Cases Not Showing up in P260

General

HUD uploads FHA cases to P260 once a month on the first Sunday following the 15th of every month. Only FHA cases that are being reported correctly to SFDMS that are at least 60+ days delinquent and are actively insured are included in the data upload. It is each servicer's responsibility to accurately report to HUD's SFDMS system to ensure all appropriate cases are included in each monthly download. Only the Servicer of record in HUD's system can access cases reported under their servicer ID. Many times cases are not accurately reported timely after a servicing transfer which may delay their upload to P260. Servicers must review their SFDMS reporting, insurance status and servicer ID in Neighborhood Watch to determine why a case is missing from P260. Also, please attempt to add a missing case utilizing the "Add Missing Cases".

Research

What should I do if a FHA Case Number is not in P260?

Until the lenders initiate the request it will not move out of the "add missing cases" screen. First, in the P260 Lender Portal, go to the Add Missing Cases link, type the case number and click search. When the case information displays, click the checkbox and click the Update button. This case will be promoted in the system overnight, and be available for processing the following day. For more information and a step-by-step guide on this process, go to the Yardi website at

http://support.yardi.com/hudtraining_mm3_lenders.asp

Second, if you followed the instructions above and still cannot find the case, it's possible there is an error in lender reporting within Neighborhood Watch. After an in-depth review of cases provided to Yardi, MCB and HUD, we have concluded there are multiple reasons loans are not reporting in P260, including:

i. Mortgagees are not reporting correct and accurate loan status codes in the Single Family Default Monitoring System (SFDMS)

ii. FHA insurance is listed as "not insured" or "terminated"

iii. The holder or servicer ID is incorrect

iv. The Mortgagee has transferred servicing to another entity but continues to report, thus dual reporting occurs

v. Vendors who work with multiple Mortgagees are logging in with one P260 ID but looking for a loan serviced by another Mortgagee (i.e. the vendor user is logged in with their ID for ABC Mortgage, Inc. but they are searching for an XYZ Mortgage Co. case in P260)

Referral

After you have completed all of the above Research then fill out the below questions (ALL QUESTIONS ARE TO BE ANSWERED OR YOUR REQUEST WILL NOT BE PROCESSED) and NSC will research the case:

1. FHA Case number –

2. Date you checked P260 and the Missing Cases Screen –

3. Date you verified the information in Neighborhood Watch (in addition attach a copy of the Neighborhood Watch screen) –

4. What is the current status of the loan according to the Neighborhood Watch (circle one)
   a. Claim
   b. Termination
   c. Active

Loan Status

Current Insurance Status:	Active
Insurance Termination Type:	
Termination Effective Date:	
Termination Process Date:	
Unpaid Principal Balance as calculated	

5. According to the Neighborhood Watch, who is listed as the Servicer of the loan (include the 5 digit id):

Servicer/Holder Information

Servicer Lender ID:	51272
Servicer Lender Name:	[redacted]
Holder Lender ID:	51272
Holder Lender Name:	[redacted]

6. According to the Neighborhood Watch, what is the last delinquency code reported (if it is a code 6, 11, 36, or 37 these are considered "bring current retention" codes where the homeowner is still living in the property and will not be in P260):

8/2015	04/01/15	5	42	Delinquent	[redacted]
9/2015	04/01/15	6	42	Delinquent	[redacted]

7. According to the Neighborhood Watch, how delinquent is the is the loan (it must be more than 60 days delinquent):

8/2015	04/01/15	5	42	Delinquent
9/2015	04/01/15	6	42	Delinquent

Once all questions have been answered then you may email your request to (include all three on the request):

Nancy.Cheatham@hud.gov; Jonnae.A.Williamson@hud.gov; Keith.R.Clay@hud.gov

In the subject line – P260 Help and include the FHA Case number