



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
OFFICE OF FINANCIAL SERVICES  
MULTIFAMILY FINANCIAL OPERATIONS DIVISION  
Current as of June 28, 2024

[Multifamily Insurance Operations Branch \(MFIOB\) Fact Sheet](#)

**Mission:** MFIOB provides servicing of the billing and collection of mortgage insurance premiums (MIP) for all FHA Insured Multifamily (MF) Projects comprising of Residential Apartments, Healthcare Facilities, and Hospitals.

**Meet the MFIOB Team**

Team Member	Expertise	Contact Information
Donna Forrest	Branch Chief	<a href="mailto:Donna.L.Forrest@hud.gov">Donna.L.Forrest@hud.gov</a>
Sharmaine Bullock-St. Rose	Terminations	<a href="mailto:Sharmaine.D.Bullockstrose@hud.gov">Sharmaine.D.Bullockstrose@hud.gov</a>
Daniel Chang	Delinquencies	<a href="mailto:Daniel.J.Chang@hud.gov">Daniel.J.Chang@hud.gov</a>
Tara Estes	Account Executive	<a href="mailto:Tara.N.Estes@hud.gov">Tara.N.Estes@hud.gov</a>
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Deneen McKenzie	Endorsements	<a href="mailto:Deneen.D.Mckenzie@hud.gov">Deneen.D.Mckenzie@hud.gov</a>
Jason Spahlinger	Account Executive	<a href="mailto:Jason.A.Spahlinger@hud.gov">Jason.A.Spahlinger@hud.gov</a>
Al Toribio	Banking Information/Voluntary Terminations	<a href="mailto:Alfred.M.Toribio@hud.gov">Alfred.M.Toribio@hud.gov</a>

**MFIOB Designated Email Boxes**

Mailbox Function	Description/Services	Email (Mailbox) Address
Insurance Terminations	For projects set for insurance Termination, send the Revised form HUD-9807 (with Block 5 Date) and Preapproval Letter	<a href="mailto:revised9807terminations@hud.gov">revised9807terminations@hud.gov</a>
Mortgage Record Changes	Send form HUD-92080, Mortgage Record Changes and Mergers	<a href="mailto:mortgagerecordchangehud-92080@hud.gov">mortgagerecordchangehud-92080@hud.gov</a>
Premium Review Audits	Request Amortization Schedule and Premium Calculation Worksheets	<a href="mailto:premiumreviewsandamschedules@hud.gov">premiumreviewsandamschedules@hud.gov</a>
<i>Mailbox Notes</i>	<ul style="list-style-type: none"> <li>▪ MFIOB mailboxes are for lender inquiries/submissions. Routing inquiries to the appropriate email box will expedite requests.</li> <li>▪ All email inquiries/submissions <i>must</i> include the FHA Project number and Project name in the Subject Line.</li> </ul>	

**MF Premium Insurance Bill Types**

Bill Types	Description/Services
Interim Bills	Generated on the anniversary of Initial Endorsement for Insured Advances projects and the anniversary of Final Endorsement for Insured Upon Completion projects when the first payment to principal date is more than one year in the future.
Net Unadjusted Bills	Covers the gap between the endorsement anniversary (initial or final endorsement) and the first payment to principal anniversary dates (1 <sup>st</sup> Payment Date of Amortization specified in the note).
Renewal Bills/Annual Bills	Generated for all billing projects on the anniversary of the first payment to principal and decrease as the mortgage amortizes

**MF Insurance Billing Important Notes**

Subject	Note
Amortization (AM) Schedules	FHA projects will receive a Premium Review and the AM Schedule will be generated after the FHA Project is Finally Endorsed.
Bill Cycles	Run on the 15 <sup>th</sup> of each month (or next business day) and 45 days in advance of premium due date (this includes all bill types listed above)
Initially Endorsed	Projects will bill at the initially endorsed loan amount x the MIP Rate until final endorsement.
<a href="#">FHA Connection</a>	Lenders must pay their bills (interim/annual/net unadjusted/special bills/termination) through FHA Connection.
<a href="#">Pay.gov</a>	Lenders must pay their Upfront/Initial MIP through Pay.gov. This is the only time MIP is paid through Pay.gov.

## Termination of FHA MF Insurance

Types of Termination	Description
Prepayment Termination	Payment in whole of the principal amount of the mortgage in advance of the maturity of the note.
Voluntary Termination	The cancellation of HUD mortgage insurance made at the joint request of the mortgagee and the mortgagor.

### *MF Insurance Termination Process*

Termination Steps	Action	MF Program Area	Email (Mailbox)/Address
1. Preapproval (Except for 97 Series Risk Share)	Lender submits form HUD-9807 (without block 5), requesting Preapproval for Termination of Insurance	MF Residential	<a href="mailto:famd9807processing@hud.gov">famd9807processing@hud.gov</a>
		MF Healthcare	<a href="https://www.hud232portal.com">https://www.hud232portal.com</a>
		MF Hospitals	<a href="mailto:revised9807terminations@hud.gov">revised9807terminations@hud.gov</a>
2. Preapproval Granted and Insurance is set for Termination	Lender submits the HUD Preapproval and revised form HUD-9807 (with block 5- pay off date)	Prepaid – All MF Program Areas	<a href="mailto:revised9807terminations@hud.gov">revised9807terminations@hud.gov</a>
	Lender mails Preapproval, form HUD-9807 (without block 5), and original credit instrument (promissory note and endorsement panel)	Voluntary – All MF Program Areas	U.S. Department of Housing and Urban Development Attention: Al Toribio, MFIQB 451 7th Street, SW, Room 6258 Washington, DC 20410

### *Termination Requirements by Termination Type*

Termination Type	Preapproval Required?	Original Note?	MF Program Type Termination Date	
Prepayment	Yes (Except for 97-Series Risk Share)	N	97-Series	Pay Off Date (Block 5)
			98-Series	Last day of the Month of Payoff
			All Others	Pay Off Date (Block 5)
Voluntary		Y	All	Date Original Note, Endorsement Panel, and Preapproval physically received by MFIQB

### *Form HUD-9807, Insurance Termination Request for Multifamily Mortgage, Block 9 Guidance*

Types of Termination	Description
Rent Supplement	Payment's owners receive on behalf of eligible low-income tenants
Receiving Section 8 payments	There is a Housing Assistance Payments contract associated with the property
Limited Distributions	The maximum amount of funds that can be withdrawn, from project funds allowed by the HUD for properties subject to controlling documents such as Use Agreements, Regulatory Agreements, and HAP contracts.

## General Information

Subject	Notes
Banking Information Update (MF MIP Refunds)	<ul style="list-style-type: none"> <li>When there is a change in the servicer's banking information, <a href="#">Form SF-3881</a>, ACH Vendor/ Miscellaneous Payment Enrollment, must be submitted to MFIQB.</li> <li>Fill out sections: Information Payee/Company Information and Financial Institution Information.</li> <li>The form SF-3881 is for MF MIP refunds only. This ensures when there is a refund of unearned premiums paid, it will be deposited to the correct Servicing Lender's bank account.</li> <li>The HUD Servicing Lender ID number must be included on the form SF-3881 for identification purposes.</li> </ul>

	<ul style="list-style-type: none"> <li>Updated form SF-3881's should be encrypted and emailed to <a href="mailto:Alfred.M.Toribio@hud.gov">Alfred.M.Toribio@hud.gov</a> for processing.</li> </ul>
Delinquencies	<ul style="list-style-type: none"> <li>Delinquent MIP bills are issued on the 2<sup>nd</sup> business day of the 1<sup>st</sup> month following the premium due date and lates fees/interest will be applied.</li> </ul>
Endorsements (Initial/Final)	<ul style="list-style-type: none"> <li>After closing (Initial and Final Endorsement), it can take up to 30 days for MFIOB to receive the endorsement documentation from the MF Field Offices for establishment of the MIP.</li> <li>For refinancing of existing MF projects, it is <i>imperative</i> that MFIOB receives the completed form HUD-9807 for insurance termination of the superseded (existing) project. MFIOB <i>cannot</i> record a newly refinanced MF project if the superseded MF project's insurance remains Active.</li> </ul>
FHA Connection	<ul style="list-style-type: none"> <li>All MIP bills can be viewed/paid through <a href="#">FHA Connection</a>.</li> <li>It is the responsibility of the Servicing Lender to ensure their banking information is correct in FHA Connection when submitting payments.</li> <li>If possible, avoid submitting payments for MF Projects that are not assigned within your portfolio. Form HUD-92080's should be submitted to ensure proper Servicing Lender is notified of MIP billing.</li> <li><a href="#">FHA Connection User Guides</a></li> </ul>
iREMS	<ul style="list-style-type: none"> <li>MFIOB's financial system of record, FHASL-RM, supplies only MIP financial information to iREMS. iREMS <i>does not</i> supply MF project information to FHASL-RM.</li> <li>All updates to MF project data, such as project name change, Lender transfers, etc., must be communicated to MFIOB directly.</li> </ul>
Lender Notifications	<ul style="list-style-type: none"> <li><i>Premium Review Audits</i>: A lender notification package is sent to the Servicing Lender of record containing the MIP Letter, PCW, and AM Schedule. If a MIP bill is due, the bill due date is listed on the MIP Letter.</li> <li><i>Terminations</i>: A lender notification package is sent to the Servicing Lender of record containing the Termination Letter, Termination Worksheet, and approved and signed form HUD-9807 indicating the official Termination of Insurance. If an MIP bill is due, the bill due date is listed on the MIP Letter, and the approved form HUD-9807 will not be issued until all MIP funds due HUD are paid in full.</li> </ul>
MFIOB Customer Support	<ul style="list-style-type: none"> <li>1-301-547-3867 ext. 116 – 9:00am-5:00pm EST, M-F, except Federal Holidays</li> </ul>
Mortgage Modifications/IRRs	<ul style="list-style-type: none"> <li>Lenders should work with their MF Asset Management Account Executives to ensure all Mortgage Modifications/IRRs are submitted to MFIOB's mailbox (<a href="mailto:premiumreviewsandamschedules@hud.gov">premiumreviewsandamschedules@hud.gov</a>) timely, to ensure accurate MIP billing.</li> </ul>
Mortgage Record Changes (Form HUD-92080)	<ul style="list-style-type: none"> <li>The current Servicer and/or Holder are responsible for submitting form HUD-92080, Mortgage Record Change, within 15 calendar days from the date of change for a MF mortgage.</li> <li>It is the responsibility of the current and new Holding/Servicing Lenders to ensure all MIP funds due HUD are paid.</li> <li>Only <i>one</i> form HUD-92080 should be submitted per email.</li> <li>Failure to submit the form HUD-92080 within 15 calendar days could result in late fees and penalties if FHA Project bills are not paid on their due date and lates fees will not be waived.</li> </ul>
Regulatory Releases	<ul style="list-style-type: none"> <li>All Regulatory Releases should be requested through the Lender's MF Asset Management Account Executive. MFIOB <i>does not</i> issue Regulatory Releases.</li> </ul>
Terminations – MIP (Excluding 98-Series Risk Share)	<ul style="list-style-type: none"> <li>If a Termination occurs within the first 15 days of the annual bill date being due and the next annual premium has not been paid, daily MIP will be owed to HUD for all days past and including the annual premium due date, up through and including the Termination Date.</li> <li>For example: if the current annual premium bill is paid through 9/30, the termination date is 10/01, and the next annual bill has not been paid, one day of MIP is due HUD.</li> </ul>
Treasury Offset Program (TOP)	<ul style="list-style-type: none"> <li>The US Department of Treasury (Treasury) operates the program "TOP". Any past due delinquent debt can be referred to the TOP program by any Federal or State Agency.</li> <li>TOP debts are recorded by an entity's Tax Identification Number (TIN).</li> <li>If a debt is referred to TOP, any Federal payment disbursed by any Federal Agency will be subject to offset to clear the debt.</li> <li>The TOP is not associated with HUD, although refunds issued by HUD are processed through Treasury. If Treasury has determined the TIN associated with the refund has an outstanding debt due within TOP and the MIP refund is used to offset the debt, HUD/MFIOB is not privy as to the reasons why.</li> <li>If an MIP refund had been subjected to a TOP Offset, contact the TOP Call Center at 1-800-304-3107 for further information. You will need to have the trace number and Lender TIN for reference. Here is the link providing an overview of <a href="#">Treasury's Offset Program</a>.</li> </ul>
Upfront MIP Fees	<ul style="list-style-type: none"> <li>For Insured Advances, <i>only one year</i> of Upfront MIP is due HUD, paid through <a href="http://pay.gov">pay.gov</a>. Any remaining capitalized MIP funds obtained by the borrower at closing are to remain in escrow until HUD issues an MIP Bill through FHA Connection.</li> </ul>