



**FHA INFO 2023-24**

**April 3, 2023**

## **Reminder Regarding Maintaining FHA-Approved Mortgagees/Lenders Administrative Contact Information**

Today, the Federal Housing Administration (FHA) is issuing this reminder to all FHA-approved mortgagees and lenders that they must always maintain up-to-date contact information for their administrative contact(s) in the Lender Electronic Assessment Portal (LEAP). This means ensuring the administrative contact's name, telephone number, and primary email is always current; a secondary email address is strongly encouraged.

Maintaining current and accurate contact information for individuals in this role is vital since it is used for formal communication and notifications from FHA and the Department of Housing and Urban Development (HUD).

Instructions for updating the administrative contact's information in LEAP are available in Section 5.2.6 of the [LEAP User Manual](#).

### **Need Support? Contact the FHA Resource Center.**

- Visit our knowledge base to obtain answers to frequently asked questions 24/7 at [www.hud.gov/answers](http://www.hud.gov/answers).
- E-mail [answers@hud.gov](mailto: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.

### **About FHA INFO**

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