Lender Query by Case Number

Lender Query by Case Number is a tool to assist lenders in data reconciliation and validation. Detailed case information can be retrieved from HUD's system by providing the FHA case number and original mortgage amount. The case information retrieved covers several categories, including:

- Mortgage
- Borrower
- Servicer/servicing details
- Origination details
- Property
- Upfront and monthly mortgage insurance premium

The case's current servicer or holder may view all case information fields. For lenders that do not hold or service the case, a limited number of fields are displayed. This function is not applicable to Home Equity Conversion (HECM) cases.

Note: Lender Query includes B2G (Business to Government connection) support that enables lenders to perform large-scale or automated case reconciliation.

This **FHA Connection Guide** module includes:

- **FHA Connection Authorization for Lender Query by Case Number**
- **Accessing Lender Query by Case Number**
- **Retrieving Case Information Using Lender Query by Case Number**
- **Resolving Discrepancies**

FHA Connection Authorization for Lender Query by Case Number

Authorization to use **Lender Query by Case Number** must be granted to the user by the lender's FHA Connection Application Coordinator. The user (FHA Connection user ID) must have Mortgage Record Change authorization on the FHA Connection for *Transfers*, *Assumptions*, or *Terminations*.

Accessing Lender Query by Case Number

After signing on to the FHA Connection, follow this menu path to access the Lender Query by Case Number page (**Figure 1**): **Single Family FHA** > **Single Family Servicing > Lender Query by Case Number**. The FHA Connection menu path appears in the red banner at the top of each function page.

You can click **Help Links** ? in the upper right corner of the function page for information on using **Lender Query by Case Number**.

Figure 1: Lender Query by Case Number page

Retrieving Case Information Using Lender Query by Case Number

To retrieve case information using **Lender Query by Case Number**, do the following.

1. On the Lender Query by Case Number page (**Figure 1**), type the 10-digit FHA case number in the **FHA Case Number** field, separating the first three digits from the remaining digits with a dash (-). Example: 123-4567890.

2. Type the amount of the principal obligation stated on the security instrument at the time of endorsement in the **Original Mortgage Amount** field. Enter only digits and do not enter special characters such as a dollar sign ($) or comma. Example: 321095.

3. Click ⓞ **Send** . The Lender Query by Case Number – Results page appears with details of the case in HUD's records (**Figure 2**).

4. Select an item listed in the *Data Name* column to get a description of the field.

FHA Connection

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Single Family FHA | Single Family Servicing > Lender Query by Case Number

Lender Query by Case Number - Results

✔ **SUCCESS**

Lender Query by Case Number was Successful

Data Name	Data Value	Description of Value
Case Number	123-4567890	
Original Mortgage Amount	$321,095	
Prior FHA Case Number	000-0000000	
ADP Section of Act Code	0703	203(b) Mutual Mortgage
Coinsurance Code		Not Coinsured
Insurance Status Code	A	Active Insurance Status
Current Holder Name	MORTGAGE CO INC	
Current Servicer Name	MORTGAGE CO INC	
Program Identification Code	00	
Amortization Plan Code		Level Annuity Mortgage Payment (LAMP)
GEM/GPM Code	0	Non GEM/GPM Mortgage (LAMP)
FHA Fund	M	Mutual Mortgage Insurance Fund
Mortgage Note Interest Rate	6.125	
Term in Months	360	
Loan-to-Value Ratio	94.43	

Select an item in the *Data Name* column to get a description of the field

Figure 2: Lender Query by Case Number – Results page (partially displayed)

Resolving Discrepancies

If there is a discrepancy between the case information in HUD's records and your records, HUD's records may need to be corrected. Contact HUD's Single Family Insurance Operations Division, Systems Management Branch, Data Quality. Call (202) 708-1994 or send an e-mail message to: SystemManagement@hud.gov.