

# CASE CANCELLATION REQUEST

The information presented is compiled and excerpted from Handbooks and Mortgagee Letters.

REFERENCES: Handbook 4155.2 - 1.D.1.2; ML 11-10 & 12-4

Date: \_\_\_\_\_

HOC Directed

TO: [answers@hud.gov](mailto:answers@hud.gov) (Note: In the email subject Line, place CASE CANCELLATION and the FHA Case #)

FROM: **Lender's Name:** \_\_\_\_\_  
**Contact Person:** \_\_\_\_\_  
**Phone Number:** \_\_\_\_\_  
**Fax Number:** \_\_\_\_\_  
**FHA Case Number:** \_\_\_\_\_

The **Lender** must provide cancellation request through the FHA Resource Center – utilizing the email address [at answers@hud.gov](mailto:answers@hud.gov)

We will not process request from **BORROWERS**.

- a. Request needs to be on company letter head showing the name of their company and contact information
- b. Include FHA case number
- c. In the body of the letter the **lender** needs to put the reason why they want the case number cancelled along with their active FHA Lender ID / 10 digit number.
- d. If they have documentation the **lender** needs to send file attachment.
- e. **Lender** can only send in one request at a time.

**Reasons Cancellation can be completed:**

- Originating Lender/Out of Business Lender
- Ordered out of the wrong field office, with or without appraisal logged.
- Ordered case wrong as a HECM (ADP Code 951-958) for a Forward Mortgage (ADP Code other than 951-958) or Forward Mortgage and should be a HECM, with or without appraisal logged.
- Ordered case number before loan application.
- Borrower does not wish to complete transaction. **REQUEST MUST COME FROM LENDER.**
- Lender ordered second case number for borrower in error.
- Lender request case number cancellation because documents are about to expire or expired (appraisal, loan application, etc.).

**If Additional documentation is required, the request will be returned to lender**