



OFFICE OF PUBLIC AND INDIAN HOUSING

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
WASHINGTON, DC 20410-5000

Date: August 20, 2025

Dear Lender Letter 2025-06

To: All Section 184 Approved Lenders and Servicers

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| Subject | Revision to the Section 184 Indian Housing Loan Guarantee Program's Claims Processing |
| Purpose | The purpose of this Dear Lender Letter (DLL) is to announce the revision to the Section 184 Indian Housing Loan Guarantee Program's Claims Processing. |
| Effective Date | This DLL is effective on the date of publication. |
| Public Feedback | The Office of Native American Programs (ONAP) 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 Office of Loan Guarantee at Section184Comments@HUD.gov . ONAP will consider the feedback in determining the need for future updates. |
| Affected Programs | <p>This guidance applies to the Section 184 Program.</p> <p>This DLL supersedes in part chapter 8 of the Section 184 Processing Guidelines, DLLs 2020-06, 2021-02, 2022-01 (Amended), and 2023-04.</p> |

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| Background | ONAP is updating its policy to expedite claim payments to the Holders of the Note. |
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| Summary of Changes | When Servicers are submitting claims to ONAP, the original Loan Guarantee Certificate is no longer required. Additionally, for Assignment and LMA claims, submission of electronic copies of documents, such as the original note and recorded documents, are acceptable in lieu of originals. |
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| Original Documents | Section 17, chapter 8 of the Processing Guidelines states that certain original documents are required when a request for claim payment is made to ONAP, including original Loan Guarantee Certificate and original note/mortgage or deed of trust. |
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Under Dear Lender Letters (DLL) 2020-06, 2021-02, 2022-01 (Amended), and 2023-04, these DLLs stated, among other things, that certain original documents are required for submission of a Loss Mitigation Advance claim. The required documentation included original executed Promissory Note and recorded Subordinate Mortgage/Deed of Trust.

To expedite processing and payment of Section 184 claims, ONAP is revising claim processing policy.

All Claims:

For purposes of all claim submissions, ONAP will no longer require an original Loan Guarantee Certificate. The Loan Guarantee Certificate is unnecessary as ONAP can validate whether a loan is guaranteed by the loan's Section 184 Case Number.

Assignment and LMA Claims:

When submitting Section 184 Assignment and LMA Claims, Servicer may submit electronic copies of the original note and recorded documents in lieu of Servicer waiting for the recorded documents to be received from the recording office or BIA to submit along with the claim. For these claims only, HUD will accept electronic copies of the original note and recorded documents.

However, Servicers must mail the original note and recorded documents to ONAP **no later than six months** from the date of the Claim payment by ONAP. Each month shall be regarded as having thirty days, regardless of the actual number of days in the month.

In cases of Tribal Trust loans where Servicer has not received a copy of the recorded mortgage stamped by the Bureau of Indian Affairs (BIA), along with a final certified Title Status Report (TSR), within six-months of the deadline from the date the claim was filed, the six-month deadline may be suspended.

In these instances, prior to the six-month deadline, the Servicer must report to ONAP via 184Servicing@hud.gov the date the documents were submitted to the BIA, and subsequent written follow-up requests that were made.

Within ten business days of receipt of the document from the BIA, Servicer must mail the documents to ONAP.

Failure to Report or Submit

Servicers' failure to:

- mail originals to ONAP by the six-month deadline for three or more claims; or
- report the potential delay in receiving a copy of the recorded mortgage, along with final certified TSR from the BIA prior to the six-month deadline;
- mail a copy of the recorded mortgage stamped by the BIA, along with final certified TSR, within ten business day receipt of documents from the BIA;

may result in a temporary disallowance of Servicers from submitting Assignment or LMA claims with electronic copies of the documents for a twelve-month period. The twelve-month period begins on the date the last claim was filed which failed to provide original documents by the deadline. Additionally, Servicers may be required to repay ONAP for previously paid claims that failed to meet the six-month submission deadline requirement.

Prior to mailing originals to ONAP, we remind Holders of the Note they must retain the original note and recorded documents in accordance with all applicable Tribal, federal and state requirements.

The mailing address is:

Attention: Claims Department

Office of Loan Guarantee, ONAP
U.S. Dept. of Housing and Urban Development
451 7th St., SW., Rm. 4108
Washington, DC 20410

We strongly recommend delivery with a tracking number.

ONAP may audit Servicers' Servicing and Claim files at any time and reserves the right to request the original note and other claim-related documents, prior to any claim payment.

Questions

Any questions regarding this DLL may be directed to
Section184Comments@hud.gov.

Signature

A handwritten signature in black ink, reading "Tonya R. Plummer". The signature is written in a cursive style with a large, stylized "T" and "P".

Tonya R. Plummer
Director