

**Effective April 18, 2011**

## MGIC enhances MGIC/Link Servicing Site: New claim document submission features available

To expedite your claim processing efforts, use MGIC/Link to:

- submit claim documentation before and at the time of claim filing
- submit unrequested documents
- indicate a document's permanent unavailability

**Please note, submitting documents does not constitute filing of a claim; you must file a claim separately.**

### Submit claim documentation sooner

You no longer have to wait for MGIC to request claim documents; submit supporting claim documentation before or at the time of claim filing.

Under *Claim Documents* on the MGIC/Link main menu:

- Select *Upload Document*; enter the MGIC Certificate or Pool Loan Number.
- Browse for and upload the standard documents MGIC requires.

### Provide additional supporting documentation

You can also submit documents not requested by MGIC, but that you believe may provide clarification or support for a submitted claim.

Under *Claim Documents* on the MGIC/Link main menu:

- Select *Upload Document*; enter the MGIC Certificate or Pool Loan Number.
- On the *Outstanding Claim Processing Document* page, select *Include Unrequested Documents* and enter a brief description or the name of the document.
- Browse for and upload the document.
- Enter any additional information explaining how the document clarifies or supports the claim in *Comments/File Handling Notes* before submitting the document.

### Communicate the unavailability of a requested document

While we ask that you make every effort to obtain required documentation, we realize that is not always possible. If despite your efforts, you are unable to produce all of the required documents:

- submit all available documentation and
- communicate through MGIC/Link that a requested document will never be available.

The *Claim Processing Document Requests* page in MGIC/Link provides a list of outstanding claim documents requested by MGIC. The table includes a column called *Unable to Provide*. If you select the *Unable to Provide* box for a particular document, MGIC considers this as official notification that:

- every effort has been made to locate the specific document and
- you are advising MGIC that the document will never be available.

MGIC will evaluate all information received to make a decision on the claim.

### Learn about these new features with e-Train

Join MGIC for a free e-Train webinar, *Flexible Claim Document Submission Options with MGIC/Link Servicing*.

- Select from 3 dates: Monday, April 18; Thursday, May 12; Friday, May 13.
- Click here to [learn more and sign-up](#).

### For more information

- Contact MGIC Customer Service with questions, [customer\\_service@mgic.com](mailto:customer_service@mgic.com) or 1-800-424-6442.
- To learn more about MGIC's requirements for claim documents, refer to the [MGIC Default Servicing Guide](#).
- To sign up for MGIC/Link Servicing, go to [www.mgic.com/signup](http://www.mgic.com/signup).
- See our [MGIC/Link Claim Submission Options](#) flyer.