

FHA INFO #12-8

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FHA HECM/IACS: Resolution of IACS System Functionality Issues

ALL HECM Mortgagees and HECM Servicers:

**FHA HECM/IACS: Resolution of IACS System Functionality Issues**

Full System functionality and operation for the HECM Insurance Accounting & Collection System (IACS) has been restored with no impacts to FHA HECM Mortgagees who rely on System support to perform production activities.

The Office of Single Family Housing regrets any inconvenience this disruption may have imposed on our HECM business partners. If you should have any questions, concerns or issues regarding this topic, email your inquiry to our newly created resolution email: [IACSAdmin@Hud.gov](mailto:IACSAdmin@Hud.gov)

For technical support on these or any other FHA issue, please contact the FHA Resource Center at: [www.hud.gov/answers](http://www.hud.gov/answers) Search our online knowledge base & find answers to our most commonly asked questions. You can also get email technical support at: [answers@hud.gov](mailto:answers@hud.gov) or phone FHA toll-free between 8:00 a.m. & 8:00 p.m. ET (5:00 a.m. to 5:00 p.m. PT) at: (800) CALLFHA or (800) 225-5342. Call FHA TDD at: (877) TDD-2HUD (877) 833-2483).