

FHA INFO #20-50

July 14, 2020



**TO: All FHA-Approved Mortgagees and Servicers;
All Other Interested Stakeholders in FHA Transactions**

NEWS AND UPDATES

Updated Servicing and Loss Mitigation Section of the *Single Family Housing Policy Handbook* Posted on Drafting Table for Public Feedback

Today, the Federal Housing Administration (FHA) posted a draft revision of the [Servicing and Loss Mitigation section](#) (Section III) of the [Single Family Housing Policy Handbook 4000.1](#) (SF Handbook) on the [Single Family Housing Drafting Table](#) (Drafting Table) for public review and feedback. This revision proposes updates and policy clarifications, including those which incorporate changes to FHA's Loss Mitigation waterfall, align requirements with industry standards, and streamline documentation requirements and processes.

This draft is for review and to be considered for implementation at a later date as standard FHA policy. It is not intended to address the immediate servicing and loss mitigation concerns created by the COVID-19 National Emergency.

FHA encourages interested stakeholders to thoroughly review the section content and provide feedback during a 60-day period from July 14, 2020 through September 12, 2020. Instructions for providing feedback — including use of the [Servicing and Loss Mitigation Section Feedback Form](#) — are posted on the [Drafting Table](#). **Be advised that when reviewing the draft content, the links to SF Handbook sections outside of Section III will not be operational.**

Upon completion of the 60-day review period, FHA will carefully consider the feedback received and, where appropriate, include in the revised *Servicing and Loss Mitigation* section, which will ultimately become part of a future SF Handbook update.

As a reminder, the draft *Servicing and Loss Mitigation* section of the SF Handbook posted to the Drafting Table does not set policy and, therefore, should not be used as a guide for servicing FHA-insured mortgages. **FHA's existing policy remains in effect until amended via Mortgagee Letter or the incorporation of the revised *Servicing and Loss Mitigation* section into a future SF Handbook update.**

Quick Links (If you experience issues opening documents in Internet Explorer, use a different web browser)

- Access the online or PDF versions of the *Single Family Housing Policy Handbook* 4000.1 at: http://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/hudclips/handbooks/hsg
- View the draft update of the SF Handbook *Servicing and Loss Mitigation* section on the Single Family Housing Drafting Table at: https://www.hud.gov/sites/dfiles/SFH/documents/SFHServicingandLossMitSection_7_14_2020.pdf

Resources

Contact the FHA Resource Center:

- Visit our online knowledge base to obtain answers to frequently asked questions 24/7 at: www.hud.gov/answers.
- E-mail the FHA Resource Center at: answers@hud.gov. Emails and phone messages will be responded to during normal hours of operation, 8:00 AM to 8:00 PM (Eastern), Monday through Friday on all non-Federal holidays.
- Call 1-800-CALLFHA (1-800-225-5342). Persons with hearing or speech impairments may reach this number by calling the Federal Relay Service at 1-800-877-8339.

FHA INFO Archives:	Visit the FHA INFO Archives to access FHA INFO messages issued from 2012 to the present.														
Subscribe/Unsubscribe Instructions:	To subscribe to the Single Family FHA INFO mailing list you can use this link: FHA INFO or send a request by email to: answers@hud.gov Bulk subscriptions: To sign up your entire office or a large group, send the list of email addresses (in the format below) to: answers@hud.gov aaa@xyz.com bbb@xyz.com ccc@xyz.com To Unsubscribe follow the unsubscribe instructions on that page.														
Resource Links:	<table><tr><td>FHA Archived Webinars</td><td>Foreclosure Assistance</td></tr><tr><td>Career Opportunities</td><td>Grant Opportunities</td></tr><tr><td>Contracting Opportunities</td><td>HUD Homes - Property Listings</td></tr><tr><td>Events & Training</td><td>HUD.gov</td></tr><tr><td>FHA Forms</td><td>Making Home Affordable</td></tr><tr><td>FHA Homeownership Centers</td><td>Presidentially-Declared Major Disaster Areas</td></tr><tr><td>FHA Mortgagee Letters</td><td>Visit our Single Family Home Page</td></tr></table>	FHA Archived Webinars	Foreclosure Assistance	Career Opportunities	Grant Opportunities	Contracting Opportunities	HUD Homes - Property Listings	Events & Training	HUD.gov	FHA Forms	Making Home Affordable	FHA Homeownership Centers	Presidentially-Declared Major Disaster Areas	FHA Mortgagee Letters	Visit our Single Family Home Page
FHA Archived Webinars	Foreclosure Assistance														
Career Opportunities	Grant Opportunities														
Contracting Opportunities	HUD Homes - Property Listings														
Events & Training	HUD.gov														
FHA Forms	Making Home Affordable														
FHA Homeownership Centers	Presidentially-Declared Major Disaster Areas														
FHA Mortgagee Letters	Visit our Single Family Home Page														



We hope that you will want to continue receiving information from HUD.

We safeguard our lists and do not rent, sell, or permit the use of our lists by others, at any time, for any reason.

Connect with HUD on [Social Media](#) and follow Secretary Carson on [Twitter](#) and [Facebook](#).

[HUD COVID-19 Resources and Fact Sheets](#)