

# Policy Servicing Solutions

We understand **each Servicer's unique business practices** and are committed to helping Servicers maintain an up-to-date and accurate portfolio. Our Policy Servicing team is here to assist you with a wide range of inquiries, including questions relating to coverage activation, billing and payment options, or general certificate servicing.

## General Policy Servicing Assistance

Contact our team for assistance with any of the following servicing activities:

- Service Transfers and/or Loan Sales
- Loan Number Updates
- Principal Balance Updates
- Certificate Administration Changes
- Cancellation of Coverage
- Reinstatement of Coverage
- Billing
- Disclosures
- Coverage Changes

## Master Policy Administration

- Request Servicing approval be added to an existing Origination Master Policy
- Request a Servicing-Only Master Policy
- Servicers must be approved by Fannie Mae®, Freddie Mac®, FDIC, or NCUA in order to qualify to be an approved servicer with National MI

## Activation Options: How to activate your National MI Certificate

**STEP 1** Visit [axis.nationalmi.com](https://axis.nationalmi.com) and update the Loan Closed Date **OR** Email the Loan Closed Date to [servicing@nationalmi.com](mailto:servicing@nationalmi.com)

**STEP 2** Remit premium to National MI via ACH, Wire or Check

*All plans except the Monthly ADVANTAGE®, require initial premium along with the loan closing date to activate coverage.*

## Remit Premium Payment Options

How to pay your initial and renewal premium payments:

- National MI supports the receipt of wire transfers or Automated Clearing House (ACH) and checks
- For instructions on how to submit your wire or ACH, please email [servicing@nationalmi.com](mailto:servicing@nationalmi.com)
- A copy of the completed Commitment/Certificate must be submitted with the initial premium payment, but is not required for renewal premium payments

## Closing Documents (Post-Close)

Please submit your Closing Documents packet by one of the following methods to receive earlier than 12- or 12-month rescission relief:

- **ShareFile Submission:** Contact the National MI [Solution Center](#) to facilitate submissions via ShareFile, our simple and secure file transfer platform
- **TLS email communication:** If your company is set up to transmit and receive emails through our seamless TLS email communication, simply email your HUD-1/closing documents to [ndclosingdocs@nationalmi.com](mailto:ndclosingdocs@nationalmi.com).

Once National MI has received and reviewed your closing documents, we will provide you with a notification. To reach our Solution Center to set up ShareFile or confirm your company has been TLS approved: Call **855.317.4NMI (4664)** between 5am & 5pm PT (M-F).



For questions and answers regarding National MI's Master Policy coverage:

[nationalmi.com/  
master-policy-resources](https://nationalmi.com/master-policy-resources)



### MAIL TO:

National Mortgage  
Insurance Corporation  
PO Box 660849  
Dallas, TX 75266-0849

### OVERNIGHT PAYMENTS:

National Mortgage  
Insurance Corporation  
2975 Regent Blvd, Suite 100  
Lockbox 660849  
Irving, TX 75063



### EMAIL:

[servicing@nationalmi.com](mailto:servicing@nationalmi.com)

### PHONE:

855.317.4NMI (4664)