



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

OFFICE OF PUBLIC AND INDIAN HOUSING

DLL - 2020-03

March 14, 2020

Dear Section-184 Program Lender:

The Office of Native American Programs (ONAP), in response to recent reports on the Coronavirus (COVID -19), is currently preparing for the possibility of telework for staff working in the Section 184, Title VI and 184A programs. In order to make telework possible and continue to meet program demands, ONAP is asking all lenders to send endorsement and claim packages to ONAP through secure email.

As of Monday, March 16, 2020:

- All lenders must submit endorsement packages in an encrypted form to Section184endorsements@hud.gov. In the transmittal email, please list the borrowers full name, case number and loan amount. The file name must read: ENDORSEMENT – Case Number – Borrower last name.
- All lenders must submit claim packages in an encrypted form to Section184claims@hud.gov. In the transmittal email, please list the borrowers name and case number. The file name must read: CLAIM Part (A, B or Supp) – Case Number – Borrower last name.
- ONAP will no longer accept to overnight packages containing endorsement or claims files shipped after March 15, 2020.
- Provide any secured access instructions directly to my attention via email – Krisa.M.Johnson@hud.gov.

ONAP strives to maintain the processing of Section 184 loans as a top priority while also addressing the safety and health concerns of its staff. I appreciate your cooperation and support while the program prepares for a temporary switch to telework for its employees. Please reach out to me at 202-402-4978 if you have any questions.

Best regards,

A handwritten signature in black ink, appearing to be "Krisa M. Johnson", written over a horizontal line.

Krisa M. Johnson
Director, Office of Loan Guarantee

CC: Heidi Frechette