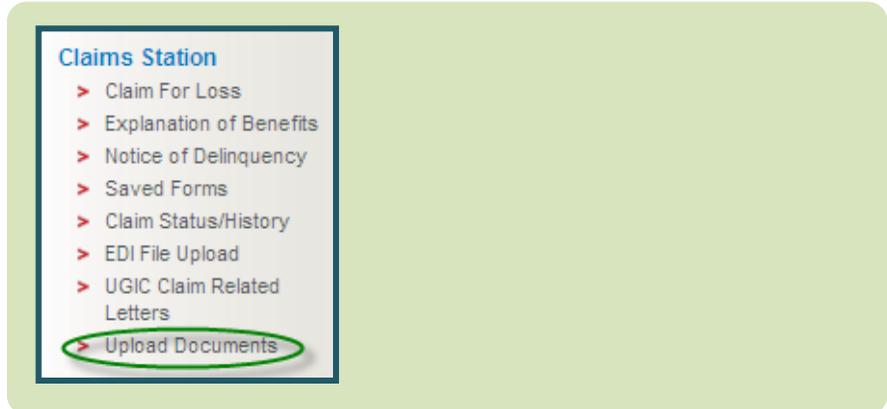# UNITED GUARANTY®

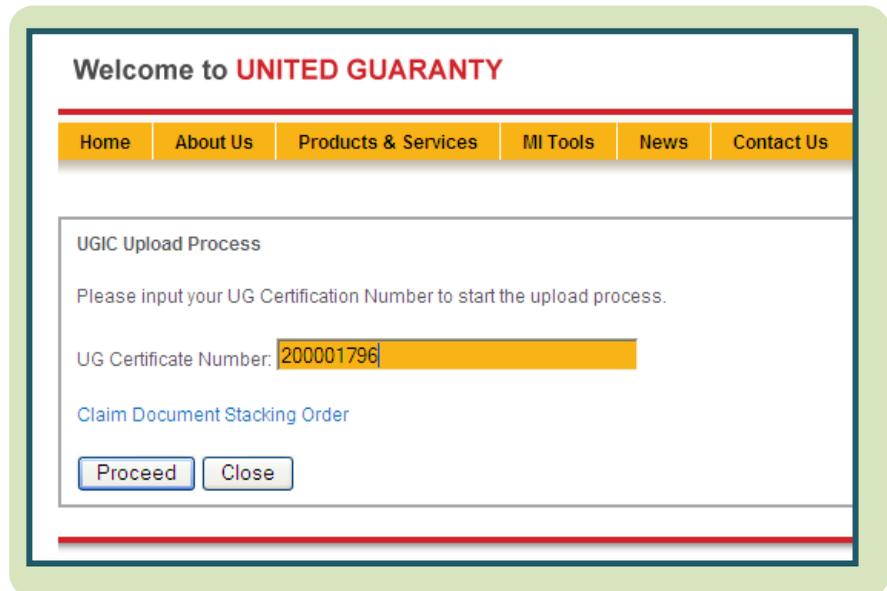# United Guaranty's Claims Station®

Uploading Claim Documents to Submit to United Guaranty

1. From United Guaranty's MI Guide,® select the **Claims Station** menu on the left side of the screen, then click **Upload Documents**.

Claims Station
> Claim For Loss
> Explanation of Benefits
> Notice of Delinquency
> Saved Forms
> Claim Status/History
> EDI File Upload
> UGIC Claim Related Letters
> Upload Documents

2. The *Upload Process* screen displays.

   You'll first need to identify the loan by typing the *UG Certificate Number* and clicking the **Proceed** button.

   Welcome to UNITED GUARANTY

   | Home | About Us | Products & Services | MI Tools | News | Contact Us |

   UGIC Upload Process

   Please input your UG Certification Number to start the upload process.

   UG Certificate Number: 200001796

   Claim Document Stacking Order

   [Proceed] [Close]

   Tip: Click the **Claim Document Stacking Order** link for a helpful list of required claims documents and the order to place them in for the fastest service.

3. The *Upload Documents* screen displays.

   Verify that the loan number and borrower's name are correct.

4. Click the **Browse** button to select a document to upload. Only one document can be selected at a time.

5. Click the **Submit** button to attach the document to the file. Only one document can be attached at a time.

UGIC Upload Documents

UG Certificate Number: 200001796

Loan Number: LOAN-200001796

Primary Borrower Name: TEST | 200001796 |
                        last name | first name | middle initial

Please verify the loan information above is correct before uploading the loan documents. The loan documents will be associated with the UG Certificate Number listed above. Only one document can be loaded at a time.

Upload File: S:\TRAINING\Intranet Ite [Browse...]
             Accepted Formats: PDF, Excel and Word.

Claim Document Stacking Order

[Submit] [Close]

After you click the **Submit** button, a confirmation message displays to let you know the document was uploaded successfully.

To attach additional documents, click the **OK** button and repeat steps 4 and 5.

Thank you.

Your file has been accepted for processing.

You may upload additional documents at this time.

[Ok]

Note: Documents must be submitted in one of the following formats: PDF, Excel, or Word.

If you attempt to upload a file in any other format, an error message will display and the file will not be sent to United Guaranty.

The file you are attempting to upload is not a valid format.

Valid formats are PDF, Excel and Word.

[Ok]

---

6. When you've selected and attached all documents, click the **Close** button.

Retrieving Claim-Related Letters

1. From United Guaranty's MI Guide,® select the **Claims Station** menu on the left side of the screen, then click **UGIC Claim Related Letters**.

2. The *Claim Related Letters* screen displays. Click the radio button to select the desired letter, or click **All** to select all letters sent within a specific date range.

3. Enter a **range of dates** during which the desired letters were sent (the maximum range is 31 days).

4. Enter the **UG Certificate Number** (best choice) or the **Loan Number**.

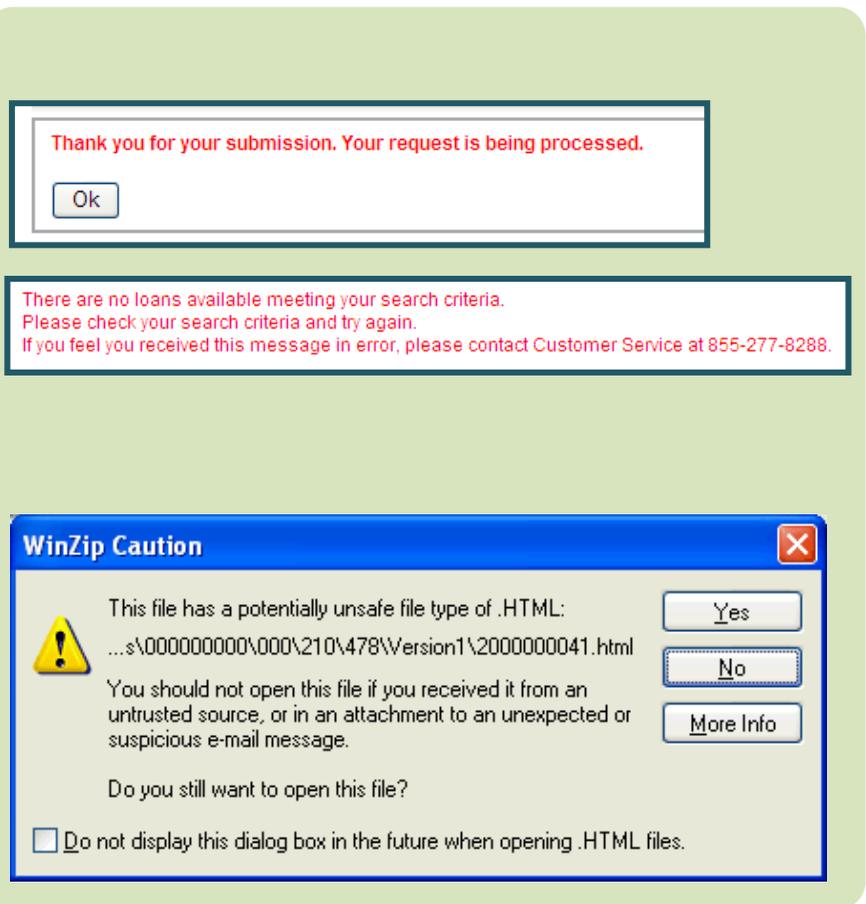5. Click the **Find Letters** button.

6. The *Available Letter List* displays.

    ▪ To view, print, or save an individual letter, click the **letter name**.

    ▪ To email one or more letters, click the **check box** next to each letter, or click the **Select All** button, then click the **Email** button. The letters will be sent to the email address associated with your MI Guide account.
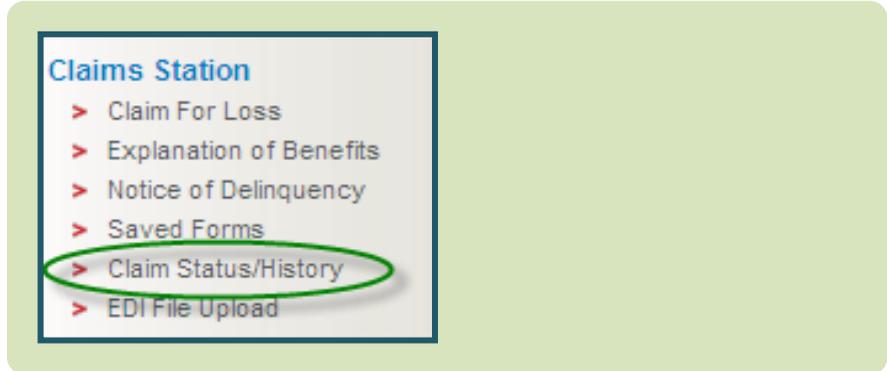
UGIC Available Letter List

Please click on the individual UGIC letter to view or make selection of letter(s) to be emailed.

*Note: "Request Pending" indicates letters currently being processed

Certificate	Letter Type	Letter	Date Sent	Cancellation Grace Period Expiration	Request Pending
-					
- ☐ 200000004					
	ACKNOWLEDGEMENT	☐ CLMACKS4	01/21/2011	00/00/0000	☐
		☐ CLMACKS4XLS	01/21/2011	00/00/0000	☐
		☐ CLMACKS4	01/21/2011	00/00/0000	☐
		☐ CLMACKS4XLS	01/21/2011	00/00/0000	☐

[Select All] [Clear All] [Email] [Close]

7. One or more of the following messages may display:

    ▪ A *confirmation message* lets you know that your email request was received and is being processed.

    Thank you for your submission. Your request is being processed.

    [Ok]

    ▪ An *error message* lets you know that no letters were found. Try searching again to make sure you entered the correct loan number. If the error message displays again, call United Guaranty for assistance at 855.277.8288.

    There are no loans available meeting your search criteria.
    Please check your search criteria and try again.
    If you feel you received this message in error, please contact Customer Service at 855-277-8288.

    ▪ The first time you request letters, you may see a *WinZip Caution message*. Click the **Yes** button to proceed.

    WinZip Caution

    This file has a potentially unsafe file type of .HTML:
    ...s\000000000\000\210\478\Version1\2000000041.html

    [Yes]
    [No]

    You should not open this file if you received it from an untrusted source, or in an attachment to an unexpected or suspicious e-mail message.

    [More Info]

    Do you still want to open this file?

    ☐ Do not display this dialog box in the future when opening .HTML files.

Viewing the Status of a Claim

1. From United Guaranty's MI Guide,® select the **Claims Station** menu on the left side of the screen, then click **Claim Status/History**.

Claims Station
> Claim For Loss
> Explanation of Benefits
> Notice of Delinquency
> Saved Forms
> Claim Status/History
> EDI File Upload

2. The *Claim Status History* screen displays.

   To view the status of an individual claim, enter the *UG Certificate Number*, *Loan Number*, or *Primary Borrower's SSN* and click the **Retrieve Loan(s)** button.

Claim Status History

To see a list of all claims for a servicer, enter the Delinquency Servicer ID below.

Servicer ID: [ ] (Enter the number with no dashes or leading zeros)

To see a list of all claims for Fannie Mae or Freddie Mac, make a selection below.
○ Fannie Mae Only ○ Freddie Mac Only ◉ Clear Selection

To see individual claims with complete history, enter the certificate number below,

UG Certificate Number: [ ]

or one of the following fields.

Loan Number: [ ]

Primary Borrower SSN: [ ]

Primary Borrower Name: [ ] [ ] [ ]
                        last name   first name   middle initial

If you select to download the report, it will be generated in the standard .csv format.

Retrieve Loan(s)   Download Report

3. **The Loan Status screen displays, showing** basic claim information such as claim status history, the documents United Guaranty has received, and the documents that are still required.

Tip: To view additional information, such as cancellation date, grace period expiration date, and recession date, download the *Claim Status Report* (see the next page).

Loan Information

Borrower	TEST, 200002090	UG Certificate #	200002090
Property Address	200002090 N Main St. INDEPENDENCE MO 64050		
Servicer Loan #	LOAN-200002090	Payee Name	FEDERAL NATIONAL MORTGAGE ASSOCIATION
		Lender Loan Number	100003457529

Claim Information

Coverage %	35		
Claim Received	05/01/2009	Total Claim Filed	.00
Claim Paid Date	01/16/1997	Total Amount Paid	.00
Last Document Received	05/19/2011		

Claim History Comments

05/24/2010 Docs Being Reviewed for Completeness

Documents Received

Loan Applications (1003)
Origination Appraisals
Automated Underwriting System Findings
Tax Returns
Certificate of Insurance/UG Documentation

Missing Required Documents

Underwriting Transmittal (1008)
IRS Form 4506-T
Loan Approval Form

Comments

If a claim has been paid, the screen displays the amount and date paid.

Detailed information about the payment is available in the *Explanation of Benefits* menu option.

Claim Information

Coverage %	30		
Claim Received	05/15/2001	Total Claim Filed	71319.99
Claim Paid Date	07/11/2001	Total Amount Paid	12532.48
Last Document Received	00/00/0000	Total Authorized Amount	69887.54

Claim History Comments

If a claim has been denied, the screen displays the denied status.

Detailed information about the denial is available in the *Rescission Letter*, available in the *Claim-Related Letters* menu option.

Claim Information

Coverage %	17		
Claim Received	01/25/2010	Total Claim Filed	.00
Claim Paid Date	01/13/1997	Total Amount Paid	.00
Last Document Received	05/19/2011	Total Authorized Amount	.00

Claim History Comments

01/24/2011 Claim Denial

Comments

Downloading a Claims Status Report

1. From United Guaranty's MI Guide,® select the **Claims Station** menu on the left side of the screen, then click **Claim Status/History**.
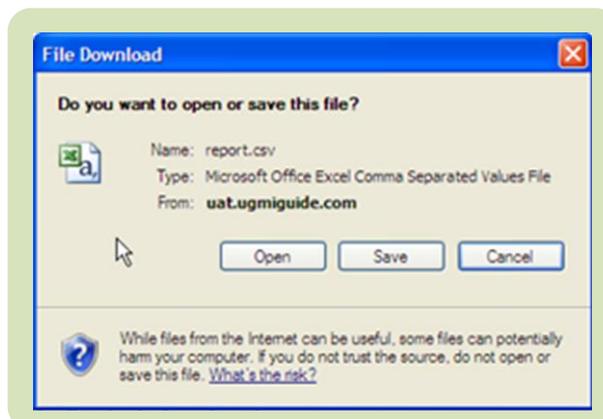
Claims Station
> Claim For Loss
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> Notice of Delinquency
> Saved Forms
> Claim Status/History
> EDI File Upload
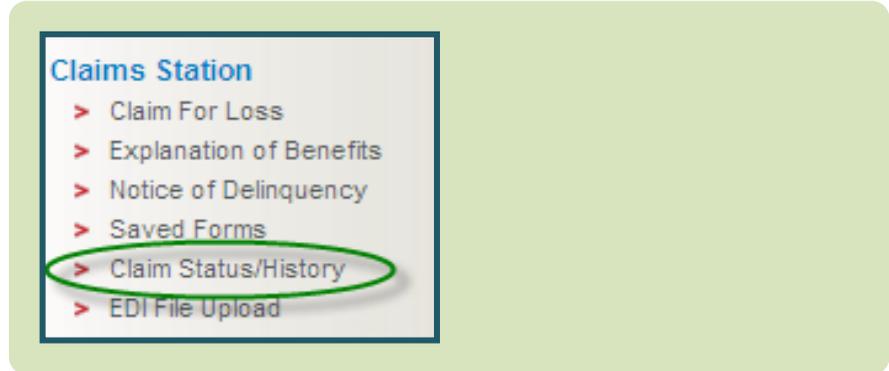
2. The *Claim Status History* screen displays.

   To view a report of all your claims, click the **Download Report** button.

Claim Status History

To see a list of all claims for a servicer, enter the Delinquency Servicer ID below.

Servicer ID: _____ (Enter the number with no dashes or leading zeros)

To see a list of all claims for Fannie Mae or Freddie Mac, make a selection below.
○ Fannie Mae Only ○ Freddie Mac Only ⦿ Clear Selection

To see individual claims with complete history, enter the certificate number below,

UG Certificate Number: _____

or one of the following fields.
Loan Number: _____
Primary Borrower SSN: _____
Primary Borrower Name: _____ _____ _____
                        last name   first name   middle initial

If you select to download the report, it will be generated in the standard .csv format.

Retrieve Loan(s)   Download Report

3. A confirmation message appears, prompting you to **Open** or **Save** the file.
   - Click the **Open** button to launch Microsoft Excel and display the report. You can save or print the file from within Excel.
   - Click the **Save** button to store the file on your computer or network.

   Tip: The report contains the information displayed in the individual claim status (above), plus additional information, such as cancellation date, grace period expiration date, and rescission date.

File Download

Do you want to open or save this file?

Name: report.csv
Type: Microsoft Office Excel Comma Separated Values File
From: uat.ugmiguide.com

Open   Save   Cancel

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

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