Mortgage Insurance Claims Portal

Frequently Asked Questions

The Mortgage Insurance Claims Portal provides mortgage insurance (MI) companies and servicers a fully transparent view into the MI claims lifecycle. Review the frequent questions below.

Q1.   **What is the Mortgage Insurance Claims Portal?**

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

Q2.   **What are the benefit of MICP?**

With the MICP 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 ensures 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 MI 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 within the *Servicing Guide*. Updates to this exhibit will be provided through the weekly Selling+ Servicing News. Subscribe today.

Q4.   **How do I gain access to MICP?**

Each servicer will have an MICP administrator that will be able to grant access to servicing users. To get an administrator account created, please follow these directions.

Q5.   **Which internet browser should be used?**

For the best performance, please use Google Chrome.

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

Training materials are available on the MCIP product page.