

# Claim Status

The Claim Status function provides information about cases with paid and suspended single family mortgage insurance benefits claims. The claim status as of the previous business day is available upon request for single or multiple cases. A lender listed as either the holder or servicer of a case (according to HUD records) is permitted to request, view, and print the case claim information.

Claims information provided differs depending upon whether the claim is paid or suspended:

- ◆ **Paid claim:** Receives a Duplicate Advice of Payment letter providing specific case and claim information including detailed paid claim amounts.
- ◆ **Suspended claim:** Receives a Suspended Claim Detail report providing case and claim information including codes representing the reason(s) a claim has not been paid (see Figure 2).

## Searching for Claim Status Information

There are two search options available. You may search for a single case claim record or request multiple claim records based upon criteria entered on the Single Family Claim Status page (see Figure 1). A multiple claim request lists all of the claims processed during the date range entered; individual claim details can then be obtained by selecting a listed case.

✍ To see all paid cases for a supplemental claim, the Query by Date option must be used.

### To request a single case claim record:

1. Select Claims Processing on the Single Family Servicing menu.
2. Select Claim Status. The Single Family Claim Status page appears (see Figure 1).

✍ If you need assistance completing the page or with field definitions, click [\[Help\]](#).

**◆ Single Family Claim Status ◆**

[\[Help\]](#)

Search by

FHA Case Number:

Claim Type : 01A Conveyance FORM A

month   day   year

Agreement Signed Date:  /  /

OR

Query by Date:      for Mortgagee ID:

month   day   year

Start Date -  /  /

End Date -  /  /

order by

Case Number

Process Date

 

Figure 1: Single Family Claim Status

- Enter the **FHA Case Number**, including the dash (-), e.g., 111-1234567.
- Select the **Claim Type**.
- If you select claim type 31 Special Forbearance, 32 Loan Modification, or 33 Partial Claim, you must also enter the **Agreement Signed Date** (format: mm/dd/yyyy).
  - Agreement Signed Date is item #9 (Date of possession and acquisition of marketable title) from the HUD-27011 form.*
- Click . If there are no errors, a single case claim record appears (see Figure 2 for a sample suspended claim).

◆ SFIS Claim Status Result ◆				
Suspended Claim Detail				
<b>Case Number</b>	<b>Claim Type</b>	<b>Section of Act Code</b>	<b>Default Reason</b>	<b>Status Code Hard Edit</b>
011-1234567	32	0729	07	Suspended J1
<b>Endorsed Date</b>	<b>Date Prepared</b>	<b>Date Received</b>	<b>Date Agreement Signed</b>	
10/06/1997	07/26/2002	07/26/2002	07/03/2002	
<b>First Payment Date</b>	<b>New First Installment Paid Date</b>	<b>Last Installment Paid Date</b>	<b>Date Foreclosure Inst</b>	<b>Date deed-in-lieu</b>
09/01/1997	08/01/2002	03/01/2000		
<b>Original Mortgage Amount</b>	<b>New Mortgage Amount</b>	<b>Unpaid Balance</b>	<b>Date of Notice</b>	<b>Is property vacant ?</b>
47,392.00	57,728.84	46,107.99		N
<b>Mortgagor Information</b>		<b>Holding Mortgagee</b>	<b>Servicing Mortgagee</b>	<b>Mortgagee Reference Number</b>
UBA,BEVERLY W 3412 13TH AVE MOBILE, AL 35224		22225 HOME MORTGAGE INC	22225 HOME MORTGAGE INC	8876543
<b>New Maturity Date</b>	<b>New Interest Rate</b>	<b>Adjustment to Loan Balance</b>		
07/01/2032	07.625			
<b>Title Search Fee</b>	<b>Admin. Fee</b>	<b>Amount Claimed</b>		
0.00	500.00	500.00		

Figure 2: SFIS Claim Status Result – Suspended Claim Detail

- “Hard Edit” codes indicate the claim must be reviewed or corrected before payment; if the code is followed by “ZZ”, then claim cannot be paid without correction.*

### To request multiple claim records:

- Select Claims Processing on the Single Family Servicing menu.
- Select Claim Status. The Single Family Claim Status page appears (see Figure 1).
- Enter the **Start Date** and **End Date** of the desired processing period.
  - Each case is retrieved based upon the date of the most recent action performed on the case in the HUD claims system. Therefore, for a paid claim to be displayed, the date range must include the date the claim was processed by HUD.*
- Specify the desired sort order.
- Click . If there are no errors, the SFIS Claim Status Result page lists the claim cases that were processed during the specified date range (see Figure 3).

**◆ SFIS Claim Status Result ◆**

**List of Claims**  
for Process Date between 01/01/1999 and 04/01/2003

There are 000410 cases selected.  
Current page number is 000001.  [Help]

Record Count	Select for Detail	Case Number	Claim Type	Block 9 Date	Claim Processed Date	Status
1	<input type="radio"/>	011-3712149	31	12/10/2002	01/02/2003	Paid
2	<input type="radio"/>	011-4115015	02	00/00/0000	01/06/2003	Paid
3	<input type="radio"/>	011-4235476	31	08/14/2000	03/21/2001	Paid
4	<input type="radio"/>	011-4235476	32	07/03/2002	07/29/2002	Suspended
5	<input type="radio"/>	011-4428947	01 A	03/27/2001	08/08/2002	Paid
6	<input type="radio"/>	011-4480454	32	07/03/2002	07/29/2002	Suspended
7	<input type="radio"/>	011-4555155	02	00/00/0000	11/07/2002	Paid
8	<input type="radio"/>	011-4587424	32	07/11/2002	08/08/2002	Suspended
9	<input type="radio"/>	011-4641078	32	12/09/2002	01/02/2003	Suspended
10	<input type="radio"/>	011-4660372	01 A	06/10/2002	08/01/2002	Suspended
11	<input type="radio"/>	011-4731115	01 A	08/17/2002	01/06/2003	Paid
12	<input type="radio"/>	011-4751534	31	07/29/2002	08/08/2002	Paid
13	<input type="radio"/>	011-4866564	31	07/30/2002	08/08/2002	Paid
14	<input type="radio"/>	021-9457246	31	12/11/2002	01/02/2003	Paid
15	<input type="radio"/>	021-9675258	31	03/05/2003	03/17/2003	Paid
16	<input type="radio"/>	022-1367017	01 A	07/22/2002	08/01/2002	Suspended
17	<input type="radio"/>	023-0323484	02	00/00/0000	07/25/2002	Paid
18	<input type="radio"/>	023-0323484	05	00/00/0000	07/30/2002	Paid
19	<input type="radio"/>	023-0324410	31	02/07/2002	02/20/2002	Paid
20	<input type="radio"/>	023-0324410	32	03/08/2002	03/19/2002	Paid
21	<input type="radio"/>	023-0516553	31	03/05/2003	03/17/2003	Paid
22	<input type="radio"/>	023-0733314	32	07/16/2002	08/08/2002	Suspended
23	<input type="radio"/>	031-2814141	01 A	07/15/2002	11/01/2002	Paid
24	<input type="radio"/>	031-2814141	01 B		01/02/2003	Paid
25	<input type="radio"/>	041-8508638	32	07/11/2002	08/08/2002	Suspended
26	<input type="radio"/>	041-9458305	32	01/01/1999	08/13/1999	Paid
27	<input type="radio"/>	041-9458305	32	12/09/2002	01/02/2003	Suspended
28	<input type="radio"/>	041-9957616	32	07/18/2002	08/08/2002	Suspended
29	<input type="radio"/>	042-7030423	32	07/11/2002	08/08/2002	Suspended
30	<input type="radio"/>	043-5339472	31	07/01/2002	07/26/2002	Paid

Figure 3: SFIS Claim Status Result – List of Claims

☞ If the results of the search produce more than one page of cases, use the  and  buttons at the bottom of the page to move through the list.

6. Click the **Select for Detail** radio button beside the desired case number to view the claim details.

☞ Claims information provided differs based upon whether the claim is listed as paid or suspended. **Paid claims** receive the Duplicate Advice of Payment letter and **Suspended claims** receive the Suspended Claim Detail report (see Figure 2).