

Case Processing Overview

This **FHA Connection Guide** module describes the case processing cycle, beginning with the **Case Processing** menu (Figure 1), and provides guidance on using the FHA Connection's:

- *main* case processing functions, including **Case Number Assignment, Appraisal Logging, Insurance Application** and **HECM Insurance Application** (see **Key Case Processing Functions**)
- case processing *support* functions, listed in **Figure 1** and discussed in **Case Processing Support Functions**
- other functions used in case processing that support Single Family Origination business processes (Figure 2) (see **FHA Approval Lists Functions that Support Case Processing**)

The screenshot shows the 'FHA Connection' website interface. At the top, there is a navigation bar with links: Home, Main Menu, ID Maintenance, E-mail Us, Contact Us, and Sign Off. Below this is a 'Welcome' message. The main content area is titled 'Case Processing' and features a sidebar menu with the following items: Case Number Assignment, Appraisal Logging, Insurance Application, and HECM Insurance Application. A yellow box labeled 'Function-specific What I Need to Know (WINK) modules (quick tips, illustrated procedures)' points to a 'What I Need to Know' button. Another yellow box labeled 'Main case processing functions' encompasses the sidebar menu items. To the right, there is a 'Tutorial' button and a 'Processing a Mortgage for FHA Insurance' section. Below the sidebar, a 'Binder Selection' section is visible, with a yellow box labeled 'Case processing support functions' pointing to it. The footer contains links to various HUD resources: HSG/FHA Home Page, HUD Single Family Housing Page, HUD Multifamily Housing Page, HUDCLIPS, Lenders Information, Mortgage Letters, and HUD Single Family Housing Policy Handbook 4000.1.

Figure 1: Case Processing menu

Key Case Processing Functions

The **Case Processing** menu is reached by following this path: **Single Family FHA > Single Family Origination > Case Processing**. As shown in **Figure 1** above, the **Case Processing** menu includes all functions necessary to process an FHA case from the initial assignment of an FHA case number through the application for FHA insurance and endorsement. When a borrower is an applicant for an HUD-insured mortgage:

- the lender gathers the information required for **Case Number Assignment** to establish the case in HUD's loan origination system and be assigned an FHA case number.
- once the FHA case number is assigned, the lender or sponsor/agent uses the case number to access and add or update information as the case progresses towards endorsement for FHA mortgage insurance.

Table 1: Key Case Processing Functions describes each of the functions required to bring an FHA case to endorsement and provides training resources for each one.

Table 1: Key Case Processing Functions

Function		Role	Training Resources
Case Number Assignment	Establish a New Case	Use Validate Borrower/Address for Case Number Assignment to validate the borrower and address information associated with a new case. Use Case Number Assignment to enter case-related information (categories are: General Information, As Required, Property Address, Compliance Inspection Fields, Borrower Information, and Lender Notes).	<ol style="list-style-type: none"> 1. FHA Connection Guide: Case Number Assignment 2. On the Case Processing menu page (Figure 1): <ul style="list-style-type: none"> • What I Need to Know (WINK): Case Number Assignment • Processing a Mortgage tutorial 3. On the Case Number Assignment menu page: WINK: Establish a New Case
	Update Existing Case	Use Update Existing Case to correct or add information on a case with an assigned case number prior to endorsement of the case. Note: Borrower/Address Change is used to correct borrower and property address information.	<ol style="list-style-type: none"> 1. FHA Connection Guide: Case Number Assignment 2. On the Case Number Assignment menu page: WINK: Update an Existing Case
	Holds Tracking	Use Holds Tracking to monitor cases held during Case Number Assignment to determine hold reasons and borrower validation status. Also use Holds Tracking to determine if subsequent changes to borrower information, e.g., using Borrower/Address Change , passed or failed overnight borrower validation.	<ol style="list-style-type: none"> 1. FHA Connection Guide: Holds Tracking 2. On the Case Number Assignment menu page: WINK: Holds Tracking

Table 1: Key Case Processing Functions

Function	Role	Training Resources
Appraisal Logging	Use Appraisal Logging to log, add, change, or review appraisal information in HUD's origination system for non-endorsed cases prior to insurance processing. Required for regular direct endorsement cases, but not for most irregular cases, except for DE HECM and 203(k) HUD Real Estate Owned (REO) cases. If the case requires an appraisal, Appraisal Logging must be processed before submitting the insurance application. After a case is endorsed for insurance, appraisal information is view-only.	<ol style="list-style-type: none"> 1. FHA Connection Guide: Appraisal Logging 2. On the Case Processing menu page (Figure 1): <ul style="list-style-type: none"> • WINK: Appraisal Logging • Processing a Mortgage tutorial
Insurance Application	Use Insurance Application to add, review, or change insurance application information for a case prior to endorsement. For the Lender Insurance (LI) program participants, Insurance Application is also used to endorse a case (excluding HECM cases).	<ol style="list-style-type: none"> 1. FHA Connection Guide: Endorsing a Single Family FHA Case 2. On the Case Processing menu page (Figure 1): <ul style="list-style-type: none"> • WINK: Insurance Application • Processing a Mortgage tutorial
HECM Financial Assessment	Use HECM Financial Assessment to add, change, or review the financial assessment information recorded for HECM cases established on or after April 27, 2015. The financial assessment is required to evaluate the ability of the borrowers to meet their financial obligation and must be completed before HECM Insurance Application can be processed.	<ol style="list-style-type: none"> 1. On the HECM Financial Assessment pages, Help Links , Business Background, Steps for Processing, and Field Descriptions.
HECM Insurance Application	Use HECM Insurance Application to add, review, or change insurance application information for a HECM case (including HECM refinance).	<ol style="list-style-type: none"> 1. FHA Connection Guide: HECM Insurance Application 2. On the Case Processing menu page (Figure 1): <ul style="list-style-type: none"> • WINK: HECM Insurance Application • Processing a Mortgage tutorial

Case Processing Support Functions

The **Case Processing** menu includes **case processing support functions** for the input, updating, and retrieval of case information during the FHA case processing cycle. **Figure 1** lists the case processing support functions. For guidance on these support functions, refer to:

- **FHA Connection Guide's Case Processing Support Functions** module at: https://entp.hud.gov/pdf/mp_sfo06_csprocfnct.pdf
- **Quick Start: Single Family Origination Case Processing** at: <https://entp.hud.gov/qckstart/funcpr.cfm>.

FHA Approval Lists Functions that Support Case Processing

The **FHA Approval Lists** menu is reached by following this path: **Single Family FHA > Single Family Origination > FHA Approval Lists** (Figure 2). The functions accessed from the **FHA Approval Lists** menu provide:

- the ability to query HUD's official information lists for Single Family origination (e.g., **Appraisers**)
- access to databases outside of HUD, e.g., the **GSA Lists** link to the General Services Administration's **System for Award Management (SAM)** (consolidated Federal system of information designed for the purpose of government-wide acquisition and award support; includes parties excluded from receiving federal contracts, certain subcontracts, or certain types of federal financial and nonfinancial assistance and benefits).

Some of these functions are used as a lookup within other FHA Connection functions, such as **Case Number Assignment**. This lets you use **FHA Approval Lists** without exiting the page you are on. On the function page with which you are currently working (e.g., **Case Number Assignment**), a lookup icon  is displayed next to a field for which the lookup can be used. Click the lookup icon to search for the appropriate information and enter it in the field. See the **FHA Connection Guide** module: **Using the FHA Connection** for additional information on available user aids.

Training on the **FHA Approval Lists** functions is available as follows:

- **FHA Connection Guide's FHA Approval Lists** module at https://entp.hud.gov/pdf/mp_sfo07_fha.pdf
- **WINK** modules located adjacent to the listed function: **203k Consultants**, **Appraisers**, **HECM Counselors**, **Inspectors**, **Nonprofits**, and **Underwriters** (Figure 2)
- **Quick Start: Single Family Origination FHA Approval Lists** at: <https://entp.hud.gov/qckstart/funcfha.cfm>.

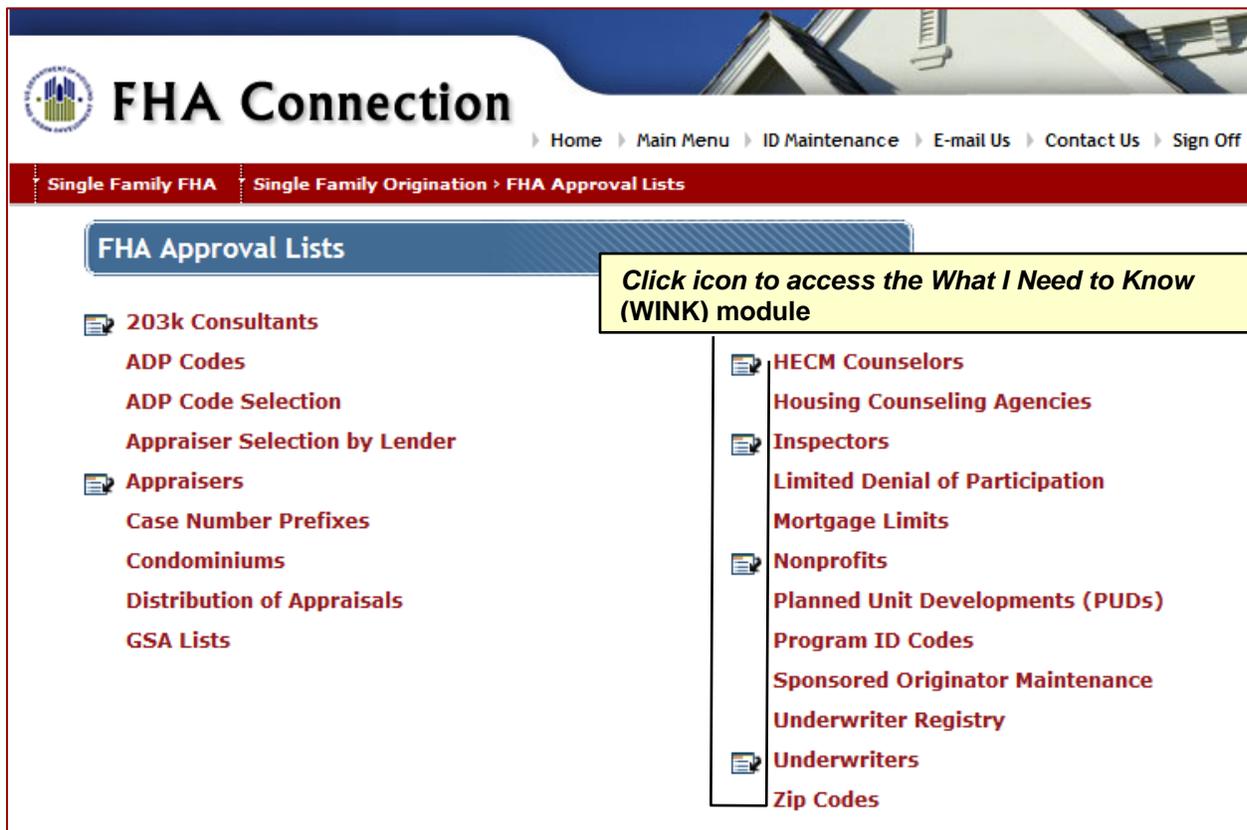


Figure 2: FHA Approval Lists menu