

Claim Type 33 - 2017 Natural Disaster Partial Claim

On February 22, 2018, the Federal Housing Administration (FHA) published Mortgagee Letter (ML) [2018-01](#) entitled, "Loss Mitigation Policy Changes." This new and revised guidance applies to all FHA Title II forward mortgages for those disaster-affected borrowers whose property or employment is in the following Presidentially-Declared Major Disaster Areas (PDMDAs):

- Louisiana – Hurricane Harvey (DR-4345);
- Texas – Hurricane Harvey (DR-4332);
- Florida – Hurricane Irma (DR-4337);
- Georgia – Hurricane Irma (DR-4338);
- Puerto Rico – Hurricane Irma (DR-4336) and Hurricane Maria (DR-4339);
- South Carolina – Hurricane Irma (DR-4346);
- United States Virgin Islands – Hurricane Irma (DR-4335) and Hurricane Maria (DR-4340); and the
- California Wildfires (FEMA-DR-4344) or California Wildfires, Flooding, Mudflows, and Debris Flows (FEMA-DR-4353).

This ML provides immediate relief options to FHA borrowers in certain designated PDMDAs and allows for the use of streamlined income documentation and other requirements to expedite loss mitigation relief for affected borrowers. It also introduces the **Claim Type 33 - 2017 Natural Disaster Partial Claim (PC)** to help eligible borrowers on forbearance plans to resume their pre-disaster mortgage payments — helping to avoid payment shock — as well as keeping their interest rate and payment terms the same. This claim type will not be subject to the 24-month requirement, no Trial Payment Plan is required, and no incentive may be claimed. They are subject to 30% of original unpaid principal balance (cumulative) total.

Accessing the Single Insurance Claims Processing Menu

After signing on to the FHA Connection, follow this menu path to access the **Single Family Insurance Claims Processing (Figure 1)** **Single Family FHA > Single Family Servicing > Claims Processing > Claims Input > Claim Type 31-33** to electronically submit **Claim Type 33 - 2017 Natural Disaster PC** for processing.



Figure 1: Single Family Insurance Claims Processing Menu

Submitting an Application for Insurance Benefits

Only the holder or servicer of the loan can process the online *Single Family Application for Insurance Benefits – form HUD-27011* for **Claim Type 33 - 2017 Natural Disaster PC**. Lenders are fully responsible for any claims they file. Electronic submission of the claim constitutes certification that the statements and information in the claim are true and correct.

Follow the below steps to submit an application for **Claim Type 33 - 2017 Natural Disaster PC**:

1. On the **Single Family Insurance Claims Processing** menu (**Figure 1**), click on **Claim Type 31-33 (Loss Mitigation)**
2. The **Single Family Application for Insurance Benefits** appears with *Part A* of form HUD-27011
3. On the ***Loss Mitigation Claim Input***, for item 1: Claim Type, select **33-2017 Natural Disaster PC** (**Figure 2**)

Figure 2: Loss Mitigation Claim Input - Claim Type

4. Once **Claim Type 33-2017 Natural Disaster PC** is selected, then the Default Reason Code: **43-Damages from the 2017 Natural Disasters** is automatically selected (**Figure 3**)

Figure 3: Loss Mitigation Claim Input – Default Reason Code

5. Enter the claim information for the case (see the Single Family Servicing Claim Status module of the **FHA Connection Guide** for further information)
6. If assistance is needed completing the form, then click Help Links:

Viewing a List of Submitted Claims

The **Single Family Claim Input Summary** function provides a brief summary of any new claims, corrections, and/or comments submitted during the current day. The **Single Family Claim Input Summary** is accessed by selecting the **Claims Input Summary** option on the **Single Family Insurance Claims Processing** menu (**Figure 1**) or selecting the **Claims Input Summary** link at the bottom of the online claim form.

The input summary information is displayed in case number order, submit date/time, and **Claim Type 33 - 2017 Natural Disaster PC is listed as Claim Type 33** (**Figure 4**). The list is refreshed daily; all claim transactions submitted during the day are processed overnight and removed from the list. The status of the claim information can be reviewed two business days after submission to HUD using the **Single Family Claim Status** function.

Single Family Claim Input Summary					
List of claims submitted today by MA7024					
Case Number	Submit Date and Time	Claim Type	Agreement Date	Claim/Comment	New/Correction
095-3751535	2018-03-30 16:03:58.77	31	2018-03-01	Claim/Part A	New
095-3895697	2018-03-30 16:48:14.953	33 HAMP	2018-03-01	Claim/Part A	New
095-3895697	2018-03-30 16:48:14.953	33	2018-03-01	Comment	New
095-3895697	2018-03-30 16:56:56.006	33	2018-03-01	Claim/Part A	Correction
095-3895697	2018-03-30 16:56:56.006	33	2018-03-01	Comment	New
095-3956563	2018-03-30 16:41:55.393	33 HAMP	2018-03-01	Claim/Part A	New
095-3968339	2018-03-30 15:40:19.513	33	2018-03-10	Claim/Part A	New

Figure 4: Single Family Claims Input Summary – Claim Type 33