



HUD Office of Housing Counseling

December 03, 2015

TO: All HUD-Approved Housing Counseling Agencies and All HECM Counselors

SUBJECT: Improvement to Reverse Mortgage Analyst Software: 10 Question Tracking Feature

HUD announces a new modification to the Reverse Mortgage Analyst (RMA) software. The software modification enables HECM counselors to create and track client responses to the required ten questions. Agencies may store the responses electronically or print out the responses to create a paper record. HUD will track the use of this feature going forward.

Counseling agencies are encouraged to use the tracking feature to ensure HECM client files meet the requirements of HUD Handbook 7610.1 REV-5, Chapter 5-7 and Appendix 4, Attachment 3. In addition, the software modification allows agencies to track overall responses and analyze them to determine potential areas for improvement for future counseling sessions. HUD may also analyze the responses to determine where additional HECM counseling training may be required.

HECM counselors are required to use the RMA software for *all* counseling sessions. This includes the use of the Financial Interview Tool (FIT) for *all* clients and Benefits CheckUp (BCU), for clients at or below 200% of the Federal Poverty level.

Any questions regarding this guidance may be directed to:
Housing.Counseling@hud.gov.

