



FHA INFO #21-84

October 5, 2021

HUD Awards New Single Family Secretary-Held Loan Servicing Contract

Today, the Department of Housing and Urban Development (HUD) is announcing it has awarded a new Single Family Secretary-Held Loan Servicing contract to Information Systems & Networks Corporation (ISN). ISN will be responsible for servicing the following FHA Single Family Secretary-Held Mortgages beginning October 9, 2021:

- Partial Claim Subordinate Mortgages;
- Section 235 Subordinate Mortgages;
- Nehemiah Subordinate Mortgages;
- Emergency Homeowners Loan Program (EHLP) Subordinate Mortgages;
- Asset Control Area (ACA) Mortgages;
- Hope for Homeowners (H4H) Subordinate Mortgages; and
- Good Neighbor Next Door (GNND) Subordinate Mortgages.

This transfer of servicing does not affect to whom borrowers make their primary mortgage payments. Borrowers should continue to make their primary mortgage payments to the entity listed on their monthly mortgage statement.

Beginning October 9, 2021, all required documentation, correspondence and telephone inquiries related to the servicing of the above-referenced Single Family Secretary-Held Mortgages must be directed to ISN as follows:

ISN Corporation – Western Operations Center
Attention: Secretary-Held Loan Servicing
2000 N Classen Blvd Suite #3200
Oklahoma City, Ok 73016

Phone: 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.

Fax: 1-405-724-7800

Email: PCServicing@hud.gov

Payoff Requests: PCPayoffs@hud.gov

Subordination Requests: PCSubordinations@hud.gov

Release Requests: PCReleases@hud.gov

Mortgagee Partial Claim document submittal: PCDocs@hud.gov

Emails and phone messages will be responded to during normal hours of operation, Monday through Friday, 7:00 AM – 7:00 PM (Central) on all non-Federal holidays.

NOVAD Management Consulting (NOVAD) will remain responsible for servicing Assigned Secretary-Held Home Equity Conversion Mortgages (HECM) and HECM Subordinate Mortgages.

All-required documentation, correspondence, and telephone inquiries, related to the servicing of the Single Family Secretary-Held HECM loans must be directed to NOVAD as follows:

NOVAD Management Consulting
Attention: HECM Servicing
2401 NW 23rd St., Ste. 1A1
Oklahoma City, OK 73107

Phone: 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.

Fax: 1-800-609-9826

HECM Servicer Inquiries: hecmservicing@novadconsulting.com

HECM Payoff Requests: hecm.payoffs@novadconsulting.com

Emails and phone messages will be responded to during normal hours of operation, Monday through Friday, 7:00 AM – 7:00 PM (Central) on all non-Federal holidays.

View additional resources on the [Secretary-Held Mortgage Servicing Contractors](#) web page.

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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