April 2, 2012

MORTGAGEE LETTER 2012-7

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

Subject
New Single Family Loan Servicing Contractor

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.

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 (EHLP) Subordinate Mortgages;
• Asset Control Area (ACA) Mortgages;
• Hope for Homeowners (H4H) Subordinate Mortgages; and
• Good Neighbor Next Door (GNND) Subordinate Mortgages.
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
<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toll Free</td>
<td>(877) 622-8525</td>
</tr>
<tr>
<td>Local</td>
<td>(469) 647-4450</td>
</tr>
<tr>
<td>Fax</td>
<td>(469) 647-4451</td>
</tr>
</tbody>
</table>

Email Addresses
<table>
<thead>
<tr>
<th>Service Description</th>
<th>Email Address</th>
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<tbody>
<tr>
<td>Borrower inquiries</td>
<td><a href="mailto:customerservice@deval.us">customerservice@deval.us</a></td>
</tr>
<tr>
<td>Payoff requests for Hope for Homeowners mortgages</td>
<td><a href="mailto:h4h@deval.us">h4h@deval.us</a></td>
</tr>
<tr>
<td>HECM servicer inquiries</td>
<td><a href="mailto:hecmservicing@deval.us">hecmservicing@deval.us</a></td>
</tr>
<tr>
<td>HECM Property and Preservation (P&amp;P) over allowable requests only*</td>
<td><a href="mailto:p.p@deval.us">p.p@deval.us</a></td>
</tr>
<tr>
<td>Extensions and Variances Automated Requests System (EVARS) and E-Class assistance</td>
<td><a href="mailto:support@deval.us">support@deval.us</a></td>
</tr>
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* 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