



NEWS AND UPDATES

TO: All FHA-Approved Mortgagees

What's New

Potential Processing Delays Anticipated for FHA Connection (FHAC) Due to Expected Upsurge in Case Number Assignments

Due to the expected high volume of case number assignments beginning Monday, January 26, 2015, lenders may experience slower than normal processing times. FHA Connection (FHAC) peak times are between 11:00 AM and 3:00 PM (Eastern).

As a reminder—if the new case number is replacing an old one; the old case cancellation **must** have been completed before the system will permit a new case number assignment.

FHA will monitor processing times and, if necessary, provide updates through the **FHAC Message Board**, which lenders can access after [FHAC](#) log in.

For Frequently Asked Questions (FAQs) regarding MIP reductions and case cancellations, go to the FHA Resource Center's [online knowledge base](#) and search by keyword **ML 15-01**.

Quick Links and Resources

- View [Mortgagee Letter 2015-01](#).
- Access the [Annual MIP Case Number Request Cancellation Instructions](#) document specific to Mortgagee Letter 2015-01.
- Contact the FHA Resource Center:
 - Visit our online knowledge base to obtain answers to frequently asked questions 24/7 at www.hud.gov/answers.
 - E-mail the FHA Resource Center at answers@hud.gov. Emails and phone messages will be responded to during normal hours of operation, 8:00 a.m. to 8:00 p.m., Eastern, Monday through Friday on all non-Federal holidays.
 - Call 1-800-CALLFHA (1-800-225-5342). Persons with hearing or speech impairments may reach this number by calling the Federal Information Relay Service at 1-800-877-8339.

RESOURCE INFORMATION

FHA INFO Archives:	Visit the FHA INFO Archives to access FHA INFO messages issued from 2012 to the present.														
Have FHA Questions?	For FHA technical support, please search the FHA Frequently Asked Questions site or contact the FHA Resource Center by email at: answers@hud.gov or by telephone toll free between 8:00 AM & 8:00 PM ET at: (800) CALLFHA or (800) 225-5342. Persons with hearing or speech impairments may access this number via TTY by calling the Federal Information Relay Service at (800) 877-8339.														
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