



Document Custodian Transfer Request (DCTR)

Issuer & Document Custodian Training Webinar

April 10, 2025

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Background

The application enables Issuers to transfer or merge pools from one or multiple Document Custodians to a New Document Custodian. The Document Custodian Transfer Request application provides an interface for these processes and procedures in MyGinnieMae (MGM).

The next step is to provide Document Custodians with an enhanced experience with moving Document Custodian Transfer and Merger processing into MyGinnieMae.

Key Features:

- Document Custodian Transfer Request Summary
- Creating a New Transfer/Merger Request
- Import and Export pools from each Document Custodian
- Save, Delete, Validate, Modify, Submit, and Recall requests
- Approval/Decline of requests from GNMA User
- Request Summary and Approval Letter
- Transfer request acknowledgement & approval on submitted requests

Document Custodian Transfer Request (DCTR) Application

Ginnie Mae is launching a new Document Custodian Transfer Request (DCTR) application within MyGinnieMae (MGM), to automate and streamline processes, improve accuracy and further reduce dependency on legacy GinnieNET.

Enhancing Operational Efficiency

Issuers and Document Custodians will be able to take advantage of the new Document Custodian Transfer Request (DCTR) application within **MyGinnieMae (MGM)**

Summary of Changes

Transfer and Merger Requests are transitioning from **GinnieNET** to **MyGinnieMae** through a new application called Document Custodian Transfer Request (DCTR)

Issuers, Document Custodians and Ginnie Mae will be able to leverage new features

Implementation & Go-Live

Go-live targeted for April 14, 2025.

- Updated user materials and FAQ's will be available immediately post go-live.

- ! **MF Issuers** Organization Admins can assign the new **MF-Transfers Basic User functional role** to users initiating transfer and merger requests. No change to the approver functional role.
- ! **IMPORTANT:** Issuers and Document Custodians must still complete Form **HUD 11708 - Request for Release of Documents** in GinnieNET.
- ! Access to the new DCTR application will be via the **MGM Tools** dropdown > 'Other Applications' > 'Document Custodian Transfer Request' selection

New Role

Benefits | DCTR Application

Both Issuers and Document Custodians will benefit from processing Document Custodian Transfer and Merger Requests **directly in MGM**, improving flow, allowing acknowledgement prior to submission, and mitigating potential downstream errors.

Issuer Benefits



Validated Pools

- Review **list of valid pools** before submission ensures that selections comply with guidelines and permissions



Ease of Use

- Clear **labeling of transfer types, hover-over information, and automated workflow reminders** for accurate and efficient portfolio actions



Pre-Submission Checks

- Preview transfer request summary via **pop-up**
- Mark **pools as valid or invalid**
- Separate explicit **Acknowledgement**
- **Easy-to-read Excel download** for clarity and accuracy in the transfer process



Reporting

- Generate **Approval Letters** and Transfer Request **Summary Letters**
- Utilize enhanced **Issuer Profile reporting** with Document Custodian filtering in PTS

Document Custodian Benefits



Request Notifications

- Improved **email and portal notifications** for transfer and merger request processing



View Active Pool List

- **Access Issuer pools directly** in the application
- Advanced **pool validation** minimizes downstream errors



Acknowledge Request

- Explicit **Acknowledgement** by the Document Custodian of a Transfer/Merger request before submission



Reminders & Reporting

- Guidance on meeting request approval deadlines through **portal notifications and email reminders**
- View Transfer Request **Summary Letters**

Other Considerations for Issuers and Document Custodians

Both Issuers and Document Custodians to please note that Ginnie Mae will also leverage the DCTR system for enhanced insight into the Transfer and Merger Request process and explicitly approve Merger requests.

Ginnie Mae's Enhanced Insight



Request Approval

Now both **Mergers and Transfers will be approved** or declined by Ginnie Mae in DCTR

Previously, only Mergers were approved



Notifications

Ginnie Mae gains improved insight due to the **implementation of extensive notifications and enhanced messaging**

Previously, process lacked real-time updates



Reporting

Ginnie Mae can **view Approval Letters** after approval and access **Transfer Request Summary Letters** immediately after the requests are created

Previously, did not have immediate access

Functional Roles | DCTR Application

MF Issuers can assign the new **MF-Transfers Basic User functional role** to users initiating transfer and merger requests. No change to the approver functional role.

	Issuer Type	Functional Role	Permissible Actions	Action Required
	Single Family	SF-Collateral Management Basic User	Initiate Final Certification, Recertification, Document Custodian Transfer, Request Release of Documents (11708)	None (No change)
		SF-Collateral Management Authorized Signer	All the rights of a Collateral Management Basic User, plus; the ability to execute certifications. Only for HUD 11702 signatories	None (No change)
	Multifamily	** New Role ** MF-Transfers Basic User	Initiate, create, save, edit Document Custodian Transfer & Merger requests	Issuers wanting to avail of the new role must have their Organization Admins assign the new role to appropriate users.
		MF-Transfers Authorized Signer	Initiate, manage and accept bulk transfer transactions; Initiate and coordinate transfers of collateral files with transferee and transferor Issuers or Document Custodians	None (No change)
	HECM	HECM-Collateral Management Basic User	Initiate Final Certification, Recertification, Document Custodian Transfer, Request Release of Documents (11708)	None (No change)
		HECM-Collateral Management Authorized Signer	All the rights of a Collateral Management Basic User, plus; the ability to execute certifications. Only for HUD 11702 signatories	None (No change)

Document Custodian Transfer – Issuer Screens

After an Issuer logs in MGM, click **Tool**→ **Other Applications**→ **Document Custodian Transfer Request** to access the summary screen.

Applications

Other Applications

Document Custodian Transfer Request

Employee Contact List

Finance

Ginnie Mae Central

MFPDM

Bookmarks **Edit**

Bloomberg eMBS

FHA Website Fitchratings

MBA MB Analyzer

MBFRF MBS Guide

Neighborhood Watch PIH Site

Rural Housing SOP ⓘ

S&P Global/SNL VA Site

Document Custodian Transfer Request Summary

[Request New Transfer](#)

Request Number

New Custodian

Request Type

Effective Transfer Date
MM/DD/YYYY - MM/DD/YYYY

Enter Request Number

-Select-

-Select-

-

Status

-Select-

Clear All Filters

Apply Filters

Showing 1 - 3 out of 3 20 [First](#) [Previous](#) 1 [Next](#) [Last](#)

Total: 3 Selected: 0							
<input type="checkbox"/>	Request Number ↓	New Custodian ID ↓	Request Type ↓	Effective Transfer Date ↑	Status ↓	Business Rules	Actions
<input type="checkbox"/>	2626	000545 - ALLEGIANCE BANK	Partial Portfolio Document Custodian Transfer	12/27/2024	Completed		
<input type="checkbox"/>	2591	000545 - ALLEGIANCE BANK	Partial Portfolio Document Custodian Transfer	12/26/2024	Completed		
<input type="checkbox"/>	1062	000545 - ALLEGIANCE BANK	Complete Portfolio Document Custodian	08/13/2024	Completed		

Clicking on the “**Request New Transfer**” button navigates users to the Create New Transfer page where users can enter required information and create and save requests.

Document Custodian Transfer – DC Screens

Once an Issuer submits a Transfer/Merger request, the receiving Document Custodian (DC) has the option to **Acknowledge** or **Decline** the request. Upon choosing to acknowledge, the DC must enter their **RSA+PIN** as part of the submission process.

The DC can export one or multiple requests using the Export feature. For a single request, use the ellipses and click **Export**. For multiple requests, select them and click the **Export** button.

The DC can review pending requests on the Document Custodian Transfer Request Summary Page.

Total: 2 Selected: 0

<input type="checkbox"/>	Request Number	Issuer	Request Type	Effective Transfer Date	Status	Actions
<input type="checkbox"/>	2326	3886 - CITIMORTGAGE, INC.	Partial Portfolio Document Custodian Transfer			<input type="checkbox"/> Acknowledge <input type="checkbox"/> Decline <input type="checkbox"/> Export <input type="checkbox"/> Docs <input type="checkbox"/>
<input type="checkbox"/>	1062	3886 - CITIMORTGAGE, INC.	Complete Portfolio Document Custodian Merger	08/13/2024	Completed	<input type="checkbox"/>

Showing 1 - 2 out of 2

Status:

Total: 4 Selected: 3

Request(s) Export

The following request(s) will be exported:

3169 1246 1158

<input type="checkbox"/>	Request Number	Issuer	Request Type	Effective Transfer Date	Status	Actions
<input checked="" type="checkbox"/>	3169	3886 - CITIMORTGAGE, INC.	Partial Portfolio Document Custodian Transfer	04/07/2025	Pending Ginnie Mae Approval	<input type="checkbox"/>
<input checked="" type="checkbox"/>	1246	1555 - GUILD MORTGAGE COMPANY	Partial Portfolio Document Custodian Transfer	09/13/2024	Completed	<input type="checkbox"/>
<input checked="" type="checkbox"/>	1158	3998 - WELLS FARGO MULTIFAMILY CAPITAL	Partial Portfolio Document Custodian Transfer	08/29/2024	Completed	<input type="checkbox"/>
<input type="checkbox"/>	1111	2045 - GERSHMAN INVESTMENT CORP.	Partial Portfolio Document Custodian Transfer	08/27/2024	Completed	<input type="checkbox"/>

Document Custodian Transfer – AE Screens

An AE can export a request or multiple requests using the Export feature. For a single request export, the user can use the Ellipses and click the Export button. For a multiple request export, the user can select multiple requests and click the **Export** button.

Showing 1 - 8 out of 8 << First < Previous 1 Next > Last >

Total: 8 Selected: 2 **Export** Download Report

<input type="checkbox"/>	Request Number ↓	New Custodian ID ↓	Effective Transfer Date	Status ↓	Actions
<input checked="" type="checkbox"/>	1307	000450 - US Bank National Association	09/24/2024	Completed	⋮
<input checked="" type="checkbox"/>	1230	000466 - U S BANK NATIONAL ASSOCIATION	01/09/2025	Pending Ginnie Mae Approval	⋮
<input type="checkbox"/>	1188	000149 - Wells Fargo Bank, N.A.	08/21/2024	Completed	⋮
<input type="checkbox"/>	1158	000536 - Wells Fargo NA	08/29/2024	Completed	⋮
<input type="checkbox"/>	1111	000536 - Wells Fargo NA	08/27/2024	Completed	⋮
<input type="checkbox"/>	945	000149 - Wells Fargo Bank, N.A.	08/29/2024	Declined by Ginnie Mae	⋮
<input type="checkbox"/>	938	000149 - Wells Fargo Bank, N.A.	08/13/2024	Completed	⋮
<input type="checkbox"/>	905	000466 - U S BANK NATIONAL ASSOCIATION	08/20/2024	Completed	⋮

Request(s) Export ×

The following request(s) will be exported:

[1307](#) [1230](#)

Export Cancel

An AE can **Approve** or **Decline** a request. The AE can access the Pending request(s) on the Document Custodian Transfer Request Summary Page.

Total: 1 Selected: 0 Download Report

<input type="checkbox"/>	Request Number ↓	New Custodian ID ↓	Issuer ↓	Request Type ↓	Effective Transfer Date	Status ↓	Actions
<input type="checkbox"/>	1230	000466 - U S BANK NATIONAL ASSOCIATION	3998 - WELLS FARGO MULTIFAMILY CAPITAL	Partial Portfolio Document Custodian Transfer			<input checked="" type="button" value="Approve"/> <input type="button" value="Decline"/> <input type="button" value="Export"/> <input type="button" value="Docs"/>

Showing 1 - 1 out of 1 << First < Previous 1 Next > Last >

Document Custodian Transfer – Portal Notifications

Issuers, Document Custodians, and Account Executives will get portal notifications during the request processing.

These are accessible by clicking the **Mail** icon to see request-related notifications.

The screenshot displays the GinnieMae MyGinnieMae portal interface. At the top, there are navigation links for Communities, Tools, and Knowledge Center. The user is logged in as 'Hello DCTM ID# 3886' with a notification badge showing '1247' messages. A notification pop-up is visible on the right, listing several messages related to Document Custodian Transfer Request 2667 and 2647, with a 'VIEW ALL MESSAGES' button.

The main content area is titled 'Document Custodian Transfer Request Summary'. It includes search and filter fields for Request Number, New Custodian, Request Type, and Status. Below these fields are 'Clear All Filters' and 'Apply Filters' buttons.

At the bottom, there is a table showing a list of requests. The table has columns for Request Number, New Custodian ID, Request Type, Effective Transfer Date, Status, Business Rules, and Actions. The table shows 3 total requests, with 0 selected.

Request Number	New Custodian ID	Request Type	Effective Transfer Date	Status	Business Rules	Actions
2626	000545 - ALLEGIANCE BANK	Partial Portfolio Document Custodian Transfer	12/27/2024	Completed	✓	⋮
2591	000545 - ALLEGIANCE BANK	Partial Portfolio Document Custodian Transfer	12/26/2024	Completed	✓	⋮
1062	000545 - ALLEGIANCE BANK	Complete Portfolio Document Custodian Merger	08/13/2024	Completed	✓	⋮

Document Custodian Transfer – Issuer Quick Reference Video

Microsoft Teams

Document Custodian Transfer Request QRV

2025-03-11 17:32 UTC

Recorded by
Ali, Touhid

Organized by
Ali, Touhid

Document Custodian Transfer – Custodian Quick Reference Video

Microsoft Teams

Document Custodian Transfer Request

QRV

2025-03-11 17:43 UTC

Recorded by

Ali, Touhid

Organized by

Ali, Touhid

Survey



Our Mission: Ginnie Mae's guaranty links the United States housing market to the global capital markets, ensuring sustainability, affordability, and liquidity for government housing programs and creating a more equitable housing finance system for all.





Questions?



Q&A

If Dialed-In from Computer:

- Please click “Raise Hand” at the bottom of your window to indicate you have a question
- Make sure to unmute yourself once the host allows it:

The host would like you to speak

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- Then, press *6 to unmute before speaking

If Typing In Question:

- Please click into the “Q & A” section of the webinar and type in your question.





Thank you!

