



FHA INFO #21-105

December 2, 2021

FHA Issues a Further Extension to Temporary Regulatory and Handbook Waivers: Alternative Methods for Face-to-Face Interviews with Borrowers

Today, the Federal Housing Administration (FHA) published extensions to its temporary [regulatory](#) and [Single Family Housing Policy Handbook 4000.1](#) waivers allowing mortgagees to utilize alternative methods for conducting face-to-face interviews with borrowers as part of the early default intervention requirements of FHA default servicing. These alternatives provide practical and useful methods for conducting face-to-face interviews with borrowers. The waivers are effective through December 31, 2022.

FHA first published temporary partial waivers of these requirements on March 13, 2020, in response to the ongoing public health concerns due to the COVID-19 pandemic. FHA published an extension of the waivers on February 2, 2021.

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.
- E-mail 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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