



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
WASHINGTON, DC 20410-8000

ASSISTANT SECRETARY FOR HOUSING-
FEDERAL HOUSING COMMISSIONER

Date: May 23, 2024

Mortgagee Letter 2024-10

To: All FHA-Approved Mortgagees
All Direct Endorsement Underwriters
All Eligible Submission Sources for Condominium Project Approvals
All FHA Roster Appraisers
All FHA-Approved 203(k) Consultants
All HUD-Certified Housing Counselors
All HUD-Approved Nonprofit Organizations
All Governmental Entity Participants
All Real Estate Brokers
All Closing Agents

Subject Significant Cybersecurity Incident (Cyber Incident) Reporting Requirements

Purpose This ML requires FHA-approved Mortgagees to notify HUD when a Cyber Incident occurs.

Effective Date The provisions of this ML are effective immediately.

All updates will be incorporated into a forthcoming update of the HUD Handbook 4000.1, *FHA Single Family Housing Policy Handbook* (Handbook 4000.1).

Affected Programs The provisions of this ML apply to all FHA insurance programs.

Background FHA is requiring FHA-approved Mortgagees to notify HUD when a Cyber Incident occurs. This requirement is part of HUD's commitment to the security and integrity of all operations systems and technology.

Summary of Changes This ML adds a new section, Significant Cybersecurity Incident (V.A.2.b.viii), which requires FHA-approved Mortgagees to report Cyber Incidents to HUD within 12 hours of detection.

**FHA Single
Family Housing
Policy
Handbook
4000.1**

The policy changes will be incorporated into Handbook 4000.1 as follows:

Operational Compliance (V.A.2.b)

viii. Significant Cybersecurity Incident

**Quality Control,
Oversight, and
Compliance**

(A) Definition

A Significant Cybersecurity Incident (Cyber Incident) is an event that actually or potentially jeopardizes, without lawful authority, the confidentiality, integrity, or availability of information or an information system; or constitutes a violation or imminent threat of violation of security policies, security procedures, or acceptable use policies and has the potential to directly or indirectly impact the FHA-approved mortgagee's ability to meet its obligations under applicable FHA program requirements.

(B) Standard

An FHA-approved Mortgagee that has experienced a suspected Cyber Incident must report the Cyber Incident to HUD's FHA Resource Center at answers@hud.gov and HUD's Security Operations Center at cirt@hud.gov within 12 hours of detection.

(C) Required Documentation

Cyber Incidents reported to HUD's FHA Resource Center at answers@hud.gov and HUD's Security Operations Center at cirt@hud.gov must include the following information:

- Mortgagee name;
 - Mortgagee ID;
 - name, email address, and phone number of Mortgagee's point of contact for Security Operations Center follow-up activities;
 - description of the Cyber Incident, including the following, if known:
 - date of Cyber Incident;
 - cause of Cyber Incident;
 - impact to Personally Identifiable Information;
 - impact to login credentials; and
 - impact to Information Technology (IT) system architecture;
 - list of any impacted subsidiary or parent companies; and
 - description of the current status of the Mortgagee's Cyber Incident response, including whether law enforcement has been notified.
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**Paperwork
Reduction Act**

The information collection requirements contained in this document have been approved by the Office of Management and Budget (OMB) under the Paperwork Reduction Act (PRA) of 1995 (44 U.S.C. 3501-3520) and assigned OMB control numbers 2502-0005; 2502-0059; 2502-0117; 2502-0189; 2502-0302; 2502-0306; 2502-0322; 2502-0358; 2502-0404; 2502-0414; 2502-0429; 2502-0494; 2502-0496; 2502-0524; 2502-0525; 2502-0527; 2502-0538; 2502-0540; 2502-0556; 2502-0561; 2502-0566; 2502-0570; 2502-0583; 2502-0584; 2502-0589; 2502-0600; 2502-0610; and 2502-0611. In accordance with the PRA, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB control number.

**Feedback or
Questions**

HUD welcomes feedback from interested parties and will consider feedback in determining the need for future updates. Any feedback or questions regarding this ML may be directed to the FHA Resource Center at 1-800-CALLFHA (1-800-225-5342), answers@hud.gov, or www.hud.gov/answers. The FHA Resource Center is prepared to accept calls from persons who are deaf or hard of hearing, as well as individuals with speech or communication disabilities. Information on how to make an accessible phone call is available at: <https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>.

Signature

Julia R. Gordon
Assistant Secretary for Housing -
FHA Commissioner
