



FHA INFO 2024-86

December 4, 2024

### **FHA Modernizes Engagement with Borrowers in Default Requirements**

Today, the Federal Housing Administration (FHA) published [Mortgagee Letter 2024-24, Modernization of Engagement with Borrowers in Default](#), which provides guidance for implementing the provisions of the final rule, *Modernization of Engagement with Mortgagees in Default* ([Docket No. FR-6353-F-02](#)), which published in the Federal Register on August 2, 2024.

Specifically, this ML:

- updates the requirements for mortgagees to meet with borrowers in default; and
- allows mortgagees to satisfy the meeting requirement by giving them the ability to use alternative communication methods to discuss available loss mitigation options with borrowers and to help them keep them in their homes.

This ML also contains alternative interim procedures for engaging borrowers in default. These interim procedures are effective January 1, 2025, through June 30, 2025. These interim procedures give mortgagees the ability to maintain their current operations while working towards implementing the ML's permanent provisions, which may be implemented immediately but must be implemented no later than July 1, 2025.

The policy updates in this ML will be incorporated into a future version of the [Single Family Housing Policy Handbook 4000.1](#).

Stakeholders with questions about the [ML](#) or [final rule](#) should contact the FHA Resource Center (below) for more information.

#### **Need Support? Contact the FHA Resource Center.**

- Visit our knowledge base to obtain answers to frequently asked questions 24/7 at [www.hud.gov/answers](http://www.hud.gov/answers).

- E-mail [answers@hud.gov](mailto:answers@hud.gov). Emails and phone messages will be responded to during normal hours of operation, 8:00 AM to 8:00 PM (Eastern), Monday through Friday on all non-Federal holidays.
- Call 1-800-CALLFHA (1-800-225-5342). Persons with hearing or speech impairments may reach this number by calling the Federal Relay Service at 1-800-877-8339.

#### **About FHA INFO**

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