



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

ASSISTANT SECRETARY FOR HOUSING-
FEDERAL HOUSING COMMISSIONER

January 10, 2014

MORTGAGEE LETTER 2014-1

To	All FHA-Approved Mortgagees
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Subject	“Save Your Home: <i>Tips to Avoid Foreclosure</i> ”- Brochure for Delinquent Mortgagees
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Purpose	The purpose of this Mortgage Letter is to notify mortgagees that the “How to Avoid Foreclosure” brochure, HUD-PA-426, has been replaced. The new brochure is the “Save Your Home: <i>Tips to Avoid Foreclosure</i> ” brochure, HUD-2008-5-FHA, which is to be sent with a cover letter to delinquent mortgagees pursuant to 24 CFR 203.602.
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Effective Date	Mortgagees must comply with these requirements no later than 30 days from the date of this Mortgage Letter.
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Affected Topics	The topics addressed in this Mortgage Letter supersede the requirements outlined in Mortgage Letter 2002-14.
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“Save Your Home” Brochure	<p>The brochure entitled “Save Your Home: <i>Tips to Avoid Foreclosure</i>” (HUD-2008-5-FHA) must be sent to delinquent borrowers no earlier than the 32nd day of a delinquency, but no later than the 60th day. This brochure includes information on the revised loss mitigation tools available for delinquent homeowners with FHA-insured loans.</p> <p>The aforementioned brochure replaces the previously published “How to Avoid Foreclosure” brochure, identified as HUD-PA-426. Therefore, HUD-PA-426 no longer satisfies the mortgagee’s requirement to provide written notice to delinquent FHA mortgagees between the 32nd and 60th day of delinquency.</p>
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Notification to Delinquent FHA Borrowers Mortgagees must give notice to each FHA mortgagor in default no later than the end of the second month of delinquency (60 days). This notice requirement is satisfied by sending the following items no earlier than the 32nd day of delinquency, but no later than the 60th day:

- A cover letter (see section “Delinquency Notice: Cover Letter”) and
 - A copy of the “Save Your Home: *Tips to Avoid Foreclosure*” brochure.
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Delinquency Notice: Cover Letter

The cover letter to be sent with the “Save Your Home: *Tips to Avoid Foreclosure*” brochure must include:

- highly visible information about the availability of language access services offered by the servicer for mortgagors with limited English proficiency (this information must be provided, at a minimum, in Spanish and must include an advisement to seek translation or other language assistance);
 - the following information related to the mortgage loan: (a) number of late payments; (b) total amount of any late charges incurred; (c) the month of each late payment (e.g., June, July); and (d) the original due date of each late payment;
 - the servicer’s mailing address and specific contact information of any assigned personnel;
 - a request for the mortgagor’s current financial information;
 - toll-free telephone numbers for mortgagors needing to contact the servicer’s loss mitigation/ customer assistance personnel; and
 - the toll-free telephone number for mortgagors seeking information on HUD-approved housing counseling agencies, (800) 569-4287, along with the toll-free Federal Information Relay Service number of (800) 877-8339 for mortgagors who may need a Telecommunication Device for the Deaf (TDD) to call the housing counseling line.
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Accessing and Ordering the Brochure(s)

This brochure has been translated into Chinese, Spanish, and Vietnamese. Translated brochures may be viewed by clicking the appropriate attachment accompanying this Mortgagee Letter. This brochure may also be ordered by accessing HUD’s Direct Distribution Center at http://portal.hud.gov/hudportal/HUD?src=/program_offices/administratio n/dds.

Information Collection Requirements

The information collection requirements contained in this document have been approved by the Office of Management and Budget (OMB) under the Paperwork Reduction Act of 1995 (44 U.S.C. 3501-3520) and assigned OMB Control Number 2502-0589. In accordance with the Paperwork Reduction Act, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB Control Number.

Questions

Any questions regarding this Mortgagee Letter may be directed to HUD's National Servicing Center at (877) 622-8525. Persons with hearing or speech impairments may reach this number by calling the Federal Information Relay Service at (800) 877-8339. For additional information on this Mortgagee Letter, please visit www.hud.gov/answers.

Signature

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

Attachments

- [English version](#)
- [Chinese version](#)
- [Spanish version](#)
- [Vietnamese version](#)