

Lender Reconciliation Tips and Tricks

Look in Neighborhood Watch/FHA Connection at each case. Particularly check the Servicer/Holder information, the Current Insurance Status and the Closing Date (under Loan Processing Information).	
Servicer's Loans Missing From HUD Spreadsheet - "Some of my loans are missing!"	
1 Situation: The Servicer and Holder are correct and the loan is Active	Solution: It's a timing issue. The data in NW/FHAC is more current than the data in the spreadsheet. Requires no action.
2 Situation: The Servicer and Holder are correct, the loan is Uninsured and the Closing date is within the last three months	Solution: It's a timing issue. The endorsement is still in process. Requires no action.
3 Situation: The Servicer and Holder are correct, the loan is Uninsured and the Closing date is a long time ago	Solution: If premiums are being paid according to your records, contact the appropriate HOC for further assistance. Because HUD's systems of record do not show the loan as insured, this indicates there was a disconnect somewhere in the origination process, so the HOCs are your resource for clarification. The HOCs can be reached through the FHA Resource Center at 1-800-CALL-FHA.
4 Situation: Current Insurance Status is Claim - Conveyance	Solution: The insurance has been terminated and will no longer be reported by HUD. If the case was conveyed according to your records, this requires no action.
5 Situation: You get this message: There are no records to match the case number you have entered...	Solution: This is a bad case number. Check the MIC to verify the correct case number. Check that the state prefix is correct. Transposition in case numbers may be the problem. If you find this is the case, contact the appropriate HOC for correction.
6 Situation: The Servicer is incorrect - entered as someone else but should be you	Solution: File a Mortgage Record Change on FHAC. If you cannot because the Holder is another company, ask them to file the MRC.
7 Situation: Current Insurance Status is Terminated - Paid in Full	Solution: If your records match, this requires no action. HUD's records may not have updated with the payment status when your portfolio was extracted. If your records do not show that the loan is PIF, request reinstatement through HUD's Data Quality Division.
"We don't service these"	

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Servicing has been transferred to someone else	Solution: Research internally. If you originated and sold this loan, HUD's system of record should have changed the servicer when premiums were first received by HUD. If this has not happened and you are still being reported as the servicer, please file the MRC. If you previously serviced the loan and then transferred servicing, confirm that a Mortgage Record Change was processed. If a MRC was not processed, do so in FHA Connection.
"These loans are paid off"	
Loan are PIF	Solution: Terminate the loans in FHA Connection
Holder Issues	
1 The wrong Holder is listed - should be us	Solution: If the former Holder is still in business, contact them to make a MRC. If they are no longer in business, please check the link for Holder - Terminated..
2 The wrong Holder is listed - should be someone else	Solution: File a Mortgage Record Change on FHAC
Still have questions?	
Contact us at <a href="mailto:sfdatarequests@hud.gov">sfdatarequests@hud.gov</a> for assistance.	