

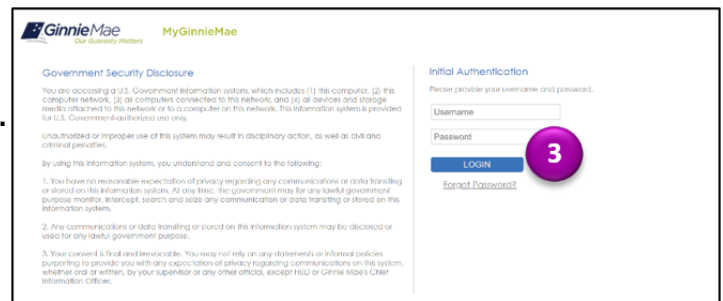
This Quick Reference Card (QRC) is for Issuers who must submit their SCRA Eligibility and Reimbursement Requests to the Reporting and Feedback System (RFS) via File Upload. For a small number of uploads, Issuers may instead opt to manually enter and submit their SCRA Eligibility or Reimbursement Requests one at a time by completing the online SCRA Loan Eligibility Information or Request Forms within the RFS SCRA Module.

### Uploading SCRA Eligibility and Reimbursement Requests

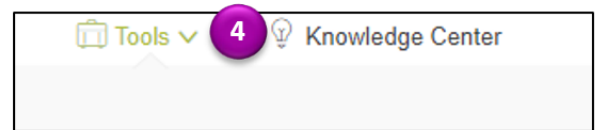
1. Navigate to the [MyGinnieMae Login Page](#).
2. Select **Login** in the upper right-hand corner.



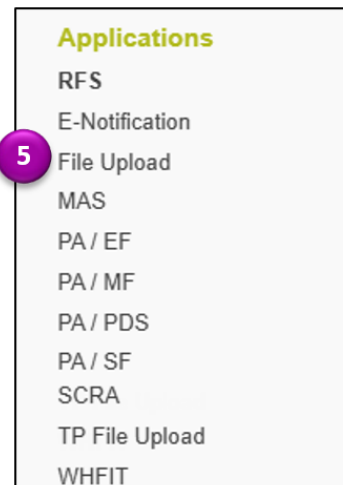
3. Enter your **Username** and **Password**. Select **LOGIN**.



4. Select **Tools** in the upper right-hand corner.



5. Select **File Upload** under Applications.



# Submitting and Uploading Service Members Civil Relief Act (SCRA) Files



## ISSUER QUICK REFERENCE CARD

6. Select File Type **Service Members Civil Relief Act Files**.

**File Upload**

Select File Type

Custodial Account Verification

Custodial Account Verification

Federal Home Loan Supplemental

HRA Files

Matching and Suspense file

MF Prepayment Penalty

PFI - CAA

Pool Accounting Files

Payment Default Files (Single Family)

Remittance Advice

**Service Members Civil Relief Act Files**

WHFIT Files

Supplemental Forbearance File

### Uploading Eligibility Requests

7. Select your **Eligibility Request File** from your computer and then select **upload**.

**Note:** Eligibility (ELIG) request files should be in **.TXT** format.

**File Upload**

Select File Type

Service Members Civil Relief Act Files

File to upload

Choose Files No file chosen

Upload

8. Once the SCRA Eligibility Form is electronically submitted through the RFS SCRA module, you will receive a notice that it was successfully submitted. An SCRA Loan Eligibility Information PDF Form will be produced for download. Open the **PDF form**.

**8**

Congratulations! You have successfully submitted an SCRA Eligibility file.

The eligibility report file listed above should have been available for download when you submitted the eligibility. If you did not see a screen prompting you to download the report, or you were unable to download the report, please contact the Ginnie Mae Help Desk at (888)-GINNIE4 Option 3. Have this e-mail handy when you call.

This message (including any attachments) contains confidential information intended for a specific individual and purpose, and is protected by law. If you are not the intended recipient, you should delete this message

Any disclosure, copying, or distribution of this message, or taking of any action based on it, is strictly prohibited. [v.E.1]

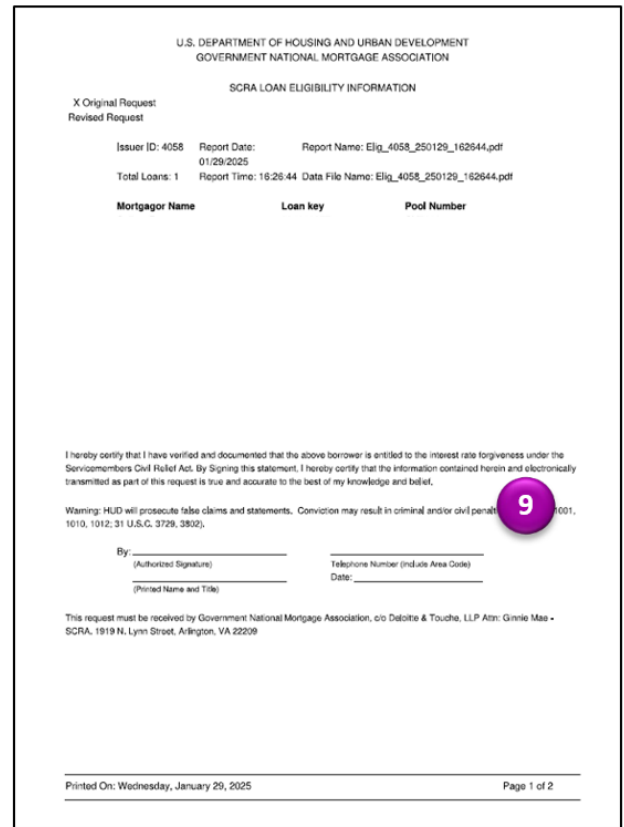
# Submitting and Uploading Service Members Civil Relief Act (SCRA) Files



## ISSUER QUICK REFERENCE CARD

9. Digitally or 'wet' sign the **SCRA Loan Eligibility Information Form**. Combine this form with the soldier's military orders and Loan Note.

**Note:** If Note date is after federal duty start date then provide a copy of the loan note with the military orders.



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
GOVERNMENT NATIONAL MORTGAGE ASSOCIATION

SCRA LOAN ELIGIBILITY INFORMATION

X Original Request:  
Revised Request

Issuer ID: 4058 Report Date: 01/29/2025 Report Name: Elig\_4058\_250129\_162644.pdf  
Total Loans: 1 Report Time: 18:28:44 Data File Name: Elig\_4058\_250129\_162644.pdf

Mortgagor Name Loan key Pool Number

I hereby certify that I have verified and documented that the above borrower is entitled to the interest rate forgiveness under the Servicemembers Civil Relief Act. By Signing this statement, I hereby certify that the information contained herein and electronically transmitted as part of this request is true and accurate to the best of my knowledge and belief.

Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties under 18 U.S.C. 1001, 1010, 1012, 31 U.S.C. 3729, 3802.

By: \_\_\_\_\_  
(Authorized Signature)  
\_\_\_\_\_  
(Printed Name and Title)

Telephone Number (include Area Code) \_\_\_\_\_  
Date: \_\_\_\_\_

This request must be received by Government National Mortgage Association, c/o Deloitte & Touche, LLP Attn: Ginnie Mae • SCRA, 1919 N. Lynn Street, Arlington, VA 22209

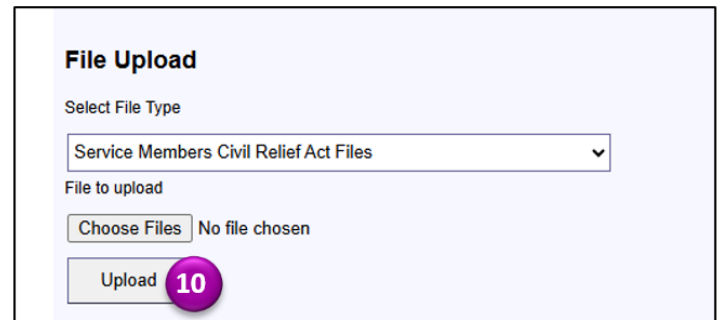
Printed On: Wednesday, January 29, 2025 Page 1 of 2

10. Repeat **Steps 1-6** and choose the **PDF** file from your computer. The **PDF** should contain the following:

- Signed SCRA Eligibility Information Form
- Soldier's Military Orders
- Loan Note

Select **Upload**.

**Note:** If Note date is after federal duty start date then provide a copy of the loan note with the military orders



**File Upload**

Select File Type

Service Members Civil Relief Act Files

File to upload

Choose Files No file chosen

Upload

# Submitting and Uploading Service Members Civil Relief Act (SCRA) Files



## ISSUER QUICK REFERENCE CARD

### Reimbursement Requests

11. Select your **Reimbursement Request File** from your computer and then select **upload**.

**Note:** Eligibility (ELIG) request files should be in .TXT format.

**File Upload**

Select File Type

Service Members Civil Relief Act Files

File to upload

Choose Files No file chosen

Upload

12. Once the SCRA Reimbursement Form is electronically submitted through the RFS SCRA module, you will receive a notice that it was successfully submitted. An SCRA Reimbursement Request PDF Form will be produced for download. Open the **PDF form**.

Congratulations! You have successfully submitted an SCRA Eligibility file.

The eligibility report file listed above should have been available for download when you submitted the eligibility. If you did not see a screen prompting you to download the report, or you were unable to download the report, please contact the Ginnie Mae Help Desk at (888) GINNIE4 Option 3. Have this e-mail handy when you call.

This message (including any attachments) contains confidential information intended for a specific individual and purpose, and is protected by law. If you are not the intended recipient, you should delete this message.

Any disclosure, copying, or distribution of this message, or taking of any action based on it, is strictly prohibited. [vE.1]

13. Digitally or 'wet' sign the **SCRA Reimbursement Request Form**. Save the file to your computer.

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
GOVERNMENT NATIONAL MORTGAGE ASSOCIATION

SCRA QUARTERLY REIMBURSEMENT REQUEST

Quarter Ending 09/2024

☒ Original Request  
☐ Revised Request

Issuer Number:  
Issuer Name:  
Issuer Contact Name:  
Telephone Number:

Total Submitted Reimbursements  
Grand Total  
File Name

I hereby certify that I have verified and documented that the above borrower is entitled to the interest rate forgiveness under the Servicemembers Civil Relief Act. By Signing this statement, I hereby certify that the information contained herein and electronically transmitted as part of this request is true and accurate to the best of my knowledge and belief. Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802).

By: \_\_\_\_\_  
(Authorized Signature)

Telephone Number (include Area Code) \_\_\_\_\_

\_\_\_\_\_  
(Printed Name and Title)

\_\_\_\_\_  
(Date)

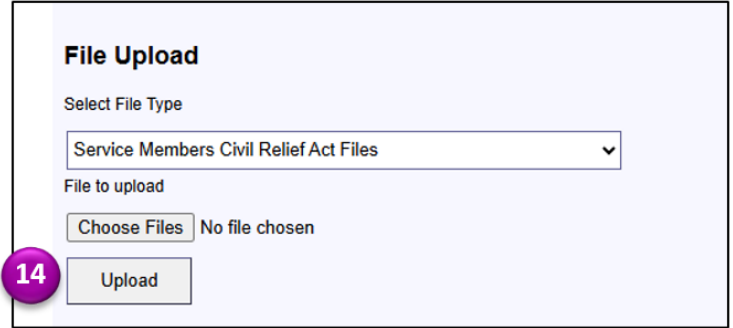
This request must be received by Government National Mortgage Association, c/o Deloitte & Touche, LLP Attn: Ginnie Mae - SCRA, 1919 N. Lynn Street, Arlington, VA 22209

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Page Total \$0.00

14. Repeat **Steps 1-6** and select the **signed Reimbursement Request Form** from your computer:

Select **Upload**.



15. Once PDF documents are received in the upload repository, requests will be reviewed.

## SCRA Import File Naming Conventions & Tips

- **ELIGxxxx.9999.txt** – Eligibility request data via TEXT file.
- **REIMxxxx.9999.txt** – Reimbursement request data via TEXT file. The associated eligibility request must be approved prior to submitting a reimbursement request.
- **SCRAMAIL\_9999.pdf** – Designation for all documentation uploads via PDF file; SCRA Loan Eligibility Information cover sheets/military orders/mortgage Notes/etc. This is also the naming convention for reimbursement form uploads.
- xxxx = MMDD (month date)
- 9999 = Issuer number
- ELIG and SCRAMAIL files may be uploaded any time during the year. REIM files should only be uploaded between the **1<sup>st</sup> and 10<sup>th</sup> calendar days of February, May, August, and November**.
- SCRA information may be found in the Ginnie Mae [MBS Guide, Chapter 34, Part 3](#).
- For more information regarding the SCRA Eligibility and Reimbursement process, please see the SCRA User Guide, which is available for download in the SCRA module. You may find Import File Formats information in the RFS SCRA User Guide, Section 12.3 - Import File Formats.
- The RFS SCRA User Guide is available for download in the User Guide tab of the SCRA module.
- Reach out to [askGinnieMae@hud.gov](mailto:askGinnieMae@hud.gov) for additional guidance.