



TO: All FHA-Approved HECM Mortgagees

NEWS AND UPDATES

Transition of the Home Equity Reverse Mortgage Information Technology (HERMIT) System to New Business Service Provider

Today, the Federal Housing Administration (FHA) is announcing details regarding the upcoming transition of its Home Equity Reverse Mortgage Information Technology (HERMIT) system to a new Business Service Provider, Reverse Market Insight, Inc. (RMI).

System Unavailable March 16-21, 2016

The HERMIT system will transition to a new host data center operated by RMI on March 21, 2016. In order to complete the transition, the HERMIT system **will be unavailable from 7:00 PM (Eastern) on March 16, 2016, to 8:00 AM (Eastern) on March 21, 2016**. There will be no changes to the HERMIT system's functionality as part of the transition to the new host data center. Further, mortgagees' system access user IDs and passwords will remain unchanged.

New Contact Information

Effective at 8:00 AM (Eastern) on March 21, 2016, the HERMIT system and HERMIT Help Desk may be reached at the following new contact points:

- HERMIT system URL: www.hermitssp.com
- HERMIT Help Desk–Servicing:
 - By Phone: (561) 899-2610
 - By Email: servicingsupport@hermitssp.com
- HERMIT Help Desk–Accounting:
 - By Phone: (844) 765-9427
 - By Email: accountingsupport@hermitssp.com

New Secure File Transfer Protocol Monthly Report Login Credentials Required

Following the transition to the new host data center, new Secure File Transfer Protocol (SFTP) site login credentials will be required in order for mortgagees and servicers to access their HERMIT monthly reports. The HERMIT transition team will begin contacting affected users after March 1, 2016, to provide them with the new SFTP Internet Protocol (IP) address and login credentials. Users who do not receive new SFTP site login credentials by March 25, 2016, should contact the HERMIT Help Desk for assistance.

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 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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