and/or audit matters. Please call [Michael Najjum](mailto:Michael.Najjum@GinnieMae.gov) at 202-708-4100 if you have questions about:

- Ginnie Mae Annual Report
- Internal Controls, Governance, and Compliance
- Ginnie Mae Fiscal Year Budget
- Defaulted Portfolio Assets

The **Office of Management Operations** is responsible for the development and implementation of all enterprise management policies and procedures related to Human Capital/Administration Management and Procurement Management. Please call [Kimberly Woods](mailto:Kimberly.Woods@GinnieMae.gov) at 202-475-4976 if you have questions about:

- Human Resources
- Annual Procurement, Training, Travel and Staffing Plans
- Procurement

The **Communications & Congressional Relations Division** is responsible for all Ginnie Mae communications, marketing efforts, public policy and government relations, and conference planning as well as administers Ginnie Mae's external website. The staff coordinates all Ginnie Mae communication with the media, industry associations, and other key public audiences. Please call [Gina Screen](mailto:Gina.Screen@GinnieMae.gov) at 202-475-7816 or [Terry Carr](mailto:Terry.Carr@GinnieMae.gov) at 202-475-7812 if you have questions about:

- Media Interviews
- Press Releases
- Ginnie Mae Statements
- Ginnie Mae Attendance at Conferences
- Issuance and RPB Data
- Congressional Inquiries
- Ginnie Mae's Website
- Marketing

For questions about Ginnie Mae's website (www.ginniemae.gov), please call [Adrian Blue](mailto:Adrian.Blue@GinnieMae.gov) at 202-475-7882.



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The **Office of Enterprise Risk** is responsible for monitoring the corporation's aggregate risk and compliance with risk policies, developing and maintaining corporate-wide procedures for risk management, and providing independent evaluation and oversight of all risk management activities. Please call [Gregory Keith](#) at 202-475-4918 if you have questions about:

- Risk Management Initiatives
- Continuity of Operations Plan (COOP)

The **Office of Enterprise Data & Technology Solutions** is responsible for defining, developing, and implementing enterprise-wide technical and information management strategies to ensure the ongoing and future alignment of Ginnie Mae's operations and technical infrastructure across the enterprise business model. Please call [Barbara Cooper-Jones](#) at 202-475-7817 if you have questions about:

- Information Technology Support and Solutions
- Business Process Improvement Initiative (BPI)
- Project Management Governance and Oversight Activities



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Consumers

Ginnie Mae makes it attractive for investors around the world to invest their money in the U.S. housing market; and, because Ginnie Mae provides liquidity to the mortgage market, Ginnie Mae's role is frequently misunderstood. Ginnie Mae is the guarantor of the security for which Federal Housing Administration (FHA), Veterans Affairs (VA), U.S. Department of Agriculture's Rural Development program (RD), and Housing and Urban Development's Public and Indian Housing program (PIH) mortgage loans serve as collateral. Because Ginnie Mae guarantees the security, it carries Ginnie Mae's name. As a result, borrowers are often mistakenly advised that Ginnie Mae determines eligibility for loan modifications, though we do not. The loan modification process is managed by the loan servicer according to the guidelines of the insuring agency. If you have concerns or questions about your government-insured loan, you should contact the agency which insured your loan. Information that may help consumers get in touch with the appropriate government agency is below.

- If you have questions about the Federal Housing Administration (FHA) program, call 1-800-225-5342.
- If you have questions about the Veterans Affairs (VA) Home Loan Guaranty program, call 1-800-827-1000.
- If you have questions about the Rural Development (RD) program, call 1-800-414-1226 to speak to a representative at USDA's Centralized Servicing Center.
- If you have questions about PIH program, call the PIH Customer Service Center at 1-800-955-2232.
- If you have a loan that is not government insured, call HOPE NOW at 1-888-995-4673.