



**TO: All FHA-Approved Mortgagees
All HECM-Approved Mortgagees
All Other Interested Parties**

NEWS AND UPDATES

In this Announcement:

- FHA Experienced Weekend Systems Outages
- Home Equity Conversion Mortgages (HECM) Automatic Case Number Cancellation Reminder

See below for details.

FHA Experienced Weekend Systems Outages

The Federal Housing Administration (FHA) experienced systems outages over the weekend of April 17-19, 2015. Many of the outage-related issues were resolved by Monday, April 20; however, if mortgagees and others that rely on FHA's various systems to conduct business continue to experience systems difficulties, please contact the FHA Resource Center.

HECM Automatic Case Number Cancellation Reminder

The HECM Financial Assessment and Property Charge policies become effective for case numbers assigned on or after April 27, 2015. Mortgagees are reminded that consistent with current FHA policy:

- Where there has been no last action for six months on uninsured HECM case numbers, the case number will automatically be cancelled in FHA Connection (FHAC). A definition of last action and exceptions can be found in Mortgagee Letter 2011-10.
- If the borrower is still interested in pursuing a HECM, Mortgagees must obtain a new case number and will be required to fully comply with the new HECM Financial Assessment and Property Charge policies.

Mortgagees should review their Pending Case Cancellation Report to identify loans that are marked for automatic cancellation. The Pending Case Cancellation Report is available in FHAC from the Origination Reports page. If the case number is automatically cancelled and a new case number is requested on or after April 27, 2015, the Financial Assessment and Property Charge Set Aside policies will be required for all prospective HECM borrowers.

Resources

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 AM to 8:00 PM (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.														
Subscribe/Unsubscribe Instructions:	To subscribe to the Single Family FHA INFO mailing list you can use this link: FHA INFO or send a request by email to: answers@hud.gov Bulk subscriptions: To sign up your entire office or a large group, send the list of email addresses (in the format below) to: answers@hud.gov aaa@xyz.com bbb@xyz.com ccc@xyz.com To Unsubscribe follow the unsubscribe instructions on that page.														
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