

Filing a Claim for Insurance Benefits

When the cause of a loan default is not curable and/or the borrower is not committed to remaining in the home, the lender can use the FHA Connection’s **Claims Input** function to submit the *Single-Family Application for Insurance Benefits – form HUD-27011 (Parts A and B)* for the following types of disposition claims:

- Claim Type 01: Conveyance or Deed-in-lieu
- Claim Type 06: Without Conveyance
- Claim Type 07: Pre-foreclosure Sale

A lender participating in HUD’s Loss Mitigation Program can use **Claims Input** to submit *form HUD-27011* to receive an incentive payment for using a prescribed reinstatement option. Loss mitigation claims include:

- Claim Type 31: Special Forbearance
- Claim Type 32: Loan Modification
- Claim Type 33: Partial Claim

The **Claims Input Summary** function allows users to view a list (summary) of the claims they entered during the current day.

See also the **Claim Status**, **Title Approval Status**, and **Claim Remittances** modules of the **FHA Connection Guide** for additional information on claims processing.

Accessing the Single Family Insurance Claims Processing Menu

After signing on to the FHA Connection, follow this menu path to access the **Single Family Insurance Claims Processing** menu (Figure 1): **Single Family FHA > Single Family Servicing > Claims Processing**.

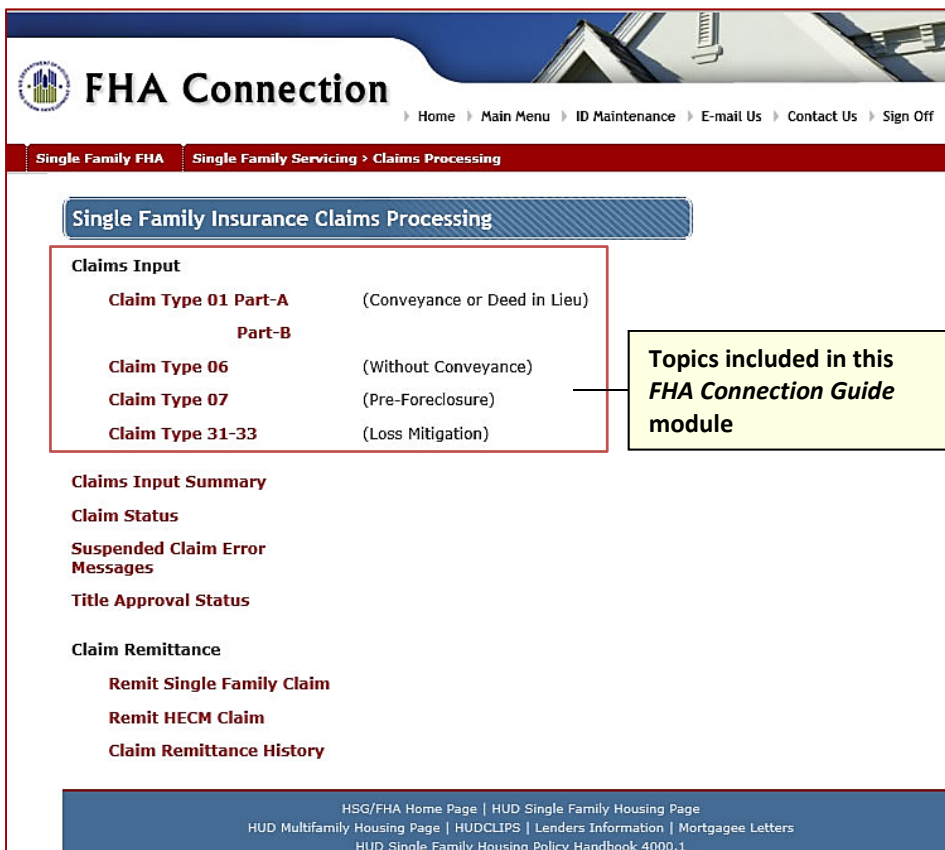


Figure 1: Single Family Insurance Claims Processing Menu

Submitting an Application for Insurance Benefits

Only the holder or servicer of the loan can process the online *Single-Family Application for Insurance Benefits – form HUD-27011*. For disposition claims (Claim Types 01, 06, and 07), *form HUD 27011* has two parts: *Part A: General Information* and *Part B: Fiscal Data*.

Lenders are fully responsible for any claims they file. Electronic submission of the claim constitutes certification that the statements and information in the claim are true and correct.

- On the **Single Family Insurance Claims Processing** menu (**Figure 1**), click one of the following:
 - Claim Type 01 - Part-A (Conveyance or Deed in Lieu)**. (If **Part-A** was completed, click **Part-B** instead.)
 - Claim Type 06 (Without Conveyance)**
 - Claim Type 07 - (Pre-Foreclosure)**
 - Claim Type 31-33 - (Loss Mitigation)**

The **Single Family Application for Insurance Benefits** page appears with *Part A of form HUD-27011*. **Figure 2** provides an example of Part A for Claim Type 01 Conveyance or Deed-in-Lieu.

Single Family Application for Insurance Benefits Help Links ?

OMB Approval No. 2502-0429 (Exp. 7/31/2012)
HUD 27011
See Public Reporting Burden and Sensitive Information statements at bottom.


Claim Type 01 - Part A

Write numeric date where indicated (MM-DD-YYYY)

1. Claim Type 01-Conveyance	2. FHA Case Number []	<input checked="" type="radio"/> New Claim <input type="radio"/> Correction <input type="radio"/> Comment	
3. Section of Act Code []	4. Default Reason Code --- Select Default Reason Code ---	5. Endorsement Date [] / [] / []	6. Date Form Prepared [] / [] / []
7. Due Date of First Payment to Principal and Interest a. Original: [] / [] / [] b. Modified: [] / [] / []	8. Due Date Last Complete Installment Paid: [] / [] / []	9. Date of Possession and Acquisition of Marketable Title: [] / [] / []	10. Date Deed or Assignment Filed for Record or Date of Closing or Appraisal [] / [] / []
11. Date Foreclosure Proceeding: a. Instituted: [] / [] / [] b. Deed in lieu: [] / [] / []	12. Holding Mortgagee Number (10 digits) []	13. Servicer Mortgagee Number (10 digits) []	14. Mortgagee Reference Number (Maximum 15 digits) []
15. Mortgage Amount a. Original: [] b. []	16. Holding Mortgagee EIN (9 digits) []	17. Unpaid Loan Balance as of date in block 8 []	18. Date of Firm Commitment [] / [] / []

Figure 2: Single Family Application for Insurance Benefits page for Claim Type 01 – Part A (partially displayed)

- Enter the claim information for the case.
 - If you need assistance completing the form or with field definitions, click **Help Links** ? .
 - When entering the **FHA Case Number**, include the dash (-), e.g., 123-4567890.
 - When entering dollar amounts, do not enter commas or a dollar sign (\$). However, include a decimal point followed by two decimal places, e.g., 250000.00.
 - If you enter information in the **Mortgagee's Comments** box, a separate claim comments record will be created (see the **Updating Claim Information** section of this document).
 - Select **New Claim** from the list of the three available options (see **Figure 2**).

- Click . The system checks for errors and questionable entries. A message is displayed if an error is detected. If no errors are detected, a pop-up warning message appears (**Figure 3**).

Note: Click  for a list of system errors and warning messages.

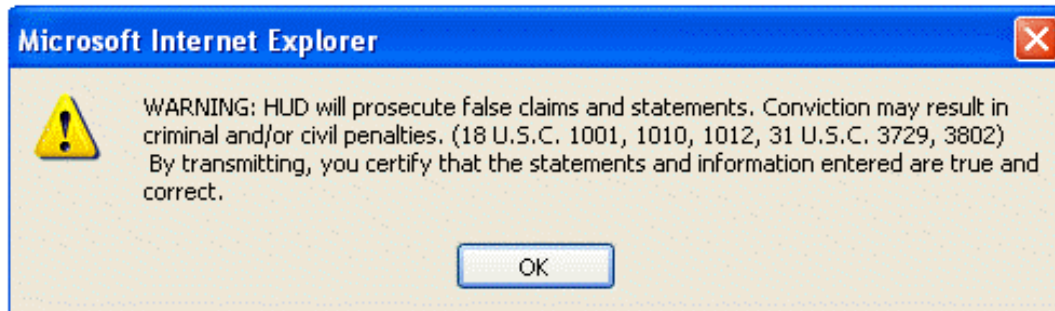


Figure 3: Warning message

- Read the warning message and click . A pop-up confirmation message appears (**Figure 4**).

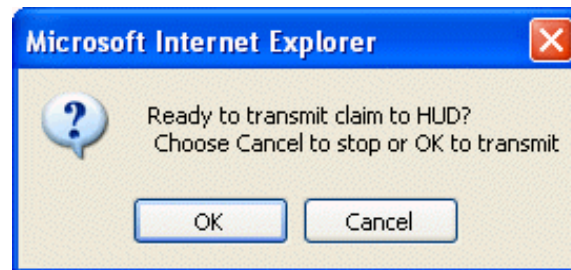
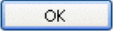



Figure 4: Confirmation message

- Read the confirmation message. To submit the claim to HUD and certify that all statements and information regarding the case are true and correct, click .

-or-

If you determine that you need to review and/or change any of the entered claim information, click  to return to the Single Family Claims Input page. Review and update the entered information as needed and repeat the steps above.

- If no errors are detected, the Single Family Claims Input Result page appears with the claim information. Review the information and make any necessary corrections (see the **Updating Claim Information** section of this document).
- For Claim Type 01, if **Part-A** was successfully completed, return to the **Single Family Insurance Claims Processing** menu and click **Part-B**. Then, repeat steps 2 through 6.

You can view a list of all claims you entered during the current day based on your FHA Connection user ID (see the **Viewing Submitted Claims** section of this document).

Note: A new claim for the same property cannot be submitted more than once in the same day. If an attempt is made, an error message is returned. However, a claim can be resubmitted as a **Correction** (see the **Updating Claim Information** section of this document). The latest corrected submission is the record processed by HUD at the end of the day.

Updating Claim Information

Claim information that was submitted can be updated by re-entering information on the claim form and submitting the form again as a correction. A correction can be made or a comment can be added to the prior information submitted.

Making a Correction

Processing steps for making a correction are similar to entering a new claim; however, note the following:

- You must select **Correction** from the list of the three available options on the claim form (**Figure 5**). The options appear to the right of the **FHA Case Number** field.
- Information must be entered in all required fields, not just the fields being corrected.
- When a correction is submitted, the correction transaction is listed on the Single Family Claims Input Summary page (see **Figure 7** and the **Viewing Submitted Claims** section of this document).

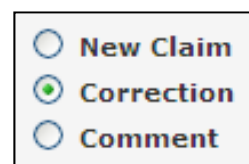


Figure 5: Correction option selected

Adding a Comment

When a comment is entered in the **Mortgagee's Comments** field on the Single Family Claims Input page, a separate Comments record is created. If additional comments are later entered for the case, additional comment records are created and appear as separate lines on the **Single Family Claim Input Summary** list (**Figure 7**).

Processing steps for adding a comment are similar to entering a new claim; however, note the following:

- You must select **Comment** from the list of the three available options on the claim form (**Figure 6**). The options appear to the right of the **FHA Case Number** field.
- Enter only the following fields:
 - **Claim Type** (automatically filled in for Claim Types 01 and 07)
 - **FHA Case Number**
 - **Date of Possession and Acquisition of Marketable Title**
 - **Holding Mortgagee Number**
 - **Servicer Mortgagee Number**
 - **Mortgagee's Comments, if any**
- When comments are submitted, the comments transaction is listed on the Single Family Claims Input Summary page (see **Figure 7**) and the **Viewing Submitted Claims** section of this document).

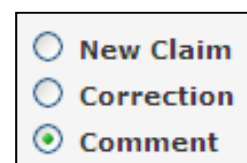


Figure 6: Comment option selected

Viewing a List of Submitted Claims

The **Single Family Claim Input Summary** function provides a brief summary of new claims, corrections, and/or comments you processed during the current day. The information displays in case number order on the Single Family Claim Input Summary page (**Figure 7**). The list is refreshed daily; all claim transactions submitted during the day are processed overnight and removed from the list. The status of the claim

information can be reviewed two business days after submission to HUD using the **Single Family Claim Status** function (see the **Claim Status** module of the **FHA Connection Guide** for further information).

Single Family Claim Input Summary is accessed by selecting the **Claims Input Summary** option on the **Single Family Insurance Claims Processing** menu page (**Figure 1**) or selecting the **Claims Input Summary** link at the bottom of the online claim form.

Single Family Claim Input Summary					
Help Links ?					
Single Family Claim Input Summary					
List of claims submitted today by M12345					
Case Number	Submit Date and Time	Claim Type	Agreement Date	Claim/Comment	New/Correction
095-1234567	2018-03-30 16:03:58.77	31	2018-03-01	Claim/Part A	New
095-1345678	2018-03-30 16:48:14.953	33 HAMP	2018-03-01	Claim/Part A	New
095-1345678	2018-03-30 16:48:14.953	33	2018-03-01	Comment	New
095-1345678	2018-03-30 16:56:56.006	33	2018-03-01	Claim/Part A	Correction
095-1345678	2018-03-30 16:56:56.006	33	2018-03-01	Comment	New
095-1456789	2018-03-30 16:41:55.393	33 HAMP	2018-03-01	Claim/Part A	New
095-1567890	2018-03-30 15:40:19.513	33	2018-03-01	Claim/Part A	New

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Figure 7: Single Family Claim Input Summary