

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 (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

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.
- 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 via email.