



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

ASSISTANT SECRETARY FOR HOUSING –
FEDERAL HOUSING COMMISSIONER

October 1, 2015

MORTGAGEE LETTER 2015-23

To	All Approved Mortgagees All HUD Field Offices and Homeownership Centers All Approved Housing Counseling Agencies
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Subject	New Single Family Mortgagee Compliance Manager (MCM)
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Purpose	The purpose of this Mortgagee Letter is to introduce HUD’s new Mortgagee Compliance Manager (MCM), Information Systems & Networks Corporation (ISN), and to provide the contractor’s mailing address and contact information.
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Effective Date	ISN will assume all pre- and post-conveyance MCM activities beginning October 1, 2015. Until October 1, 2015, Michaelson Connor & Boul, Inc. (MCB) will continue to process such requests.
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New Mortgagee Compliance Manager	Beginning October 1, 2015, ISN is responsible for assigned Mortgagee Compliance Manager functions including: <ul style="list-style-type: none">• Reviewing Requests for Extensions of Time to Convey• Processing Occupied Conveyance Requests• Reviewing the approval of reimbursable expenses for Preservation & Protection Overallowable Requests (including those properties securing Home Equity Conversion Mortgages)• Reviewing Requests to Convey Properties with Surchargeable Damage• Conducting Title Reviews and verifying Deed/Document Execution• Processing Requests for Pre-conveyance Inspections• Conducting Reviews of Claim Parts A, B, C, and D• Tracking and Pursuing Administrative Remedies (e.g., Monetary Demands, Offsets, and Re-conveyances)
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Use of P260 Lender Portal	Mortgagees shall upload electronic copies of all requests, notices, information, and documentation regarding pre- and post-conveyance activities through HUD’s P260 Lender Portal at: https://www.hudp260.com/Pages/Resources/hudtraining_mm3_lenders.aspx .
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For technical support with the Lender Portal, please contact the P260 Help Desk at hudhelp@yardi.com or (805) 699-2053.

ISN's Contact Information

ISN's contact information for pre- and post-conveyance requests is:

Mailing Address:	Information Systems & Networks Corporation Shepherd Mall Office Complex 2401 NW 23rd Street, Suite 1D Oklahoma City, OK 73107
Telephone (Toll-Free):	(888) 619-7835
Fax:	(405) 602-1520
Email Addresses:	<ul style="list-style-type: none">• ISN Customer Service mcm-info@isncorp.com• Reconsideration/Rescission Requests: Demands/Reconveyances mcm-appeals@isncorp.com• Voluntary Reconveyances mcm-volreconvey@isncorp.com• Re-Acquisition (return a property to HUD inventory) mcm-reconveyance@isncorp.com• Notification of Violations mcm-violations@isncorp.com• HECM (Reverse Mortgages) Overallowables HECMoverallowables@isncorp.com

Information Collection Requirements

The information collection requirements contained in this Mortgagee Letter 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 2502-0429. 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 current valid OMB Control Number.

Questions

Any questions regarding this Mortgagee Letter may be directed to the HUD 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.

Signature

Edward L. Golding
Principal Deputy Assistant Secretary for Housing
