

FHA INFO #16-13

March 9, 2016



**TO: All FHA-Approved Mortgagees
All EAD Portal Designated Third-Party Service Providers**

NEWS AND UPDATES

In this Announcement:

- Electronic Appraisal Delivery (EAD) Portal March 14, 2016 System Enhancements Reminder
- Home Equity Reverse Mortgage Information Technology (HERMIT) Transition and System Reminders

See below for details.

EAD Portal March 14, 2016 System Enhancements Reminder

As a reminder, on Monday, March 14, 2016, the Federal Housing Administration (FHA) will implement a set of system enhancements to the Electronic Appraisal Delivery (EAD) portal. As announced in *FHA INFO* 16-11, on February 26, 2016, these enhancements will further improve portal functionality, and will also address user feedback.

Read more about the EAD portal system enhancements in our [online article](#).

To correspond with the upcoming system enhancements, on March 1, 2016, FHA published an updated version of the EAD portal [Hard Stop Checks and Error Messages](#) fact sheet. Mortgagees should review this updated fact sheet as part of their preparation for onboarding to, and subsequently using the EAD portal.

With only two onboarding phases remaining before the EAD portal's June 27, 2016 mandatory use date, mortgagees that have not yet registered for an onboarding phase should do so **now**. More information is available on FHA's EAD portal [Mortgagee Onboarding Process](#) web page.

Quick Links

- Get information, user guides, fact sheets, and more on FHA's [EAD Portal web page](#) at:
http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/lender/origination/ead

HERMIT System Transition to New Business Service Provider on March 21, 2016

As announced in *FHA INFO* 16-09, on February 17, 2016, the Federal Housing Administration (FHA) will transition its Home Equity Reverse Mortgage Information Technology (HERMIT) system to a new Business Service Provider, Reverse Market Insight, Inc. (RMI) beginning March 21, 2016.

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 (*Link becomes operational on March 21, 2016*)
- 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 began contacting affected users last week 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.

Resource Links:

[Archived Webinars](#)

[Career Opportunities](#)

[Contracting Opportunities](#)

[Events & Training](#)

[FHA Forms](#)

[FHA Homeownership Centers](#)

[FHA Mortgagee Letters](#)

[Foreclosure Assistance](#)

[Grant Opportunities](#)

[HUD Homes Property Listings](#)

[HUD.gov](#)

[Making Home Affordable](#)

[Presidentially Declared Disaster Areas](#)

[Visit our Single Family Home Page](#)



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