

Operations Contacts

We're Easy to Reach



Arch MI values our relationship with customers, so communication is a top priority. The Arch MI teams that support your needs are readily accessible by phone, fax or email.

DEPARTMENT	CONTACT INFORMATION	DESCRIPTION
Sales/Relationship Management	archmicu.com/salesmap	Arch MI Account Manager directory.
Corporate Headquarters (General)	P: 800-909-4264 F: 800-490-6757 E: archmortgageinsurance@archmi.com	Arch MI's team of home office professionals provides customers with operational, risk management, marketing and technology support — so you get solutions that work for you.
Contract Underwriting	P: 800-603-3565 8 a.m.–8 p.m. ET E: contractuw@archmi.com	<ul style="list-style-type: none"> General service information. Status inquiries. Questions on conditions. Portal access. Rush requests.
Claims	P: 877-642-4642, Option 4 8:30 a.m.–5 p.m. ET E: claims.support@archmi.com	<ul style="list-style-type: none"> Assistance with claim filing. Provide required claim documentation. General claims inquiries.
Underwriting Network Support (Non-Delegated)	P: 877-642-4642, Option 1 8 a.m.–8 p.m. ET E: uwcustomerservice@archmi.com	<ul style="list-style-type: none"> Confirm receipt of new loan. Check loan status. Confirm receipt of conditions. Change a loan in progress. Check on current turn times. Request a loan to be expedited. Underwriting scenarios. Password resets and new user setups.
MI Operations (Delegated)	P: 877-642-4642, Option 2 8 a.m.–8 p.m. ET E: delegateduw@archmi.com	<ul style="list-style-type: none"> Pended delegated MI application questions. Commitment and Certificate of Insurance questions.
Policy Servicing	P: 877-642-4642, Option 3 8 a.m.–8 p.m. ET F: 800-253-8432 E: policyservicing@archmi.com	<ul style="list-style-type: none"> Billing and payment inquiries. Cancellation requests. Loan sales and servicing transfers. Loan closing dates. Set up electronic billing. Coverage reinstatements and commitment extensions.
Default Reporting	P: 877-642-4264, Option 3 8 a.m.–8 p.m. ET E: defaultreporting@archmi.com	<ul style="list-style-type: none"> Notice of default (NOD) filing assistance. Set up automated default reporting (ADR). Inquire about general default reporting.

Loss Mitigation	<p>P: 877-642-4642, Option 4 8:30 a.m.–5 p.m. ET E: LoanMods@archmi.com</p>	<ul style="list-style-type: none"> ▪ Submit loss mitigation workout for approval. ▪ General loss mitigation inquiries.
Loss Recoveries	<p>P: 800-334-0296, Option 5 8 a.m.–5 p.m. ET E: dgr@archmi.com</p>	<ul style="list-style-type: none"> ▪ Assistance with accounts where Arch MI is attempting to recover losses. ▪ Assistance for members who owe money on an Arch MI recovery account.
Quality Control	<p>P: 888-844-6787 8 a.m.–5 p.m. ET E: quality.control@archmi.com</p>	<p>Post-Closing Quality Reviews:</p> <ul style="list-style-type: none"> ▪ Delegated loans. ▪ Non-delegated loans (closing packages). ▪ Delinquent loans. ▪ QC rescissions. ▪ Lender self-reported loans. <p>Pre-Closing Quality Reviews:</p> <ul style="list-style-type: none"> ▪ Non-delegated loans. ▪ Contract loans.