

FHA INFO #12-6

Distribution Date: January 10, 2012

Freddie Mac Relief Refinance (HARP) Overview Webinar; Loss Mitigation Webinar Series

Freddie Mac Home Affordable Refinance Program (HARP) Overview Webinar:

January/February 2012 - (multiple dates) Webinar: Freddie Mac HARP Overview session. Hear about changes to HARP effective December 1, 2011 that are an effort to attract more eligible borrowers who can benefit from refinancing their home mortgages. Learn about: Borrower, Mortgage and Property eligibility. This webinar is 60 minutes. Registration required, no fee. More info and register at: http://www.freddiemac.com/corporate/housingpros/harp_overview.html

AND

FHA Loss Mitigation Webinar Series:

The housing crisis has affected not only homeowners, but also Loan Servicers' ability to meet the demands for Loss Mitigation intervention. HUD-FHA recognizes the increased demand for Loss Mitigation training, and is pleased to announce we are continuing to reach out to our servicing partners to provide additional support with our enhanced training program. Our goal is to ensure long-term, sustainable practices are in place that enable you to achieve improved loss mitigation performance results, provide exceptional customer service capabilities, and foster an environment that promotes successful implementation of policy and industry best practices.

HUD-FHA now offers a series of new Loss Mitigation webinars exclusively designed for FHA Approved Servicing Lenders. The webinar modules provide servicing managers and staff with a detailed overview of HUD-FHA's Loss Mitigation options and process workflows; including how Servicers must apply the waterfall priority, FHA's definition of key timelines, SFDMS reporting requirements, claim filing process, industry best practices, and an opportunity to participate in customer case studies. Offering the webinars exclusively to our servicing partners allows us to focus on Servicer requirements and questions. Participating with other Servicers also presents an opportunity for you to share issues and best practices. We encourage all staff and managers engaged in the Loss Mitigation process from Collections to Claims to attend. The classes will serve as a refresher course for your seasoned staff and provide an excellent foundation for new staff working with Loss Mitigation.

Webinar Schedule: Loss Mitigation Webinars will be conducted as a series on a rotating basis. All webinars will be held on a Wednesday at 2:00 pm EST, and are 2 hours in duration. Housing Counselors may register by completing all information on the registration site and entering "00000" for the Lender ID. Registration is required, no fee:

January 11, 2012 - Webinar I: Overview HUD Early Delinquency Activities and Loss Mitigation Program. Register at: <https://www1.gotomeeting.com/register/362317649>

January 18, 2012 - Webinar II: HUD Loss Mitigation – Home Retention Options. Register at: <https://www1.gotomeeting.com/register/688937873>

January 25, 2012 - Webinar III: HUD Loss Mitigation Disposition Options – Pre-Foreclosure Sale & Deed in Lieu. Register at: <https://www1.gotomeeting.com/register/213231248>

February 1, 2012 - Webinar IV: SFDMS - Default Reporting. Register at: <https://www1.gotomeeting.com/register/126158121>

February 8, 2012 - Webinar V: HUD's Neighborhood Watch System – Servicer Tools. Register at: <https://www1.gotomeeting.com/register/550257056>

February 15, 2012 - Webinar VI: FHA Claims. Register at: <https://www1.gotomeeting.com/register/779535944>

February 29, 2012 - Webinar I: Overview HUD Early Delinquency Activities and Loss Mitigation Program. Register at: <https://www1.gotomeeting.com/register/392252113>

March 7, 2012 - Webinar II: HUD Loss Mitigation – Home Retention Options. Register at: <https://www1.gotomeeting.com/register/380332280>

March 14, 2012 - Webinar III: HUD Loss Mitigation Disposition Options – Pre-Foreclosure Sale & Deed in Lieu. Register at: <https://www1.gotomeeting.com/register/121613369>

March 21, 2012 - Webinar IV: SFDMS - Default Reporting. Register at: <https://www1.gotomeeting.com/register/186004336>

March 28, 2012 - Webinar V: HUD's Neighborhood Watch System – Servicer Tools. Register at: <https://www1.gotomeeting.com/register/973622928>

April 4, 2012 - Webinar VI: FHA Claims. Register at: <https://www1.gotomeeting.com/register/744324257>