



U.S. Department of Housing and Urban Development
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<http://www.hud.gov/offices/hsg/sfh/nsc/nscheme.cfm>

FHA MORTGAGEE HOLDER CORRECTIONS **When the Holder of Record is Active**

ISSUE:

The current Holder of Record is incorrect in HUD's System of Record (this can be seen on Neighborhood Watch/FHA Connection). The incorrect Holder is Active. This issue is caused by failure to notify HUD in a timely manner of Holder changes.

LENDER PROCESS:

The Holder of Record (if Active) is the only party who can make changes to the Holder. The correct Holder should contact the Holder of Record and request that they file the required Mortgage Record Change.

Contact information for lenders can be found in Neighborhood Watch:

Go to <https://entp.hud.gov/sfnw/nw/> > Details > Lender Details; find the Lender is question and you will see the contact information they have on file with HUD.

The screenshot shows a web browser window displaying the Neighborhood Watch Lender Summary form. The browser is Internet Explorer, and the address bar shows the URL <https://entp.hud.gov/sfnw/nw/>. The form is titled "LENDER SUMMARY" and includes a "Submit" button. Below the button is a text input field with the prompt "Type first few letters of the lender's name or the 5 or 10 digit lender id:". Underneath the input field are radio buttons for "Type Of Lender", with "Title I" and "Title II" options. The "Title II" option is selected. The background of the page is watermarked with "Neighborhood Watch".

If the Holder of Record is out of business or otherwise inactive, please refer to the resource on the webpage for Holder – Terminated.