



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
WASHINGTON, DC 20410-8000

ASSISTANT SECRETARY FOR HOUSING-  
FEDERAL HOUSING COMMISSIONER

**April 2, 2012**

**MORTGAGEE LETTER 2012-7**

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**To**                    **All Approved Mortgagees**  
**All HUD Field Offices and Homeownership Centers**  
**All Approved Housing Counseling Agencies**

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**Subject**            **New Single Family Loan Servicing Contractor**

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**Purpose**             The purpose of this Mortgagee Letter is to:

- Introduce HUD's new loan servicing contractor, DEVAL, LLC, and
- Provide the contractor's mailing address and contact information.

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**New Loan Servicing Contractor**     The U.S. Department of Housing and Urban Development (HUD) has awarded a new loan servicing contract to DEVAL, LLC. The effective date of the new contract was March 1, 2012.

DEVAL, LLC is responsible for FHA Single Family Secretary-Held Assets including:

- Assigned Home Equity Conversion Mortgages (HECM);
  - Secretary-Held Title II Mortgages;
  - Partial Claim Subordinate Mortgages;
  - HECM Subordinate Mortgages;
  - Section 235 Subordinate Mortgages;
  - Nehemiah Subordinate Mortgages;
  - Emergency Homeowners Loan Program (EHLA) Subordinate Mortgages;
  - Asset Control Area (ACA) Mortgages;
  - Hope for Homeowners (H4H) Subordinate Mortgages; and
  - Good Neighbor Next Door (GNND) Subordinate Mortgages.
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**Contacting  
DEVAL**

All required documentation, correspondence, telephone calls and servicing for Single Family Secretary-held mortgages was transferred to DEVAL, LLC, effective March 1, 2012.

**Address**

DEVAL, LLC  
Westpoint I  
Suite 300  
1255 Corporate Drive  
Irving, TX 75038

**Telephone Numbers**

Toll Free	(877) 622-8525
Local	(469) 647-4450
Fax	(469) 647-4451

**Email Addresses**

Borrower inquiries	<a href="mailto:customerservice@deval.us">customerservice@deval.us</a>
Payoff requests for Hope for Homeowners mortgages	<a href="mailto:h4h@deval.us">h4h@deval.us</a>
HECM servicer inquiries	<a href="mailto:hecmservicing@deval.us">hecmservicing@deval.us</a>
HECM Property and Preservation (P&P) over allowable requests only*	<a href="mailto:p.p@deval.us">p.p@deval.us</a>
Extensions and Variances Automated Requests System (EVARS) and E-Class assistance	<a href="mailto:support@deval.us">support@deval.us</a>

\* Note: All other over allowable requests should continue to be submitted via FHA's Real Estate Owned (REO) case management system, P260.

**Questions**

Any questions regarding this Mortgagee Letter may be directed to HUD's National Servicing Center (NSC) at (877) 622-8525. Persons with hearing or speech impairments may reach this number by calling the Federal Information Relay Service at (800) 877-3339.

**Signature**

Carol J. Galante  
Acting Assistant Secretary for Housing-Federal Housing Commissioner

