



Contact CMG MI for Help

We're Easy to Reach — From 6:00 am to 6:00 pm Pacific Time!

CMG Mortgage Insurance Company (CMG MI) values our relationship with customers, so communication is a top priority. The CMG MI teams that support Credit Union needs are readily accessible by phone, fax or e-mail.

Sales

To contact your CMG MI Account Executive, visit:
www.cmgmi.com/territorymap

Home Office (general)

Call (800) 909-4264 or (415) 284-2500
Fax (415) 369-8800
e-mail: cmgmortgage.insuranceco@cmgmi.com

CMG MI's team of Home Office professionals provides our Field and customers with operational, risk management, marketing and technology support — so you get solutions that work for you.

Underwriting Network Support

Call (888) 746-6264
Fax (888) 763-2264

- Confirm receipt of new loan
- Check loan status
- Ask about program guidelines
- Ask about a specific loan
- Confirm receipt of conditions
- Need to make changes on a loan in progress
- Want to know current turn times
- Request a loan to be expedited
- Support for your HARP and Home Preservation Modifications

MI Operations

Call (800) 909-4264
Fax (415) 369-8806
e-mail: support.desk@cmgmi.com

- Pended delegated MI application questions
- Commitment and Certificate of Insurance questions
- Program guideline questions
- HARP guideline and origination questions

e-cmgmi.com

Call (800) 909-4264
e-mail: ecmgmi.password@cmgmi.com

- Password resets and new user setups

Policy Servicing and Billing

Call (800) 909-4264 or (415) 284-2575
7:00 am - 5:00 pm Pacific Time
Fax (415) 369-8804
e-mail: customer.service@cmgmi.com

- Billing and payment inquiries
- Cancellation requests
- Loan sales and servicing transfers
- Loan closing dates (including HARP)
- Electronic billing

Claims and Loss Mitigation

Call (800) 909-4264 or (415) 284-2576
7:30 am - 6:00 pm Pacific Time
Fax (415) 369-8808
e-mail: claims.support@cmgmi.com

- Delinquency reporting
- Loss Mitigation requests for short sales and deeds-in-lieu
- Foreclosure bidding instructions
- REO offer approvals
- Claims filing instructions

IT HelpDesk

Call (800) 909-4264 or (415) 284-2573
6:00 am - 5:00 pm Pacific Time
Fax (415) 369-8818
e-mail: tech.support@cmgmi.com

- New EDI Integrations
- Loan origination system setups
- Security questions



CMG Mortgage Insurance Company
CMG MI. More Than MI.
www.cmgmi.com