

Distribution Date: July 16, 2013

New Case Processing Requirements for Santa Ana HOC

New Case Processing Requirements for Santa Ana Homeownership Center

On July 19, 2013 the Santa Ana Homeownership Center (HOC) will implement new procedures for certain FHA case processing requests. The new procedures will mirror the requirements previously implemented in the Denver and Philadelphia HOCs (NOTE: the Atlanta HOC's procedures will remain unchanged at this time). The processing request types that fall under these new requirements are:

- Case Cancellation
- Case Transfer
- Case Reinstatement
- Mortgage Insurance Certificate (MIC) Corrections

As of July 19, requests of this type will no longer be processed through the snahocinsure@hud.gov email address. Instead, all requests will be sent through the FHA Resource Center (email: answers@hud.gov). These requests will utilize the templates for each process as provided on the following site: <http://bit.ly/caseprocess>

IMPORTANT: Please ensure that the new templates and all required information provided at the web site above are included in the email request. Failure to do so will delay the processing time of your request. If you have any questions regarding these new procedures, please contact the FHA Resource Center at 1-800-CALLFHA (225-5342) or by email at answers@hud.gov

TRAINING OPPORTUNITIES

Title: FHA Loss Mitigation Training in Indianapolis, IN **ON-SITE TRAINING**
Date/Time: Wednesday, August 21 from 9:00am to 4:00pm (Eastern Time)
Registration Link: <http://www.hud.gov/emarc/index.cfm?fuseaction=emar.registerEvent&eventId=1789&update=N>

Location: Market Square Office Building, 151 N. Delaware Street, Suite 1200, Indianapolis, IN 46204-2526
Description: This is a chance for classroom training provided by HUD. The intended audience for this training is HUD Approved Counseling Agencies, Servicing Lenders and Nonprofits. We will discuss the new changes on the FHA Loss Mitigation retention waterfall noted in Mortgage Letter 2012-22. Please bring a calculator to class.

Special Instructions: You must complete the HUD Registration form to attend the training. Training is free and lunch is on your own. If you have any questions please email Andrew.a.Klee@hud.gov.

Title: FHA Loss Mitigation Training in Albany, GA **ON-SITE TRAINING**
Date/Time: Thursday, August 22 from 9:00am to 3:00pm (Eastern Time)
Registration Link: <http://www.hud.gov/emarc/index.cfm?fuseaction=emar.registerEvent&eventId=1808&update=N>

Location: Microbusiness Enterprise Center, 230 S. Jackson Street, Albany, GA 30701
Description: This is a chance for classroom training provided by HUD. The intended audience for this training is HUD Approved Counseling Agencies, Servicing Lenders and Nonprofits. We will discuss the new changes on the FHA Loss Mitigation retention waterfall noted in Mortgage Letter 2012-22 and all of the loss mitigation tools available to avoid foreclosure. Please bring a calculator to class.

Special Instructions: You must complete the HUD Registration form to attend the training. Training is free and lunch is on your own. If you have any questions please email ruth.a.trembley@hud.gov.