



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

ASSISTANT SECRETARY FOR HOUSING-
FEDERAL HOUSING COMMISSIONER

September 18, 2014

MORTGAGEE LETTER 2014-19

To **All Approved Mortgagees**
All HUD Field Offices and Homeownership Centers
All Approved Housing Counseling Agencies

Subject **New Single Family Loan Servicing Contractor**

Purpose To introduce HUD's new loan servicing contractor, Novad Management Consulting, and provide the contractor's mailing address and contact information.

Effective Date The effective date of the new contract is September 29, 2014.

New Loan Servicing Contractor The U.S. Department of Housing and Urban Development (HUD) has awarded a new loan servicing contract to Novad Management Consulting.

Novad Management Consulting is responsible for servicing FHA Single Family Secretary-Held Assets including:

Assigned Home Equity Conversion Mortgages (HECM);
Secretary-Held Title II Mortgages;
Partial Claim Subordinate Mortgages;
HECM Subordinate Mortgages;
Section 235 Subordinate Mortgages;
Nehemiah Subordinate Mortgages;
Emergency Homeowners Loan Program (EHLPP) Subordinate Mortgages;
Asset Control Area (ACA) Mortgages;
Hope for Homeowners (H4H) Subordinate Mortgages; and
Good Neighbor Next Door (GNND) Subordinate Mortgages.

**Contact
Information**

As of the effective date above, all required documentation, correspondence, telephone calls and servicing for Single Family Secretary-held mortgages shall be directed to Novad Management Consulting.

Novad Management Consulting
Shepherd's Mall
2401 NW 23rd Street, Suite 1A1
Oklahoma City, OK 73107

Toll-Free Telephone Number: (877) 622-8525
Fax Number: (800) 489-1733

Borrower inquiries (HECM or Forward)
customerservice@novadconsulting.com

HECM Servicer inquiries
hecmservicing@novadconsulting.com

Extensions and Variances Automated Requests System (EVARS) and E-Class assistance
support@novadconsulting.com

Payoff requests for all Secretary-Held mortgages
payoffs@novadconsulting.com

**Information
Collection
Requirements**

Paperwork reduction information collection requirements contained in this Mortgagee Letter have been approved by the Office of Management and Budget (OMB) under the Paperwork Reduction Act of 1995 (44 U.S.C. §§ 3501-3520) and assigned OMB Control Number 2502-0429. In accordance with the Paperwork Reduction Act, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a current valid OMB Control Number.

Questions

Any questions regarding this Mortgagee Letter may be directed to the HUD National Servicing Center at (877) 622-8525. Persons with hearing or speech impairments may reach this number by calling the Federal Information Relay Service at (800) 877-8339.

Signature

Carol J. Galante
Assistant Secretary for Housing-Federal Housing Commissioner
