



Mortgage Insurance Claims Portal

Servicer User Guide





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Overview

Mortgage Insurance Claims Portal (MICP) is a component of the Decision Ready Solutions (DRS) platform. MICP allows mortgage insurers, servicers and Fannie Mae to communicate in real time, at the loan level, regarding mortgage insurance claim issues. MICP is a single repository for commentary and documentation related to loan liquidation, validation of MI coverage, and review of loans with canceled MI coverage. It allows the servicers to respond to claims that have been validated by the MI companies as having active coverage or if coverage has been cancelled, allowing confirmation if coverage should be enforced.

User permissions govern the access provided to each entity. System views will differ between MI company, servicer and Fannie Mae user. User roles within each entity will further define permissions within the portal.

For best performance, we recommend opening the DRS suite of applications in Chrome, Firefox or Edge.

Logging into the Mortgage Insurance Claims Portal


NOTE: For guidance on granting user access in Technology Manager, refer to the [Granting Access via Technology Manager for DRS Applications job aid](#), as applicable.

1. Access the [MICP Portal](#).
2. Click **Login to fmsso**.



NOTE: Upon authentication via SSO, the user is automatically redirected to the DRS listings screen. This screen displays only the DRS applications that the user is authorized to access.



 **Fannie Mae**

Alert List
For the best performance results, please use Chrome browser

IRT - Customer Inquiry IRT Admin

CPT - HUD Claim Packaging CPT Administrator


RES - Post Payment Documentation Request RES Admin

ERP - Exception Reporting Portal ERP Administrator


QCT - Quality Control Tracker QCT Admin

MICP - Mortgage Insurance Claim Portal MICP Administrator

ADMIN - Application Administration



3. Click **MICP – Mortgage Insurance Claim Portal** from the list of applications.

 **Fannie Mae**

Alert List
For the best performance results, please use Chrome browser

IRT - Customer Inquiry IRT Admin

CPT - HUD Claim Packaging CPT Administrator


RES - Post Payment Documentation Request RES Admin

ERP - Exception Reporting Portal ERP Administrator

QCT - Quality Control Tracker QCT Admin

MICP - Mortgage Insurance Claim Portal MICP Administrator

ADMIN - Application Administration














Servicer Functions

Functions available to servicers:

- Upload documents to fulfill documentation requests
- Send and receive messages
- View claim snapshot information
- Access loan-related data

Action Icons

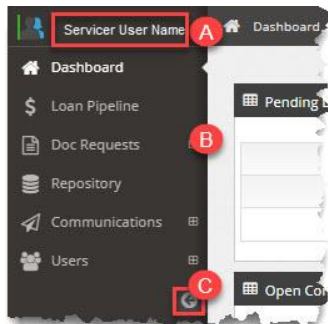
Actions	Definition
	The check mark icon is used to submit a doc request.
	The Document icon indicates when documents may be or already have been attached.
	The Upload icon is used to access the upload feature to submit docs.
	The Add icon is used to add a new doc request.
	Comments are notes entered to give context to claim activities. Comments are for information only, are visible to servicers and MI vendors but do not require a response. This icon is illuminated when comments are present. Click the Comments icon to display or make comments.
	Communications are external documentations that require a response. This icon is present when communications have been made. Click to add a communication or view existing communications.
	The History icon reflects when status changes have occurred on a claim. When clicked, a historical log of all transactions is displayed.
	The pencil and paper icon is used when submitting a reason for no documentation.
	Save

Landing Page Overview

When the login process is complete, the portal will open to the landing page which defaults to the Dashboard screen. The main menu will be displayed along the left side of the screen.

The main menu options are defined as follows:

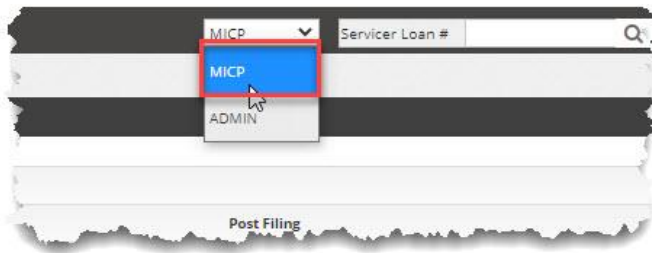
- A. User profile name
- B. Main menu
- C. Button to collapse the menu to just icons



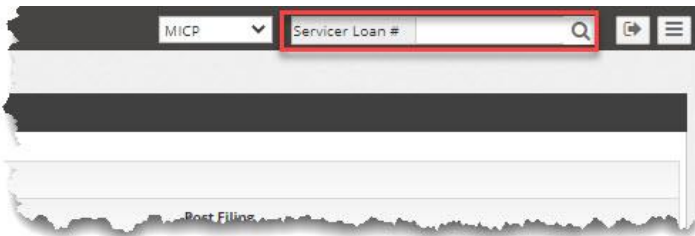


Additional menu items are displayed in the upper right corner of the page.



The MICP dropdown allows users who subscribe to more than one DRS application to toggle between the systems without logging in and out.



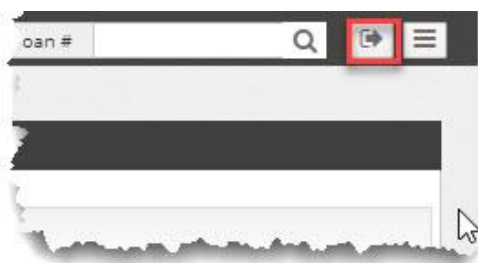
The user may elect to forego the Dashboard options and enter the Servicer Loan number directly into the loan number search bar.



1. The user will be directed to that specific loan detail. Click the blue **Serv loan number** to view additional claim details.

Loans List											
Serv Loan #	Cert #	Init Claim Due Dt	Suppl Claim Due Dt	Lqd Date	Lqd Type	State	Init Ind	Suppl Ind	Loan Status	MI Co	Actions
121212121	1234567	09/04/2020		07/16/2020	FCL/REO	OH	✓		MI Prep - Ready for Claim	MGIC	 

2. Use the back-arrow button to sign out of the MICP application.



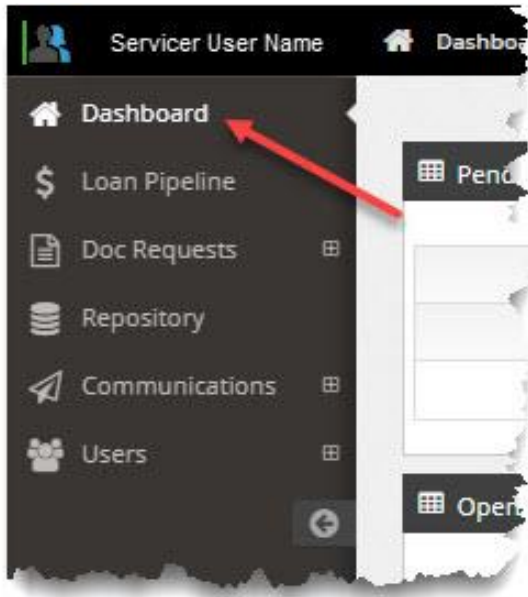
3. Use the three lines icon to the right to collapse the entire menu on the left-hand panel to view the dashboard in full-screen mode.





Dashboard

When the login process is complete, the portal will open to the landing page. The portal's default landing page is the **Dashboard**.



The Servicer Dashboard consists of **Pending Doc Requests** and **Open Communications**.

Dashboard									
MICP [dropdown] Servicer Loan # [input] [search]									
Pending Doc Requests									
MGIC									
Pre Filing					Post Filing				
41					1				
Open Communications									
Aging by Audience									
	Less than 3 days			3 - 5 days			Greater than 5 days		
Status	Servicer	MICO	FNMA	Servicer	MICO	FNMA	Servicer	MICO	FNMA
Draft									
Pending Response	2								
Pending Review Response									
Completed									

Pending Doc Requests

The Pending Doc Requests module reflects loans in the **pre** and **post filing** states. The numbers reflected in blue in each section are hyperlinks to the lists of loans in each status.

1. Click the hyperlink to open each category Loan List. The Loan List will display.

Pending Doc Requests									
MGIC									
Pre Filing					Post Filing				
41					1				

2. Click the blue **Serv Loan #** to open the loan details **OR**
3. Utilize the **Action** icons to view or attach documents **OR** send communications.



4. Icons with a red bubble indicate the number of uploaded documents.

Loans List											
Serv Loan #	Port #	Init Claim Due Dt	Suppl Claim Due Dt	Lqd Date	Lqd Type	State	Init Ind	Suppl Ind	Loan Status	MI Co	Actions
1112223344	2	09/04/2020		07/16/2020	FCL/REO	OH	✓		MI Prep - Ready for Claim	MGIC	3
13087864		07/22/2020		06/02/2020	DIL	PA	✓		MI Prep - Ready for Claim	MGIC	
21851189		10/14/2020		07/21/2020	FCL/REO	OH	✓		MI Prep - Ready for Claim	MGIC	
024265812		02/05/2020		12/17/2019	Short Sale	MO	✓		MI Prep - Ready for Claim	MGIC	4
024349766		11/25/2020		09/25/2020	FCL/REO	NC	✓		MI Prep - Ready for Claim	MGIC	1
024779082		02/06/2020		12/18/2019	FCL/REO	IN	✓		MI Prep - Ready for Claim	MGIC	
024877652		11/19/2020		09/30/2020	FCL/TPS	OK	✓		MI Prep - Ready for Claim	MGIC	
24956344		08/28/2020		07/09/2020	Other	MI	✓		MI Prep - Ready for Claim	MGIC	

5. Click the Actions icon to open the attachment.

View Documents

Doc Name

Document

Select File No files selected.

Source	Doc Name	Doc Type	Upload Date	Upload By	Actions
Loan Documents	xbvnbvc		01/04/2021	JR-Director Director	5

Close

Open Communications

Open Communications reflects statistics regarding response turn-times for communications for all three impacted entities, Servicer, MICO (MI Company) and Fannie Mae.

Click the blue numbers in each column to display the Communications List by response days and audience.

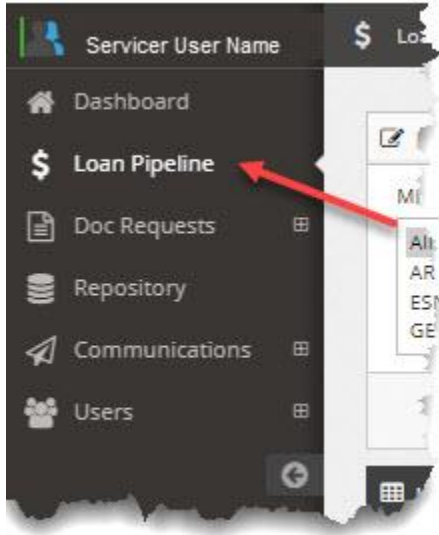
Open Communications									
Status	Aging by Audience								
	Less than 3 days			3 - 5 days			Greater than 5 days		
	Servicer	MICO	FNMA	Servicer	MICO	FNMA	Servicer	MICO	FNMA
Draft									
Pending Response	2		1						
Pending Review Response									
Completed									



Loan Pipeline

The **Loan Pipeline** menu options allows the user to filter criteria to focus on a specific population. This is the same information that can be drilled down to from the Dashboard; simply another way to access it.

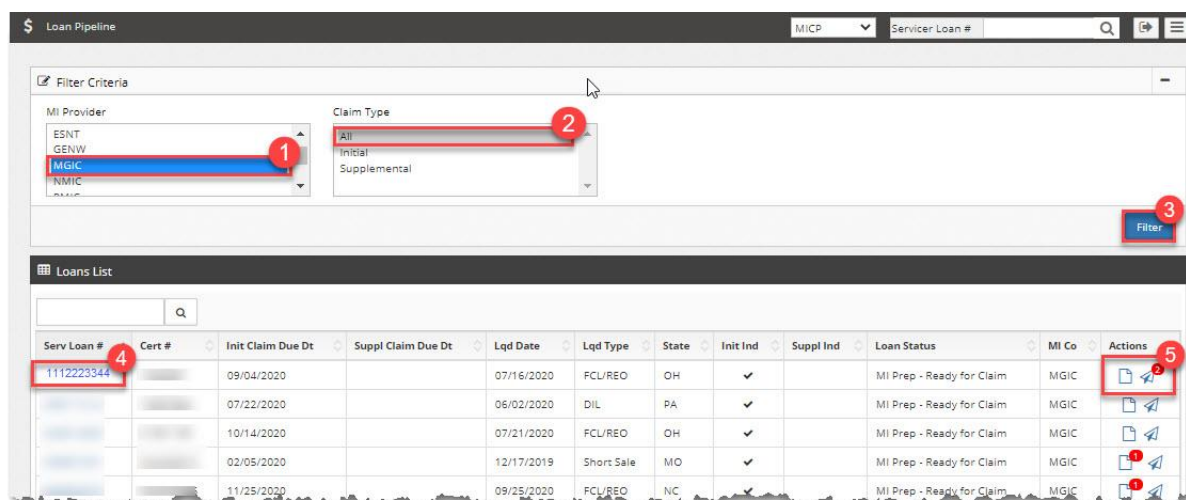
Select **Loan Pipeline** from the **Main Menu** on the left side of the page.



Filter Criteria/Loans List

The user may filter the **Loans List** display by utilizing the **MI Provider** and **Claim Type** drop downs.

1. Select **MI Provider** from the drop down or select **All**.
2. Select **Claim Type** or select **All**.
3. Click **Filter**. The filtered **Loans List** will display.
4. Click the blue **Serv Loan #** hyperlink to view the MI Claim details **OR**
5. Click the **Action** icons to view or attach documents **OR** send communications. Icons with a red bubble indicate the number of uploaded documents.





Respond to Communications

When the Communications Action item is clicked, a box will open, displaying Active and Previous Communications. If new communications are attached to the file, they may require a response.

1. Click the icon in the **Action** column and provide a response in the text box.
2. Click **acknowledge** Repeat for additional communications in the Active Communications list.

Responses

Subject: Claim filed

Communication: I left off the expected proceeds = \$41,923.87.

Enter Response below (maximum character limit 2,000).

Enter response here

1,980 Character(s) Remaining

Acknowledge

3. To view and not respond, click **Close**.

Response History


Close

Review Documents

The “Document” Action Icon allows the user to view and download attachments.

Click the “Document” Action Icon. If no documents are associated with this claim yet, the user will have the opportunity to upload attachments.

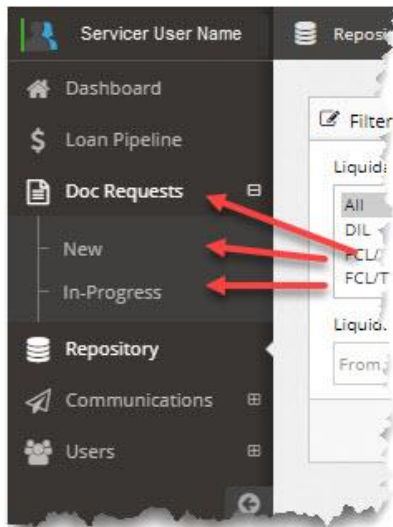
Serv Loan #	Cert #	Init Claim Due Dt	Suppl Claim Due Dt	Lqd Date	Lqd Type	State	Init Ind	Suppl Ind	Loan Status	MI Co	Actions
		07/22/2020		06/02/2020	DIL	PA	✓		MI Prep - Ready for Claim	MGIC	
		10/14/2020		07/21/2020	FCL/REO	OH	✓		MI Prep - Ready for Claim	MGIC	
		10/28/2020		09/08/2020	Short Sale	SC	✓		MI Prep - Ready for Claim	MGIC	
		02/05/2020		12/17/2019	Short Sale	MO	✓		MI Prep - Ready for Claim	MGIC	
		11/25/2020		09/25/2020	FCL/REO	NC	✓		MI Prep - Ready for Claim	MGIC	

Documents can be attached from the Doc Requests menu. They can be uploaded individually, using the  action icon or in bulk by dragging and dropping documents into the Bulk Document Upload box. See the Doc Requests section below for further instructions.



Doc Requests

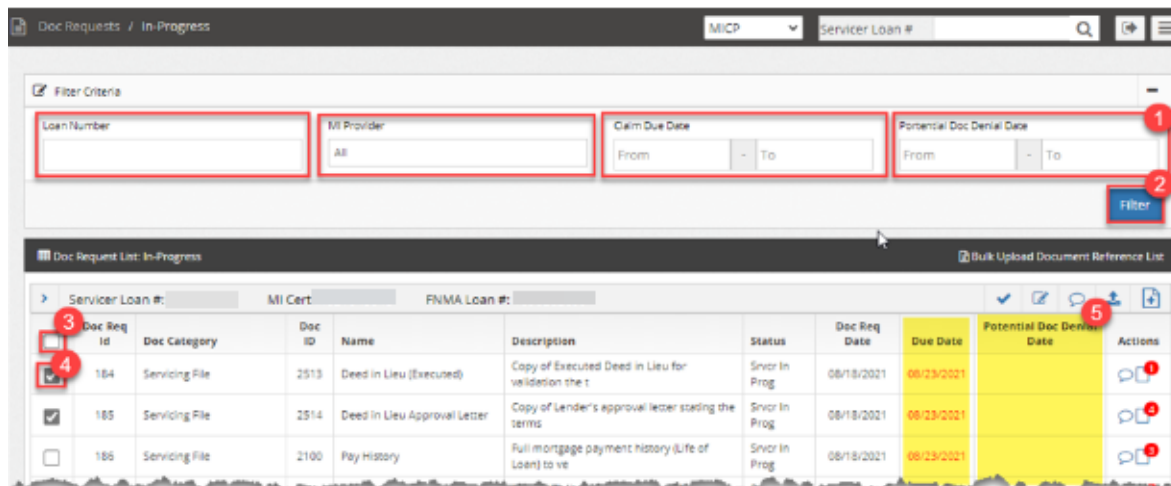
The **Doc Requests** module provides the user with filters to refine the Doc Request Lists (New or In-Progress) and provide acknowledgment.



New Document Requests

Filter and sort new document requests and acknowledge requests to move to “In-progress” status.

1. Filter Criteria by **Loan Number**, **MI Provider**, **Claim Due Date** and/or **Due in Next** time period.
2. Click **Filter**. The filtered **Doc Request List** will display.
3. Check the box in the far-left corner to select all items in the Doc Request List **OR**
4. Select individual check boxes in the list.
5. Closely examine the **Due Date** and **Potential Doc Denial Date** column to determine the timeliness of the response. Lack of activity could result in a denial.





Acknowledge

The user must respond to items on the **Doc Request List(s)** in a timely fashion.

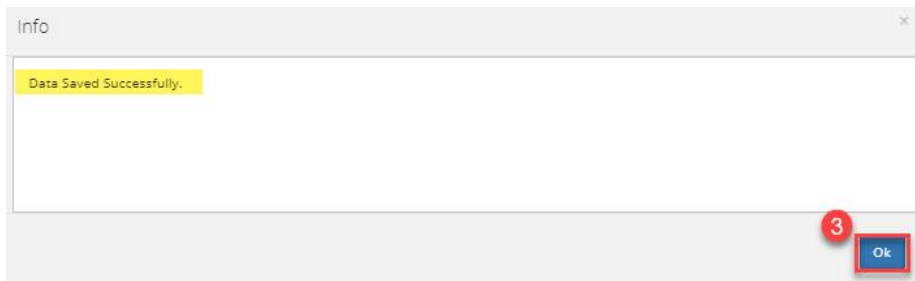
1. Scroll to the bottom of the **Doc Request List**.
2. Click **Acknowledge** to respond to all checked document requests.

The screenshot shows a table with columns for checkboxes, Doc Req Id, Doc Category, Doc Description, Doc Review, and dates. The bottom row is highlighted, and the Acknowledge button is visible at the bottom right.

	Doc Req Id	Doc Category	Doc Description	Doc Review	Doc Review Date	Doc Review Status
<input type="checkbox"/>	421	Servicing File	2505 Proof of Funds/Process	Proof of Third Party sale or Redemption proceeds	Pnd Svcr Review	11/16/2020 11/21/2020
<input type="checkbox"/>	422	Servicing File	2504 Final Bidding Instructions	Auction Bidding instructions that lead to the sale	Pnd Svcr Review	11/16/2020 11/21/2020 -51
<input type="checkbox"/>	423	Servicing File	2100 Pay History	Test Full mortgage payment history (Life of Loan)	Pnd Svcr Review	11/16/2020 11/21/2020 -51
<input checked="" type="checkbox"/>	424	Servicing File	2300 Explanation of Credits or Deductions	Credits/Deductions (premium refunds, hazard or MI)	Pnd Svcr Review	11/16/2020 11/21/2020 -51
<input checked="" type="checkbox"/>	425	Servicing File	2517 Modification Agreement (Executed)	Copy of executed agreement stating the terms and c	Pnd Svcr Review	11/16/2020 11/21/2020 -51
<input checked="" type="checkbox"/>	387	Servicing File	2501 Foreclosure / Trustee Deed (Executed)	Copy of executed Foreclosure Deed, Trustee's Deed	Pnd Svcr Review	11/16/2020 11/21/2020 -51

The system displays a confirmation message that the acknowledgement was saved successfully.

3. Click **OK**.

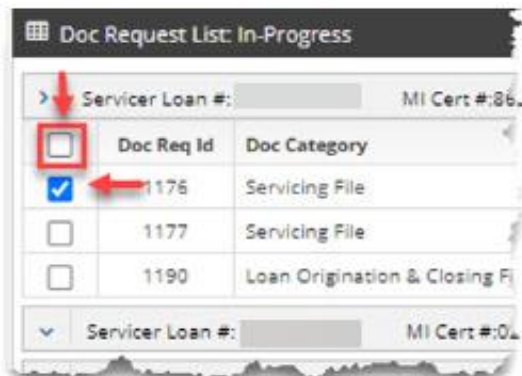


In-Progress

The acknowledged items will move to the **In-Progress** module.

Items in the In-Progress queue should be sorted by the **Potential Doc Denial Date**. Items with a date entered in this field have a finite time frame to address their associated outstanding document requests or risk being denied for lack of activity.

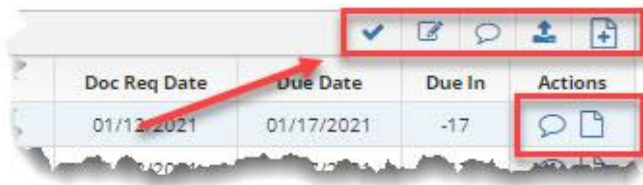
Check the checkbox to identify which doc or docs the user is uploading with the **upload** icon. Check the top box to attach to all requests or check individual boxes as applicable.




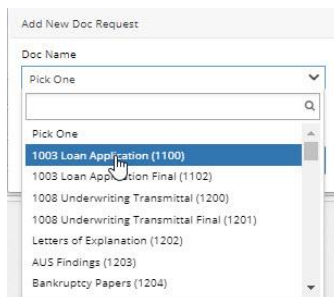
The attached comments and documents will not be submitted until the user selects the **Submit** checkmark and sends them for review.




Utilize the **Action** icons to leave/review comments or request/add/review attached documents on a particular loan claim or a series of claims. All **Action** icon functions are defined [here](#).



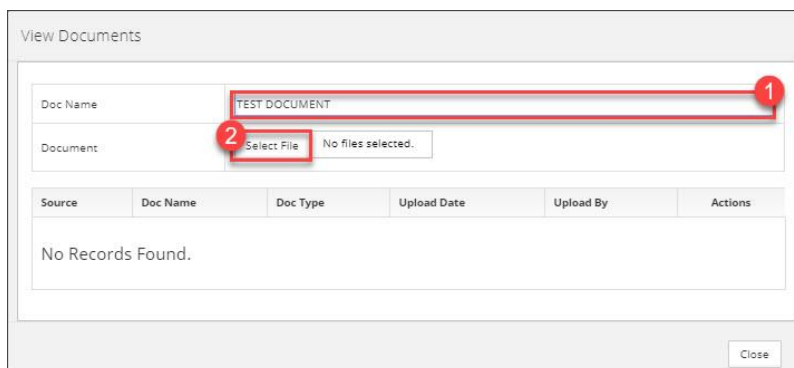
- Click the **Add** icon  to add a new document request. Select a document type from the drop down and attach the associated document you have stored locally. Ensure at least one request line check box is checked and click the **Submit** button.



Single document Upload

Use the **Upload** icon  to attach a new single document to the loan. Ensure at least one request line item check box is checked.

- Enter a document name.
- Click **Select File** and select the file to be attached. The name will appear in the field next to the upload button.





- Click **Upload**. The attachment will appear in the document list below.

View Documents

Doc Name: TEST DOCUMENT

Document: Test Document.docx

Source	Doc Name	Doc Type	Upload Date	Upload By	Actions
No Records Found.					

- Click **Close** to exit the pop-up box.

View Documents

Doc Name: TEST DOCUMENT

Document: Test Document.docx

Source	Doc Name	Doc Type	Upload Date	Upload By	Actions
Loan Documents	TEST DOCUMENT		02/03/2021	TinaPrimaryServicer.Thakkar	

4

If documents have already been attached, a red bubble with a number will reflect how many documents have been attached.

- Click the **Document** Action Icon to view attachments.

	MI Co	Actions
Claim	MGIC	
Claim	MGIC	
Claim	MGIC	3
Claim	MGIC	1
Claim	MGIC	1

The attachments will display and can be downloaded or deleted, if uploaded in error.

View Documents

Doc Name:

Document: No files selected.

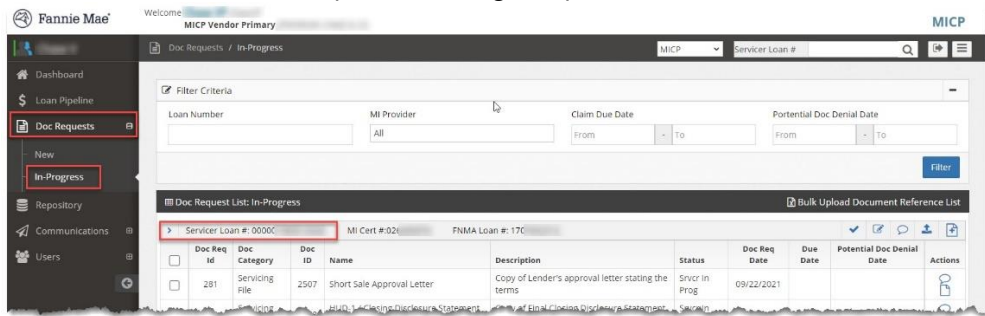
Source	Doc Name	Doc Type	Upload Date	Upload By	Actions
Loan Documents	Tina1 - FNMA Lead created		01/13/2021	TinaMICLead.Thakkar	
Loan Documents	Doc2 - FNMA Dir Created		01/13/2021	JR-Director.Director	
Loan Documents	Doc3 - MICO Primary		01/13/2021	TinaMICPrimary.Thakkar	
Servicer Documents		Short Sale Approval Letter	01/14/2021	TinaPrimaryServicer.Thakkar	
Servicer Documents		Short Sale Approval Letter	01/14/2021	TinaPrimaryServicer.Thakkar	
Servicer Documents		Short Sale Approval Letter	01/14/2021	TinaPrimaryServicer.Thakkar	
Servicer Documents	TEST DOC	Short Sale Approval Letter	01/26/2021	Christine.Hodge	
Servicer Documents	TEST DOC	Letters of Explanation	01/26/2021	Christine.Hodge	
Loan Documents			02/03/2021	TinaPrimaryServicer.Thakkar	
Loan Documents			02/03/2021	TinaPrimaryServicer	



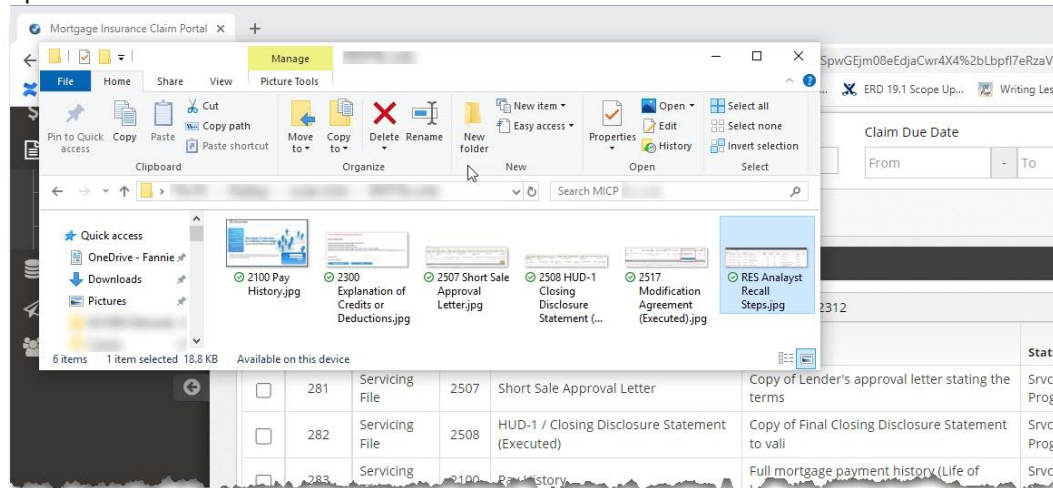
Bulk Document Upload

If multiple documents have been requested, they can be attached and assigned in bulk.

1. Select a loan from the Doc Requests > In-Progress queue.

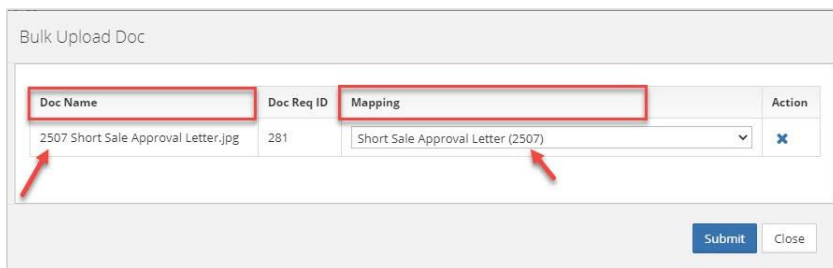


2. Open the folder where documents for the loan are stored.



3. Click the desired document(s) and drag them to the Bulk Upload Dropbox. Up to 10 documents can be uploaded at a time using this method.

MICP will attempt to assign the document to the proper outstanding document request, based on the document number within the **Doc Name**. The name of the attached document appears in the **Doc Name** column. The outstanding document request name appears in the **Mapping** column. The user must include the document number ("2507" in the example below) in the name of their document in order to map properly.





If the document cannot automatically be mapped to the number in the document name, the document will default to “Other” with a **Doc Req ID** of “New Doc Request”.

Bulk Upload Doc

Doc Name	Doc Req ID	Mapping	Action
TEST.jpg	New Doc Req	Other(9999)	X

Submit Close

The user can update the **Mapping** column to the proper mapping drop-down. MICP will then update the document upload to the actual associated **Doc Req ID**.

Bulk Upload Doc

Doc Name	Doc Req ID	Mapping	Action
TEST.jpg	185	Deed in Lieu Approval Letter (2514)	X

Close

Doc Request List: In-Progress

Doc Req ID	Doc Category	Doc ID	Doc Name	Doc Description	Doc Status	Doc Date	Doc Type	Doc Action
184	Servicing File	2513	Deed in Lieu (Executed)	Copy of E...	Completed	09/27/2021	10/27/2021	1
185	Servicing File	2514	Deed in Lieu Approval Letter	Copy of L...	In Progress	09/27/2021	10/27/2021	4
186	Servicing File	2100	Pay History	Full mortg...	In Progress	09/27/2021	10/27/2021	5
187	Servicing File	2300	Explanation of Credits or Deductions	Credits/D...	In Progress	09/27/2021	10/27/2021	1
188	Servicing File	2517	Modification Agreement (Executed)	Copy of e...	Completed	09/27/2021	10/27/2021	2
287	Other	9999	Other	Document inventory	In Progress	09/27/2021	10/27/2021	1
292	Loan Origination & Closing Files	1204	Bankruptcy Papers	Bankruptcy papers	In Progress	09/27/2021	10/27/2021	1
293	Servicing File	2212	Hazard Insurance	Current hazard insurance (listing valid coverage p	In Progress	09/27/2021	10/27/2021	1

4. The system will confirm the document is attached.

Info

Data saved successfully.

Ok

5. Click **Submit**.

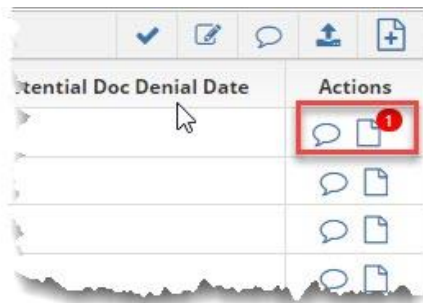
Bulk Upload Doc

Mapping	Action
Short Sale Approval Letter (2507)	X

Submit Close

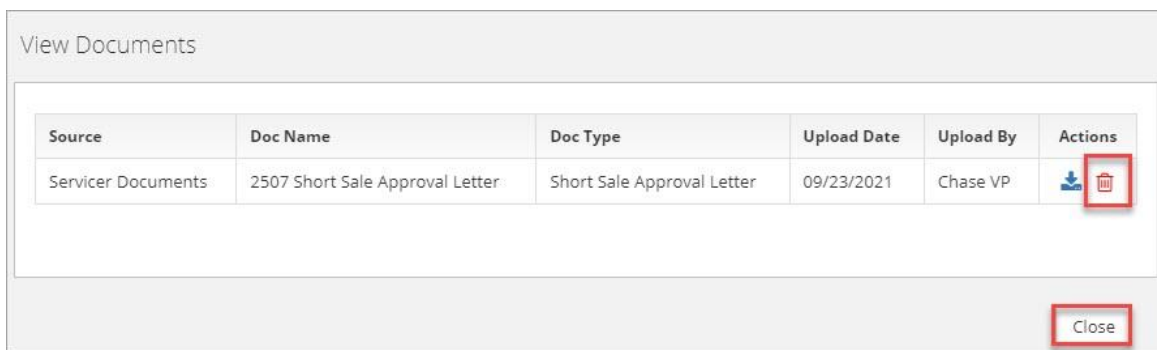



The document will be reflected in the attached document count bubble in the Action Icon column.

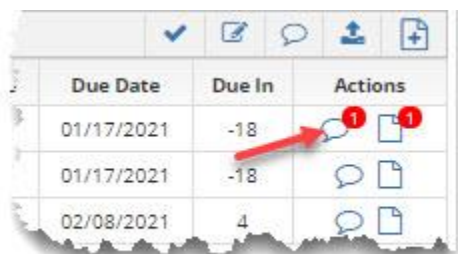



Delete attachments

If a document is added in error, click on the attachment bubble in the Action Item column, and click the red trash bin to delete it. Click **Close**.



- Click the **Comment** icon  to attach a new comment to the loan. Ensure at least one request line-item check box is checked.
 - Enter comment in the comment text box.
 - Click **Submit**. A message will display, notifying that the document was uploaded successfully. A red bubble with a number.




- Click the **No Doc** icon  to submit a reason for no documentation. Ensure at least on request line-item check box is checked.



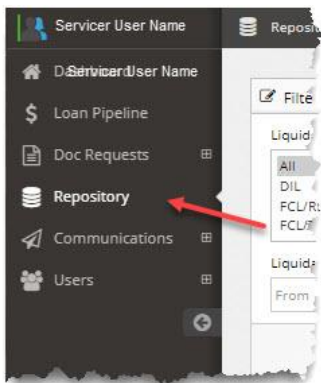
1. Enter reason in No Doc Reason text box.
2. Click **Submit**. A message will display, notifying that the document was uploaded successfully.

- When all documentation has been collected and attached for a line item(s), check the box and click the **Submit Checkmark** icon to submit for review.

Doc Req Date	Due Date	Potential Doc Denial Date	Actions
08/10/2021	08/15/2021		<input checked="" type="checkbox"/> (1)  (2)

Repository

The Repository module provides the user with filters to refine down the Claims Lists to review claim details.



Use the filters and date criteria to view the desired results.

1. Filter Criteria by **Liquidation Type**, **MI Company**, **Loan Status**, Liquidation Date, Claim File Date and Claim Eligibility Date.
2. Click **Filter**. The filtered **Claims List** will display.
3. Click the blue **Srvr Loan #** hyperlink to research claims that are already closed or locate active claims.



The Claim Snapshot will display, including loan and claim details.

Claim Snapshot								
Claim Type	Claim Status	DT Started	# Rcpts	Open Doc Req	Claims Elig DT	Claim Due DT	DT Filed	Aging
Initial	InProgress	11/16/2020	0	2		08/04/2016		81

Loan			
Loan Number	MICO / MGIC	MI Cert	LIQ Type
Property State: NC	LPI DT: 09/01/2014	DLQ UPB Rpt: 35296.02	FCL/REO
			LIQ DT: 06/02/2016

Doc Requests								
Doc Req Id	Doc Category	Doc ID	Name	Status	Doc Req Date	Due Date	Due In	
1	Servicing File	2501	Foreclosure / Trustee Deed (Executed)	Auto Closed	11/16/2020	11/21/2020	-76	
2	Servicing File	2100	Pay History	Auto Closed	11/16/2020	11/21/2020	-76	
3	Servicing File	2300	Explanation of Credits or Deductions	Auto Closed	11/16/2020	11/21/2020	-76	
4	Servicing File	2517	Modification Agreement (Executed)	Auto Closed	11/16/2020	11/21/2020	-76	
1176	Servicing File	2501	Foreclosure / Trustee Deed (Executed)	No Doc Found	01/12/2021	01/17/2021	-19	

Messages

Message Status Icon Legend

Icon	Definition
	New Fannie Mae Initial Message
	New servicer Initial Message
	New MICO Initial Message
	Fannie Mae Note added
	Servicer Note added
	MICO Note added
	Fannie Mae Responding Message
	MICO Responding Message
	Servicer Responding Message
	Complete

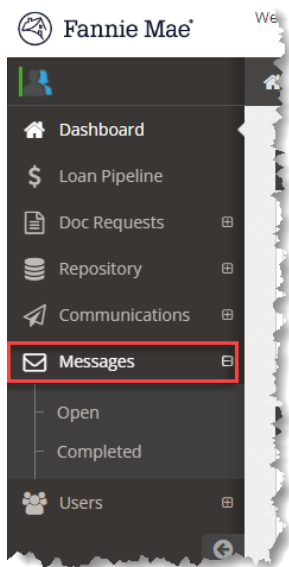
Message Access

There are a few ways to access messages in MICP: from the main menu, the dashboard widget, and the loan pipeline tabs.



Messages via Main Menu

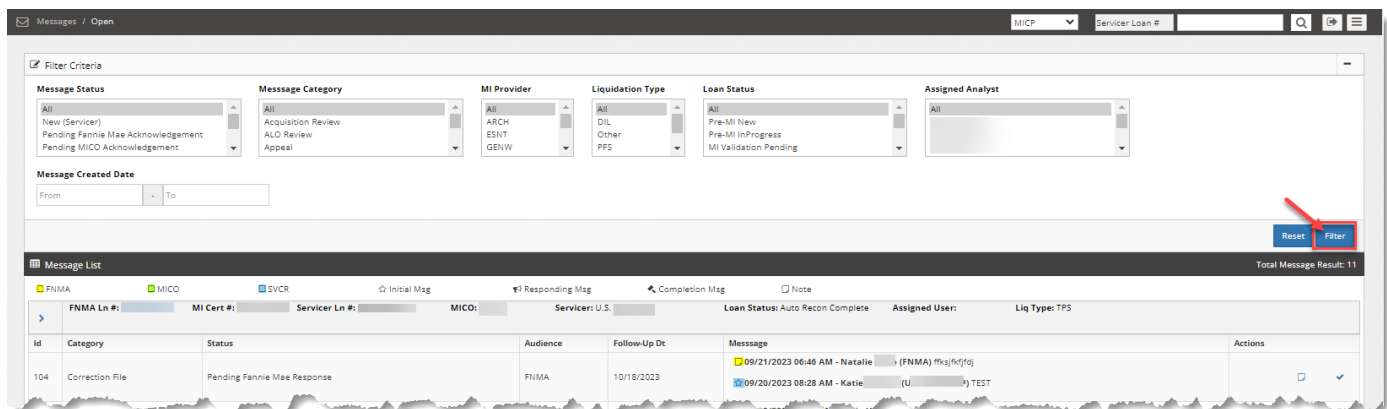
The Messages option can be found in the menu on the left side of the screen. Click the **+** to open the options.



Open Messages

Open Messages contains the list of loan correspondence that has NOT yet been resolved and marked as “Completed.” Set the filter options to **All** and **Filter** to display the first 500 unresolved messages. To drill down to a specific population, make selections from the filter options.

If the entire message exceeds the Message field, click the message to expand the field and view the entire message.



Completed Messages

Completed Messages contains the list of loans that have message exchanges that have been resolved and marked **Completed**. To view a specific population of completed Message exchanges, utilize the filters at the top of the page.



Reminder: Due to the large number of **Completed Messages**, a starting date range is required in order to filter to a manageable population.



Messages / Completed

MICP Servicer Loan #

Filter Criteria

Message Status: All, Completed

Message Category: All, Acquisition Review, ALO Review, Appeal

MI Provider: All

Liquidation Type: All, DIL, Other, PFS

Loan Status: All, Pre-MI New, Pre-MI InProgress, MI Validation Pending

Assigned Analyst: All

Message Completed Date: 09/01/2023 To

Reset Filter

Messages via Dashboard Widget

The MICP dashboard now hosts a **Messages by Servicer and Status** display.

This display parses messages into various statuses. Each blue number is a hyperlink that will direct the user to the population of messages associated with each status.

Messages by Servicer and Status

Servicer	New	Pending Servicer Response	Pending Fannie Mae/MICO Acknowledgment	Pending Fannie Mae/MICO Response	Copied	Completed	Total By Servicer
David					1		1
Kimberly			1		1	1	3
UnAssigned	1	1	4	1		5	12
Total Messages	1	1	5	1	2	6	16

Active Claims by User & Claim Status

Dashboard

MICP Servicer Loan #

Message List

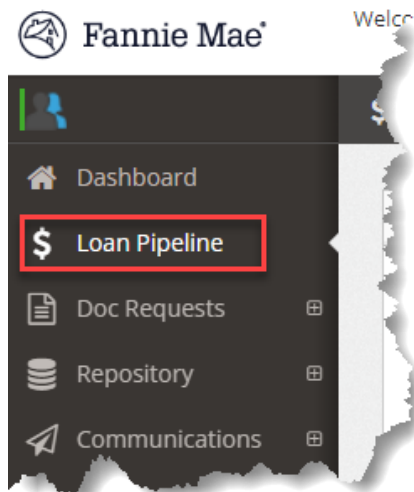
FNMA MICO SVCR Initial Msg Responding Msg Completion Msg Note

FNMA Ln # MI Cert # Servicer Ln # MICO: Servicer: Loan Status: Auto Recon Complete Assigned User: Liq Type: TPS

Id	Category	Status	Audience	Follow-Up Dt	Message	Actions
104	Correction File	Pending Fannie Mae Response	FNMA	10/18/2023	09/21/2023 06:46 AM - Natalie (FNMA) fhs/fd/dj 09/20/2023 08:28 AM - Katie () TEST	

Message via Loan Pipeline

1. Select **Loan Pipeline** from the Main Menu





2. Use filter criteria to drill down to a specific loan or population of loans. Click the blue FNMA Loan # hyperlink to open the loan.

The screenshot shows the 'Loan Pipeline' application interface. At the top, there's a header with 'Loan Pipeline' and a search bar. Below the header is a 'Filter Criteria' section with various dropdown menus for 'Liquidation Type', 'MI Provider', 'Claim Type', 'Loan Status', 'Initial Claim Status', 'Supp Claim Status', and 'Assigned User'. There are also date pickers for 'Liquidation Date', 'Load Date', 'Claim File Date', and 'Claim Eligibility Date'. A 'Servicer' field is at the bottom left. On the right, there are 'Reset' and 'Filter' buttons. Below the filter section is a 'Loans List' table. The first row of the table is highlighted with a red box, showing 'FNMA Loan # 16520'. A red arrow points to the 'Servicer Loan #' field in the top right, and another red arrow points to the 'Filter' button.

3. Click the **Msg** tab. The new message count will be displayed in the corner of the tab.

The screenshot shows the 'Loan Pipeline' application interface with the 'Msg' tab selected. The 'Msg' tab is highlighted with a red box and has a message count of 2. Below the tab is a table with columns: 'Id', 'Category', 'Status', 'Audience', 'Created Dt', 'Created By', 'Last Upd Dt', 'Follow-Up Dt', 'Message', and 'Actions'. The first row of the table shows a message with 'Id' 104, 'Category' 'Correction File', 'Status' 'Pending Fannie Mae Acknowledgement', 'Audience' 'FNMA', 'Created Dt' '09/20/2023', 'Created By' (blank), 'Last Upd Dt' '09/20/2023', 'Follow-Up Dt' (blank), 'Message' '9/20/2023 8:28:18 AM - (SVCR: [redacted]) TEST', and 'Actions' (blank). A red box highlights the 'Msg' tab icon, which has a message count of 2.

Action Items


The Actions column, found within the Messages section and on the Msg tab contains icons which are defined in the [Action Item Legend](#) below. These icons are hyperlinks to tasks that will move a message status forward or resolve it and close out the correspondence thread. Steps to complete these tasks are outlined below.

Action Item Legend

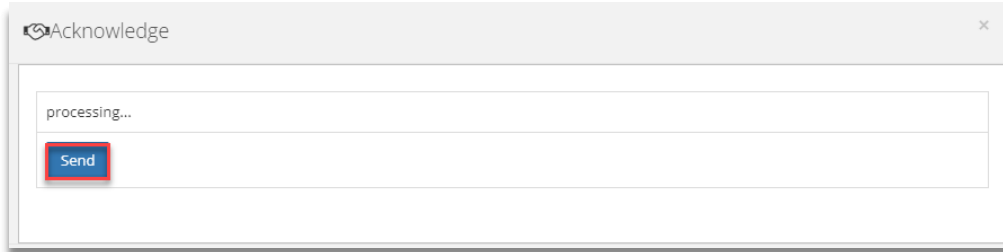
Icon	Definition
	Acknowledge
	Set follow-up date
	Reply and send
	Add a note
	Complete



Acknowledge

Use the  Action icon to acknowledge the receipt of a message.


1. Click the **Acknowledge** icon in the Actions column.
2. Click **Send**.



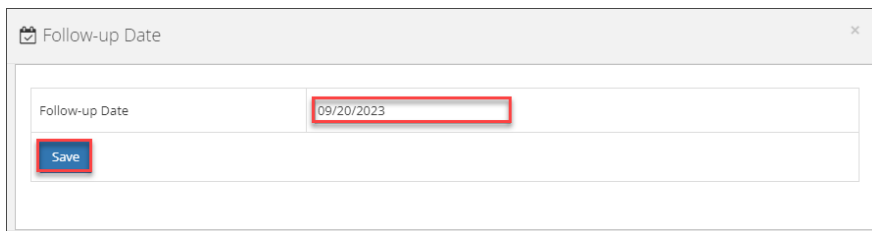
A dialog box titled "Acknowledge" with a close button (X) in the top right corner. Inside the dialog, there is a text input field containing the text "processing...". Below the input field is a blue button labeled "Send".

This action will update the status to **Processing** in the recipient's queue.

Set a follow-up date.


Use the  Action icon to add a follow-up date to a message.

1. Click the Set follow-up date icon in the Action column.
2. Enter the follow-up date.
3. Click **Save**.

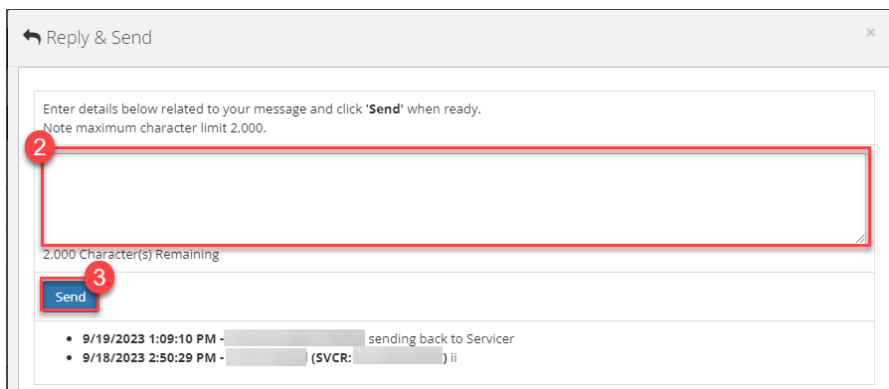


A dialog box titled "Follow-up Date" with a close button (X) in the top right corner. Inside the dialog, there is a text input field labeled "Follow-up Date" containing the date "09/20/2023". Below the input field is a blue button labeled "Save".

Reply and Send

Use the  Action icon to respond to a message.

1. Click the **Reply and Send** icon in the **Action** column. The message thread will display in the **Reply and Send** box.
2. Enter comments. (2,000 character limit).
3. Click **Send**.




A dialog box titled "Reply & Send" with a close button (X) in the top right corner. Inside the dialog, there is a text input field with a placeholder text "Enter details below related to your message and click 'Send' when ready. Note maximum character limit 2,000." Below the input field is a blue button labeled "Send". At the bottom of the dialog, there is a list of messages:

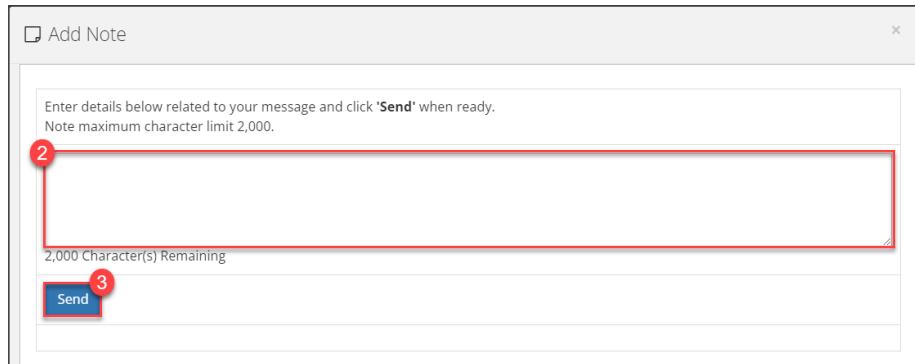
- 9/19/2023 1:09:10 PM - [redacted] sending back to Servicer
- 9/18/2023 2:50:29 PM - [redacted] (SVCR: [redacted]) II




Add a Note

Use the  Action icon to add a note to a message.

1. Click the **Note** icon in the **Action** column.
2. Enter comments. (2,000 character limit).
3. Click **Send**. The message will appear in the **Message** column at the top of the thread.



Complete message exchange

Use the  Action icon to add a note to a resolve a Message thread.

1. Click the **Complete** icon in the **Action** column.
2. Click **Yes** to the pop-up box question “Are you sure you want to complete this message?”



Create New Messages

New messages can be created in MICP. Users can direct correspondence to the Mortgage Insurance Company (MICO) or Fannie Mae. Messages are visible to all parties and all parties can add clarifying notes to messages.

1. Click **Loan Pipeline** from the menu on the left.
2. Use the filters to locate a specific loan or a certain population of loans.
3. Click **Filter**.



4. Click the blue **FNMA Loan #** to select a loan from the results.

1. Loan Pipeline

2. Filter Criteria

3. Filter

4. FNMA Loan #

FNMA Loan #	MI Co	MI Cert No	Svcr Name	Serv Loan #	Load Date	Lqd Type	Loan Status	Init Claim Due Dt	Init Claim File Dt	Init Claim Status	Settlement Date	Settlement Type	Suppl Claim Due Dt	Suppl Claim F Dt
7282					01/21/2023	TPS	Auto Recon Complete	03/08/2023	03/08/2023	Approved	03/15/2023	Option		

5. Click the **Msg** tab. Existing messages will display below.

6. Click the **Add New** link to create a new message.

5. Msg

6. Add New

Id	Category	Status	Audience	Created Dt	Created By	Last Upd Dt	Follow-Up Dt	Message	Actions
----	----------	--------	----------	------------	------------	-------------	--------------	---------	---------

7. Select the **Intended Audience** from the drop-down.

Intended Audience: Pick One

Category: Pick One

Enter details below related to you
Message maximum character limit

Servicer



8. Select the **Category** from the drop-down.

The screenshot shows the 'Add New' form with the 'Intended Audience' set to 'Fannie Mae'. The 'Category' dropdown menu is open, displaying a list of options: 'Claim Follow-up', 'Recessions', 'Correction File', 'Missing 259 Receipt', 'Acquisition Review', 'ALO Review', 'Appeal', and 'Reconciliation'. The 'Claim Follow-up' option is highlighted in blue, and a mouse cursor is pointing at it. The text box for the message is empty, and the 'Send' button is visible at the bottom left.

9. Enter the message text in the text box. The text box is limited to 2,000 characters.
10. Click **Send**.

The screenshot shows the 'Add New' form with the 'Intended Audience' set to 'Fannie Mae' and the 'Category' set to 'Claim Follow-up'. The text box for the message is highlighted with a red border and a red circle with the number '9' next to it. Below the text box, it says '2,000 Character(s) Remaining'. The 'Send' button is circled with a red circle and the number '10' next to it.

11. Click **Close** to exit any text box without sending the message.

