

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**.

The screenshot displays the FHA Connection website interface. At the top, the logo and name 'FHA Connection' are visible, along with a navigation menu: Home > Main Menu > ID Maintenance > E-mail Us > Contact Us > Sign Off. Below this, a breadcrumb trail reads: Single Family FHA > Single Family Servicing > Claims Processing. The main content area is titled 'Single Family Insurance Claims Processing' and contains several sections:

- Claims Input**: A list of claim types with descriptions:

Claim Type 01 Part-A	(Conveyance or Deed in Lieu)
Part-B	
Claim Type 06	(Without Conveyance)
Claim Type 07	(Pre-Foreclosure)
Claim Type 31-33	(Loss Mitigation)
- Claims Input Summary**
- Claim Status**
- Suspended Claim Error Messages**
- Title Approval Status**
- Claim Remittance**:
 - Remit Single Family Claim
 - Remit HECM Claim
 - Claim Remittance History

A yellow callout box on the right side of the menu states: 'Topics included in this FHA Connection Guide module'. The footer of the page includes links: HSG/FHA Home Page | HUD Single Family Housing Page | HUD Multifamily Housing Page | HUDCLIPS | Lenders Information | Mortgage Letters | HUD Single Family Housing Policy Handbook: 4000.1.

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

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.

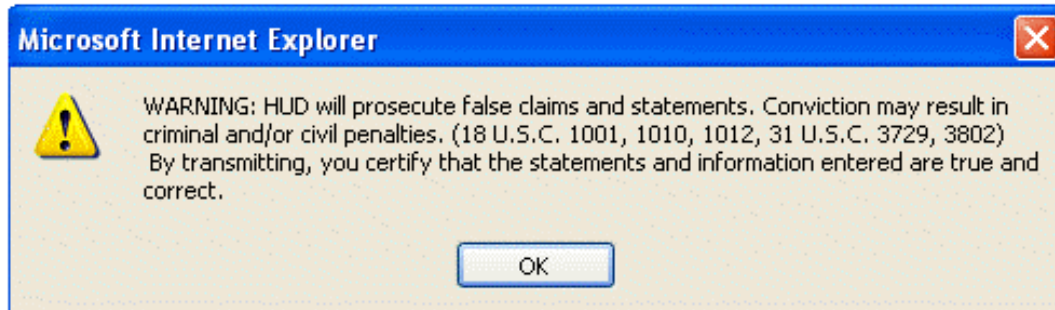


Figure 3: Warning message

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

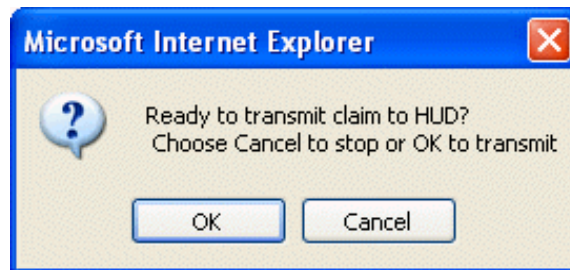
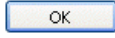
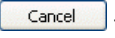


Figure 4: Confirmation message

- 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

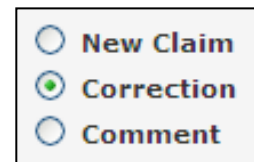


Figure 5: Correction option selected

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

- **Figure 7** and the **Viewing Submitted Claims** section of this document).

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:



Figure 6: Comment option selected

- 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

The screenshot shows a web interface for 'Single Family Claim Input Summary'. It features a title bar with 'Single Family Claim Input Summary' and a 'Help Links' button. Below the title is a section titled '*Single Family Claim Input Summary*' and a subtitle 'List of claims submitted today by M12345'. A table follows with columns: Case Number, Submit Date and Time, Claim Type, Agreement Date, Claim/Comment, and New/Correction. The table contains 8 rows of data. At the bottom, there is a footer with navigation links: HSG/FHA Home Page | HUD Single Family Housing Page | HUD Multifamily Housing Page | HUDCLIPS | Lenders Information | Mortgagee Letters | HUD Single Family Housing Policy Handbook: 4000.1

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

- Figure 7) and the **Viewing Submitted Claims** section of this document).

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 (

This is an identical copy of the screenshot above, showing the 'Single Family Claim Input Summary' page with a table of 8 claims submitted today by M12345. The table columns are Case Number, Submit Date and Time, Claim Type, Agreement Date, Claim/Comment, and New/Correction. The footer contains navigation links: HSG/FHA Home Page | HUD Single Family Housing Page | HUD Multifamily Housing Page | HUDCLIPS | Lenders Information | Mortgagee Letters | HUD Single Family Housing Policy Handbook: 4000.1

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

[HSG/FHA Home Page](#) | [HUD Single Family Housing Page](#)
[HUD Multifamily Housing Page](#) | [HUDCLIPS](#) | [Lenders Information](#) | [Mortgagee Letters](#)
[HUD Single Family Housing Policy Handbook 4000.1](#)

Figure 7: Single Family Claim Input Summary