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New Case Processing Requirements for Denver and Philadelphia Homeownership Centers

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On April 1, 2013 the Philadelphia and Denver Homeownership Centers will implement new procedures for certain FHA case processing requests (Atlanta and Santa Ana HOC processes will remain the same). The following case processing request types will fall under these new requirements:

- case cancellation
- case transfer
- case reinstatement
- mortgage insurance certificate (MIC) corrections

Requests of this type will no longer be processed through the phocinsure@hud.gov and dhocinsure@hud.gov email addresses. Instead all requests will be sent through the FHA Resource Center (email: answers@hud.gov). These requests will utilize the cover sheets/instructions for each process provided on the following site: <http://bit.ly/caseprocess>

IMPORTANT: Please ensure that the new cover sheets and all required information provided at the web site above are included in the email request. Failure to do so will delay the processing time of your request. If you have any questions regarding these new procedures, please contact the FHA Resource Center at 1-800-CALLFHA (225-5342) or by email at answers@hud.gov.