# MGIC/Link Tutorials

## File a Claim

### Last Revised Date: 10/28/2024

#### 1. Log in to MGIC/Link Servicing



Contact: MGIC Customer Service

1-800-424-6442

Within MGIC/Link Servicing, select **File a Claim**, found under the Main Menu tab.

- a. Enter the MGIC Certificate or Pool Loan Number
- b. Indicate Type of Insurance: Select the appropriate descriptor, Primary or Pool

Click Proceed.



#### 3. File Initial Claim

Check the Certificate information displayed at the top of the screen for accuracy before continuing.

The **Requested Claim Amount** will be \$0.00 until the form is complete.

Instructions for filing the claim and a link to the MGIC Servicing Guide are given within the main window.

Information **Icons** are located throughout the form as guides.

A red asterisk indicates a required field.

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AIN MENU	File Initial Claim					
licy Inquiries	[hide claim summary] MGIC Certificate No. 2608	5984	Requested	Claim Amount: \$0.00		
ansfer Servicing						
hange Loan Numbers	Claim Servicer Loan No.	J 1426342224	Unpaid Principal Balance:	\$0.00		
acal Coueman	Coverage status	Primary, AUTIVE	Total Evnenses:	\$0.00		
incer coverage	Borrower Name(s)	JFULL NM	Total Deductions:	\$0.00		
tivate Coverage	Property Address	123 MAIN ST CHICAGO JIL 60529				
e/Update a Default						
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	(hide instructions)					
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Provide the following information:

a. **Claim Filing Type (required)**: Select from the drop-down menu

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- b. Title Taken Date: Add in MM/DD/YYYY format
- c. Successful Bid Amount at Foreclosure Sale: Enter, if applicable
- d. Foreclosure Initiation Date: Add in MM/DD/YYYY format
- e. Unpaid Principal Balance (required): Enter from the borrower's last paid installment
- f. Accumulated Interest (required): Complete the From Date (the first date interest was unpaid) and the To Date (the date of your claim submission OR, in the case of a presale, the sale closing date)
- g. Enter **Comments** to help us review your claim

Click **NEXT** to advance to the next page.

Note – You may click Save Claim – Finish Later at any time.

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Contact: MGIC Customer Service

Under **Property Occupancy**, provide the following information:

- a. Occupancy Status: Select from the drop-down menu
- b. Property Access Contact Name / Property Access Phone Number: Needed in case we elect the Acquisition Claim Settlement option when you submit the claim

Under **Most Recent Property Valuation(s)**, provide the following information:

- c. Valuation Type: Select from the dropdown menu
- d. "As Is" Value / "Repaired" Value / Date of Valuation: Add and check for accuracy

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Click **NEXT** to advance to the next page.

#### 6. Go to Deductions Tab

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Deductions (which will be subtracted from the total claim amount) include:

- a. Escrow Account Balance: Enter from the date of the borrower's last paid installment
- b. Net Rental Proceeds
- c. Insurance Proceeds
- d. **Other Deductions** (such as proceeds received from sale of the property)
- e. Credits

Click **NEXT** to advance to the next page.

**Note** – Each category has a drop-down menu that offers options. **Icons** contain additional information.

#### 7. Go to Payee Tab

Under **Investor Information**, provide the following information to indicate whether a GSE is involved:

- a. Investor: Select from the drop-down menu
- b. Investor Loan No.: Add and check for accuracy

Under Payee Information, provide the following information:

c. Attention To: Add and check for accuracy

Click **NEXT** to advance to the next page.

MAIN MENÜ	File Initial Claim	
Policy Inquiries	(hide daim summary)	
The sector of th	MGIC Certificate No. 26085984 Requested Claim Amount: \$135,616.15	
manufer servicing	Film Fundamentary Mar. (2019) 14/5/14/2014	
Change Loan Numbers	Commission States (2019) 1976 597274 Unpaid Principal Balance: \$128,329,00	
Cancel Enverane	We Coverage 15:000 Foil Experies: \$7,207.15	
	Borrower Name(s) JFUL NM Iotal Deductions: \$0.00	
Activate Coverage	Property Address 123 MAIN ST	
File/Update a Default	CHICAGO, IL 60629	
	View/Print In-Process Claim	
File a Claim 2	Claimable litems Property Expenses Deductions Payee Summary and Submit	
Claim Documents	- Add (advector)	
Servicing Report	The investor selection determines the claim type.	
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HAMP Reporting		
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#### 8. Go to Summary and Submit Tab

Review the Claim Summary, including Claimable Items and Deductions, for accuracy.

Under Claim authorization, enter your **Servicer Contact Name (required)** and **Contact Phone (required)** in case we have questions regarding your claim submission.

When ready, Click **Submit to MGIC**. You will be directed to an Initial Claim Acknowledgment.

File Initial Claim										
[bite stern asrmary]										
MGIC Certificate No.	6085984		Req	uested Clair	n Amount:	\$136,387.	15			
Claim Servicer Loan No	EdR 14263422	24	Uppaid Principal	Natarce:	\$128,329.0	1				
Coverage Status	Primary, A	CTIVE	Accumulated Int	orest:	\$7,287.1					
% Coverage	35.010		Total Expenses:		\$2,317.0	0				
Borrower Name(s)	JFULL NM		Total Deductions		\$1,546.0	2				
Property Address	123 MAIN CHICAGO	ST , IL 60629								
View/Print In Proce	as Claim									
> Claimable Items	Property	Expenses	Deductions	Pavee	Summa	v and Submit				
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Property Preserve	tion:	\$0.00								
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#### 9. Receive Initial Claim Acknowledgment

You will receive an **Initial Claim Acknowledgement** on the next screen. Please wait for this acknowledgement to ensure we have received your claim.

Note – You can View/Print Claim for your records. You may also click Upload Claim Documents to upload supporting documents from this window.

