



Mortgage Insurance Claims Portal

Frequently Asked Questions

The Mortgage Insurance Claims Portal (MICP) provides Mortgage Insurance (MI) companies with a transparent view of the MI Claims lifecycle. Review the frequently asked questions below for more information.

Q1. What is the Mortgage Insurance Claims Portal?

The Mortgage Insurance Claims Portal (MICP) is an application that servicers, MI companies, and Fannie Mae utilize for a transparent view of the MI claims process.

Q2. What are the benefits of MICP?

Within the application, Fannie Mae files MI claims with MI companies that participate in MICP, which increases transparency of the end-to-end claim filing process and ensure multi-party communication. While servicers are required to provide documentation, the documentation process is centralized and standardized providing a seamless experience.

Q3. How do I know what companies are participating in MICP?

Participating MI companies and their respective effective dates of participation for liquidated loans can be viewed on the [MI Claims Portal Participants Exhibit](#) and in the Fannie Mae [Servicing Guide](#). Any updates to this exhibit are announced via the weekly Selling + Servicing Newsletter. [Subscribe today](#).

Q4. How do I gain access to MICP?

Each servicer will have an MICP administrator that can grant access to users. To create an administrator account, refer to the [Granting DRS Access via Technology Manager Job Aid](#).

Q5. Which internet browser should I use?

For the best performance, please use Google Chrome.

Q6. Where can I find training material to get started?

Training materials are available on the [MICP Landing Page](#).