



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

WASHINGTON, DC 20410-8000

ASSISTANT SECRETARY FOR HOUSING-  
FEDERAL HOUSING COMMISSIONER

**Date: April 6, 2020**

**Mortgagee Letter 2020-08**

To: All FHA-Approved Mortgagees  
All Direct Endorsement Underwriters  
All Eligible Submission Sources for Condominium Project Approvals  
All FHA Roster Appraisers  
All FHA-Approved 203(k) Consultants  
All HUD-Approved Housing Counselors  
All HUD-Approved Nonprofit Organizations  
All Governmental Entity Participants  
All Real Estate Brokers  
All Closing Agents

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**Subject** *FHA Catalyst*: Claims Module - Single Family Forward Supplemental Claims Digital Submission

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**Purpose** This Mortgagee Letter (ML) announces a new supplemental claim submission method involving the Federal Housing Administration's (FHA) implementation of *FHA Catalyst*, a new web-based platform, and provides information for mortgagees to prepare and submit supplemental claim packages electronically through FHA's new platform.

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**Effective Date** Effective immediately, the *FHA Catalyst* platform is available for all mortgagees and/or their authorized party to submit supplemental claims electronically. Submission of supplemental claim packages through the platform is optional.

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**Public Feedback** HUD welcomes feedback from interested parties for a period of 30 calendar days from the date of issuance. To provide feedback on this policy document, please send feedback to the FHA Resource Center at [answers@hud.gov](mailto:answers@hud.gov). HUD will consider the feedback in determining the need for future updates.

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**Affected Programs**

This guidance applies to the FHA Title II Single Family forward mortgage program.

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**Platform Overview and Functionality**

FHA approved mortgagees and/or their authorized users may use *FHA Catalyst* to electronically transmit supplemental claim packages, which include information found on Form HUD-27011, Single Family Application for Insurance Benefits, and any relevant supporting documentation, in lieu of mailing supplemental claim submissions to HUD and uploading to P260.

Mortgagees remain responsible for proper submission of supplemental claims and ensuring they meet FHA's requirements and standards for such submissions. By transmitting a supplemental claim package, the mortgagee and/or their authorized party is certifying that the statements and information submitted are true and correct.

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**Platform Access and User Guide**

Mortgagees may request access to *FHA Catalyst*: Claims Module via the FHA Resource Center at [answers@hud.gov](mailto:answers@hud.gov) or 1-800-Call FHA (1-800-225-5342).

A user guide for the *FHA Catalyst*: Claims Module is available at [https://www.hud.gov/program\\_offices/housing/fhatechmod001](https://www.hud.gov/program_offices/housing/fhatechmod001) including logging in to the module and steps for completing and submitting supplemental claims.

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**Training**

Training for the *FHA Catalyst*: Claims Module is available at [https://www.hud.gov/program\\_offices/housing/fhatechmod001](https://www.hud.gov/program_offices/housing/fhatechmod001).

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**4000.1 FHA Single Family Policy Handbook**

Submitting supplemental claims through *FHA Catalyst* may be used in lieu of the supplemental claims submission methods required by [4000.1 FHA Single Family Housing Policy Handbook, Section IV.A.2.c.viii.A-B.](#)

Further guidance on the Single Family Forward Supplemental Claims Digital Submission process will be incorporated into the [4000.1 FHA Single Family Housing Policy Handbook](#) at a future date.

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**Information Collection**

Paperwork reduction information collection requirements contained in this document are approved by the Office of Management and Budget (OMB) under the Paperwork Reduction Act of 1995 (44 U.S.C. 3501-3520) and assigned OMB control number 2502-0429, 2502-0589, and 2502-0611. In accordance with the Paperwork Reduction Act, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB control number.

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**Questions**

For additional information on this ML, please visit [www.hud.gov/answers](http://www.hud.gov/answers) or call FHA's Resource Center at 1-800-CALLFHA (1-800-225-5342). Persons with hearing or speech impairments may reach this number via TTY by calling the Federal Relay Service at 1-800-877-8339.

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**Signature**

Brian D. Montgomery  
Assistant Secretary for Housing – Federal Housing Commissioner

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