



# **FHA Catalyst: Case Binder Module**

## **User Guide**

**U.S. Department of Housing and Urban Development**

*December 2024*



## Solution Information

	Information
Solution Name	FHA Catalyst: Case Binder Module
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## Document History

Version No.	Date	Author	Revision Description
1.0	04/02/2020	HITM	Original Document
1.1	06/23/2020	HITM	Updates for Mortgagees that also have permission to submit Multifamily Housing (MFH) or Office of Native American Program (ONAP) loans
3.1	12/01/2023	CTR	Updates on creating a case file with FHA Case Number verification
3.2	05/2024	CTR	Adds NOR notifications, introduces a new binder structure, introduces warning messages when the case is not ready for a binder submission
3.3	12/13/2024	CTR	Changed Landing Screen Pick, Updated Case Binder List View Section.



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## Welcome to the Case Binder Module

FHA Catalyst: Case Binder Module is a web-based secure medium that supports digital delivery of origination documents by the Mortgagees to the Federal Housing Administration (FHA). As part of the Housing Information Technology (IT) Modernization effort, the Case Binder Module has replaced the receipt of paper loan origination case binders with an electronic format. FHA Approved Mortgagees can submit Single Family Forward and Home Equity Conversion Mortgage (HECM) loan origination case binder documents electronically for FHA pre-endorsement reviews, post-endorsement reviews, Test Cases, and other file types requested for review.

This document has been developed to provide Mortgagees with guidance on how to upload different categories of loan documents using the Case Binder Module. Please refer to the Single Family Housing Policy Handbook 4000.1 for case binder stacking order, in-depth information on FHA policy, event definitions, reporting timeframes, data elements, and post-audit requirements.

## Navigating the Case Binder Module User Guide

The Table of Contents for this guide is both searchable and linked. Selecting any of the chapter titles or subheadings will take users directly to the associated section. Users can navigate back to the table of contents by scrolling back to the start of the guide or using the [return to table of contents](#) links at the end of each section.

This guide features step-by-step instructions. Numbered lists, bullets, and screenshots are used to give the step-by-step instructions for completing tasks in Catalyst.

### Step-by-Step Instructions

- Instructions describing how to complete tasks appear in lists.
- Words that point to **links** or **boxes** that the user needs to select will appear in **bold**.
- These instructions will describe how to complete processes using screenshots.
- The screenshot may also include boxes, lines, and labels that show which part of the page is important.



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## Getting Started

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*This section defines the basic functionalities of Salesforce as well as specific terminology to help Mortgagees (HUD's external users) navigate the system. This section describes how **Mortgagees** upload electronic case binders in the FHA Catalyst: Case Binder Module.*

### Logging In

1. In Google Chrome, navigate to <https://www.hud.gov/FHACatalyst>.
2. Enter your username and password, then select **Log In**. **Typically usernames are your email address followed by .hud2**

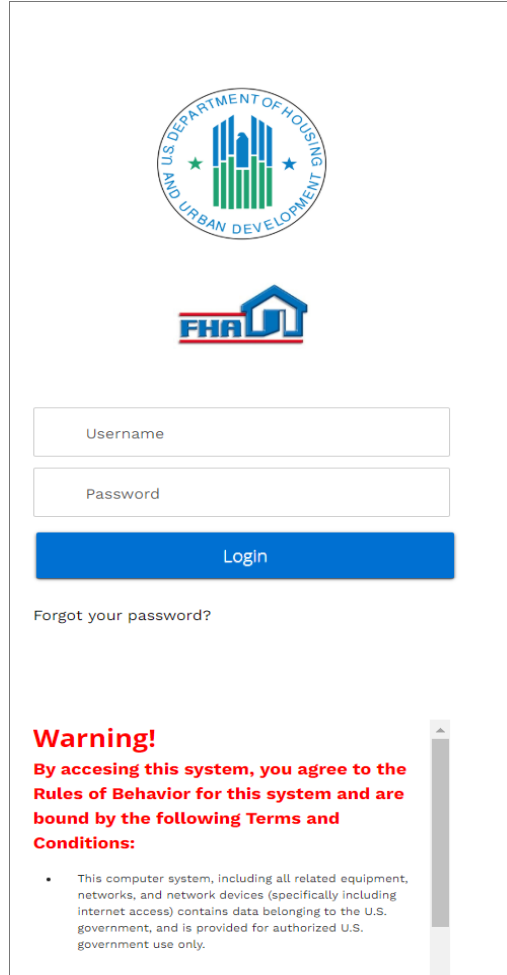
A screenshot of the FHA Catalyst login page. At the top center is the U.S. Department of Housing and Urban Development logo. Below it is the FHA logo, which consists of a blue house icon above the letters "FHA" in a stylized font. Underneath the logos are two input fields: "Username" and "Password". Below these fields is a blue button labeled "Login". Under the "Login" button is the text "Forgot your password?". At the bottom of the page is a red "Warning!" section. The warning text reads: "By accessing this system, you agree to the Rules of Behavior for this system and are bound by the following Terms and Conditions:". Below this text is a bulleted list with one item: "This computer system, including all related equipment, networks, and network devices (specifically including internet access) contains data belonging to the U.S. government, and is provided for authorized U.S. government use only." A vertical scrollbar is visible on the right side of the page.

Figure 1 FHA Catalyst Log in Page

## Resetting Your Password

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1. If you forgot your password, select **Forgot Your Password?**

A screenshot of a login page. At the top center is the U.S. Department of Housing and Urban Development logo. Below it is the FHA logo. There are two input fields: "Username" and "Password". Below the fields is a blue "Login" button. At the bottom left, the text "Forgot your password?" is circled in yellow.

**Figure 2 Forgot Your Password**

2. Enter your username, then select Reset Password. Password reset instructions will be sent to the email address associated with your username.

Note: if the reset password link does not work contact your organization's Mortgage Administrator

A screenshot of a "PASSWORD RESET" page. The title "PASSWORD RESET" is centered. Below it, the text reads: "To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account." There is a text input field with a user icon and the label "Username". Below the field is a blue "Reset Password" button, which is circled in yellow. Below the button is a "Cancel" link.

**Figure 3 Reset Password**

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## FHA Catalyst Landing Page

1. Upon successful login, the Mortgagee is directed to the FHA Catalyst Landing Page.
2. The FHA Catalyst Landing Page contains the follow items:
  - The **Username** is displayed on the top right of the screen. Users can view their profile and logout when selecting their Username.
  - The **Case Binder and Servicing Binder** logos are displayed on the center of the page where users will need to click to access the application.
  - **Key Resources** are provided on the right of the page where users can access additional resources.
  - **Quick Links** are provided on the right of the page where users can access FHA social media and send any questions or comments to the FHA Resource Center.
3. Click on the Case Binder Logo or Servicing Binder Logo to access the desired Binder application.
  - a. [Case Binder Section](#)
  - b. [Servicing Binder Section](#)

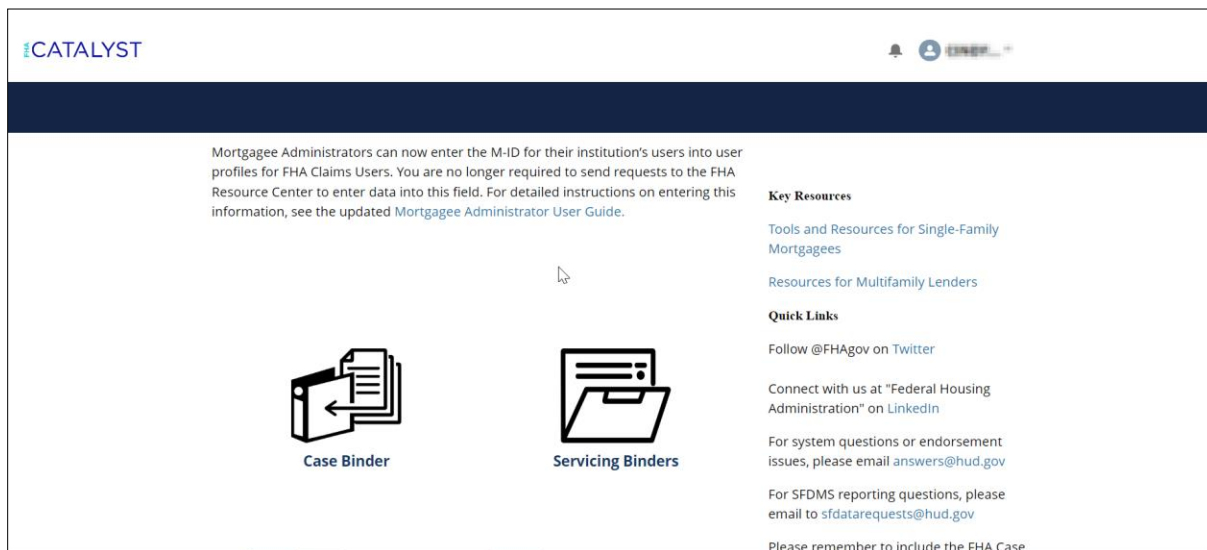


Figure 4 Catalyst Landing Page



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## Case Binder Home Page

- Top Section: System Logo, Main Search, Notification Bell Icon, User Profile Icon/User Name
  - System Logo: FHA Catalyst
  - Search Bar: Searches for system data in Discussions. Discussions are part of the standard system and are not used within the Case Binder App. If you want to Search for a case number or binder number use the search field in the bottom section.
  - Notification Bell- This icon is used to provide notification when the File is changed to a NOR (Notice of Return) status. If you have files that have been NOR'd you will see a red number by the bell. [See](#) Using NOR Notification
  - User Profile Icon: Six Options are available for User to choose from
    - Home- Navigates User to the Case Binder App Icon Home Screen
    - My Profile- Navigates User to their profile screen- where they can see their information.
    - My Settings- Allows User to update their account settings.
    - My Account- Gives User information about their company and their company ID (Mortgagee ID)
    - Account Management- Provides information about User's associated with the Mortgagee (for Delegated Admins)
    - Logout- Logs User out of the System



Figure 5- Top Banner - Home Screen

- Bottom Section: Binder Tab, Create Binder Tab
  - Binder Tab- This is the default tab. This Tab gives the user access to the List Views- See [How to Use List Views Section](#).
  - Create Case Binder Tab- This Tab is used by the Mortgagee to complete an initial submission for Endorsement, LRS, Test Case and Other case files. [See How to Create a Case Binder Section](#).

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**CATALYST** Search... [User Profile]

**BINDERS** CREATE CASE BINDERS

\* Choose a Status

- All My Draft (Unsubmitted) Binders
- All My MDR Binders
- All My Submitted Binders
- Endorsed last 30 days

**Binders** 0 of 0 items - 0 items selected

<input type="checkbox"/>	Binder Link	Borrower Name	Property Address	Comments	Last Modified Date
No items to display.					

Figure 6- - Binder Tab

**BINDERS** **CREATE CASE BINDER**

**Case Binder**

FHA Case Number

Figure 7- - Create Case Binder Tab

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## Using List Views

- Binder Tab- This is the default tab. This Tab gives the user access to the List Views

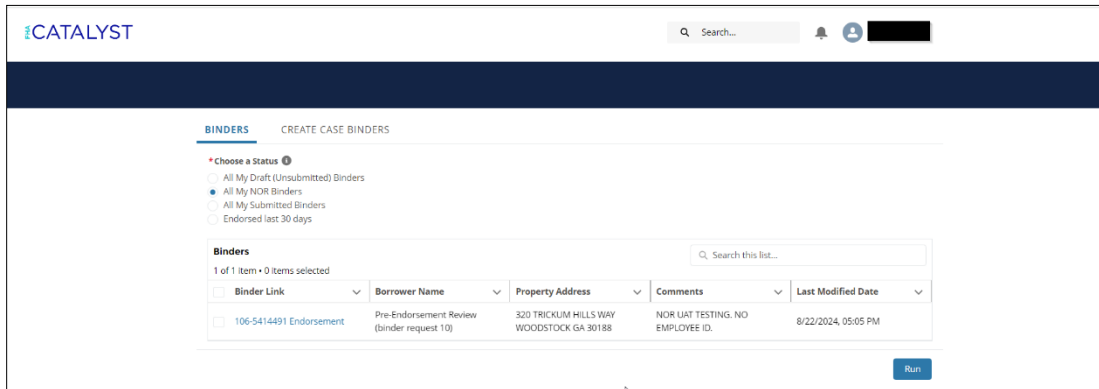


Figure 8- List View

- Binder List View Section
  - List View Radio Button Section- This section provides the Mortgagee with all the List Views that are available to their Login Credentials. List views are created using certain filters, such as Type and Status.
  - Choose the view you want to review by clicking in the button, to the left of the List View name and then clicking the Run button. The Binders links will display in the Binders section.
  - Each column header width can be changed by hovering over the right side of the field outline, clicking on the line and dragging it with the mouse (left to make shorter, right to make longer)
  - Each Column can be sorted by ascending or descending order by clicking into the column header field.
  - The default list views are as follows:
    - All My Draft (Unsubmitted) Binders- This list displays all the Binders that you have saved but not submitted
      - Available fields:
        - Binder Link- A link that navigates the Mortgagee to the binder screen that they will use to update the file. The naming convention is FHA Case Number <Type> (Endorsement, Test Case, LRS, Other)

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- 
- Borrower Name- Name of the Borrower that the Mortgagee entered at the time of initial creation.
  - Property Address- Address of the Property that the system retrieved from FHA Connection.
  - Comments- Mortgagee comments and FHA Comments that are associated with the file, from the Binder Screen.
  - Last Modified Date- Date that the Binder was last modified by the Mortgagee or FHA.
- Endorsed last 30 days- This list displays all Binders that you submitted and have been changed to an Endorsed Status in the last 30 days
    - Binder Link- A link that navigates the Mortgagee to the binder screen that they will use to update the file. The naming convention is FHA Case Number <Type> (Endorsement, Test Case, LRS, Other)
    - Borrower Name- Name of the Borrower that the Mortgagee entered at the time of initial creation.
    - Property Address- Address of the Property that the system retrieved from FHA Connection.
    - Comments- Mortgagee comments and FHA Comments that are associated with the file, from the Binder Screen.
    - Last Modified Date- Date that the Binder was last modified by the Mortgagee or FHA.
  - All My Submitted Binders- This list displays all the Binders that you have submitted, including Endorsement, Test Case, LRS, Other.
    - Binder Link- A link that navigates the Mortgagee to the binder screen that they will use to update the file. The naming convention is FHA Case Number <Type> (Endorsement, Test Case, LRS, Other).
    - Borrower Name- Name of the Borrower that the Mortgagee entered at the time of initial creation.



- 
- Property Address- Address of the Property that the system retrieved from FHA Connection.
  - Last [Return to table of contents](#)  
  
Modified Date- Date that the Binder was last modified by the Mortgagee or FHA.
  - Comments- Mortgagee comments and FHA Comments that are associated with the file, from the Binder Screen.
- All My NOR Binders- This list displays all the Binders that you have created, and FHA has changed to a NOR status. This is the list view that will provide a real time update to all files that need your attention.
    - Binder Link- A link that navigates the Mortgagee to the binder screen that they will use to update the file. The naming convention is FHA Case Number <Type> (Endorsement, Test Case, LRS, Other).
    - Borrower Name- Name of the Borrower that the Mortgagee entered at the time of initial creation.
    - Property Address- Address of the Property that the system retrieved from FHA Connection.
    - Comments- Mortgagee comments and FHA Comments that are associated with the file, from the Binder Screen.
    - Last Modified Date- Date that the Binder was last modified by the Mortgagee or FHA.
  - Search Field- Allows User to search by FHA Case Number or Borrower Name. Binder Link, Property Address are not searchable fields. Enter the FHA Case and click enter- system will display the results.
    - To clear the search, remove the data and click enter.

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## Creating a Case Binder

*This section describes the creation, upload, and submission of an electronic origination case binder by a mortgagee.*

**!** There may be a Virtual Private Network (VPN) FHA Connection limitation. If there is an issue, please contact the FHA Resource Center at [answers@hud.gov](mailto:answers@hud.gov).

From the Home screen- Click on create Case Binder Tab

➤ This Tab is used by the Mortgagee to complete an initial submission for Endorsement, Test Case, LRS, and Other case files.

The screenshot shows a web interface for creating a case binder. At the top, there are two tabs: "BINDERS" and "CREATE CASE BINDER", with the latter being the active tab. Below the tabs is a form titled "Case Binder". Inside the form, there is a label "FHA Case Number" above a text input field containing the placeholder "XXX-XXXXXXX". To the right of the input field is a blue button labeled "Search".

**Figure 9-Create Case Binder Tab**

- FHA Case Number- Mortgagee will enter the FHA Case Number.
- Search Button- Mortgagee will use this button to start the initial creation process. Once the Search button is used the system will retrieve data and statuses from FHA Connection. If there are no warnings received from FHA Connection, then the system will allow the Mortgagee to continue with creating a file. If there are warnings the Mortgagee will need to address the issues and return to Catalyst to create the file. Warnings will appear in Red under the FHA Case Number Field.

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## Potential warning messages:

Our records indicate that the FHA Case Number you entered is not associated with a case binder that was requested by FHA. Please ensure that you have entered the correct case number.
The binder cannot be submitted because this case number is cancelled.
This case binder has already been submitted.
This case number is associated with an FHA Approved eCaseBinder Mortgagee. The binder must be submitted through the FHA Connection eCaseBinder process.
Insurance Application Screen in FHA Connection must be completed prior to binder submission.
Second Appraisal Must Be Logged Prior To Binder Submission
The appraisal has not been logged in FHA Connection. Please complete Appraisal Logging prior to binder submission.
Our records indicate that FHA Case Number, #####, is not associated with a case binder requested by FHA. Please ensure that you entered the correct case number.
This case binder has already been submitted. Case Binder already exists for this Case Number. Click here to view.

## Creation Screen when no warnings are returned.

- FHA Case Number- Pre-populated
- Reset Button- Allows Mortgagee to start over again at the initial search.
- Property Address- Pre-Populated
- Borrower Name- Mortgagee to enter.
- Comments- Mortgagee to enter.
- Attachments
  - Upload File- Mortgagee can upload documents from a folder/drive.
  - Drop File- they can drop the file using their mouse (drag and drop).
    - Both the Upload File and Drop File fields will not be available for use if the number of files allowed to be uploaded has been exceeded.
      - To open the fields- use the Trashcan Icon to delete eligible files.
        - No Trashcan Icon will be available on files that cannot be removed.

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- File section- see once the files are uploaded.
  - Green Check Icon-shows file is successfully uploaded.
  - File Name- Name of File
  - Trashcan Icon- once the file has been uploaded and prior to submission the Mortgagee is able to delete the uploaded file. Once submitted documents can no longer be deleted.
    - During initial submission on an Endorsement file a Mortgagee can upload up to two documents.
    - During a NOR resubmission or a LRS initial submission they can upload more than two documents.
- Save and Close Button- allows Mortgagee to save work without sending to FHA- allowing them to return later to complete the creation process (using the list view to access the file).
- Submit Button- sends file to FHA for review.

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Figure 10- Create Binder Screen- No Warnings



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## Using the NOR Notification

- Access the NOR Notification through the Bell Icon- located at the top of the Home Page.
  - Features:
    - A red number, references that a new file has been placed in a NOR status by FHA.
    - Access the available NOR items by clicking on the Bell Link.
      - Any NORs will be listed in the window that appears.
      - Click on the Link and the system will display the Binder screen.
      - Use the Pencil Icon next to the comment box to add your comment.
        - Remove the original comment and add your new comment.
        - Click the Save Button.
      - To send the comment to FHA- you must submit the file again.
        - If possible, upload any mitigating documentation. FHA will need to NOR the file again to send it back to you for processing.

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## Viewing Binder Details

- Access the Binder screen through the List View tab
  - Find the Binder that you want to view and click on the Binder Link.
    - Binder Screen Layout will display. The Binder screen has two (2) sections: Information and Download File.
      - Information Section
        - Fields available:
          - Binder ID- system assigned number.
          - Binder Name- same as the Binder ID.
          - Case Number- Displays the FHA Case Number.
          - Type- File type.
            - Endorsement
            - Test Case
            - LRS
            - Other
          - Case Binder- system assigned number- link that will take Mortgagee to the Case Binder Screen.
          - Status- current status of the Binder
            - New
            - Submitted
            - In Review
            - NOR
            - Endorsed
          - Comments- comments entered by Mortgagee or FHA.
            - Only field that can be edited
          - Program Type- shows type of program
            - HECM
            - Forward



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- Download Section- This section shows all the files that have been uploaded. The only time a file can be deleted (Trashcan icon will be present) is prior to the Mortgagee hitting the Submit Button.
  - Fields available (after submission):
    - File Name- Name of the file.
    - File Type- System assigned File type based on file status at the time of the upload.
      - Initial Submission
      - LRS
      - Test Case
      - NOR Resubmission
      - Other
    - Uploaded Date- Date the Mortgagee uploaded the file.
  - Fields available (after Save and Close or NOR status change):
    - File Name- Name of the file.
      - Trashcan Can will appear on files that are eligible for deletion.
    - Upload File- Mortgagee can upload documentation from a folder/drive.
    - Drop File- they can drop the file using their mouse (drag and drop)
      - Both the Upload File and Drop File fields will not be available for use if the number of files allowed to be uploaded has been exceeded.
        - To open the fields- use the Trashcan Icon to remove eligible files.
        - No Trashcan Icon will be available on files that cannot be deleted.
    - File Type- System assigned File type based on status the file is in at the time of the upload.
      - Initial Submission
      - LRS
      - Test Case
      - NOR Resubmission



- Other
- Uploaded Date- Date the Mortgagee uploaded the file.

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FHA will not receive file or comments until Submit button is selected.

Binder  
B-000079

Binder Name	Case Number
B-000079	023-8219885
Type	Case Binder
Endorsement	<a href="#">CB-579712</a>
Status	
New	
Program Type	
Forward	
Comments	
Testing employee loan endorsement	

Download File

File Name	File Type	Uploaded Date
Test initial submission.docx	Initial Submission	May 15, 2024, 10:19:44 AM
Test initial submission.docx	Initial Submission	May 15, 2024, 10:19:44 AM

Figure 11- Binder Screen

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## Viewing Case Binder Details

- Access the Case Binder screen through the Binder Screen.
  - Locate the Case Binder Field on Binder Screen- Use link to open Case Binder Screen.
    - Case Binder Screen Layout will display. The Binder screen has two (2) sections. Information and Binders
      - Information Section
        - Fields available:
          - Case Binder ID- system assigned number.
          - FHA Case Number- Case Number used at the time of creation.
          - Loan Number- Entered by Mortgagee at the time of creation.
          - Borrower Name- entered by Mortgagee at the time of creation.
          - Property Address- Data retrieved from FHA Connection.
          - Secondary Mortgagee Name- Data retrieved from FHA Connection.
          - Mortgagee Name- Data retrieved from FHA Connection.
          - Program Type- HECM or Forward; retrieved from FHA Connection.
          - Mortgagee ID- Data retrieved from FHA Connection.
          - Location- HOC Location- Data retrieved from FHA Connection.

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- Binders- provides a grid of all Binders that are associated with the FHA Case Number.
  - Binder Link- Link to the Binder screen
  - Type
    - Endorsement
    - Test Case
    - LRS
    - Other
  - Status
    - New
    - Submitted
    - In Review
    - NOR
    - Endorsed


 Case Binder CB-595908	
FHA Case Number 023-9596072	Loan Number
Borrower Name	Property Address
Secondary Lender Name	Lender Name
Program Type Forward	Lender ID 29382
	Location Santa Ana

Figure 12-Case Binder Information Section





Binders (4)		
Binder Link	Type	Status
<a href="#">023-9596072 Endorsement</a>	Endorsement	Submitted
<a href="#">023-9596072 LRS</a>	LRS	Submitted
<a href="#">023-9596072 Endorsement</a>	Endorsement	NOR
<a href="#">023-9596072 Endorsement</a>	Endorsement	NOR

[View All](#)

Figure 13- Case Binder Section

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## Servicing Binder Home Page

- Top Section: System Logo, Main Search, Notification Bell Icon, User Profile Icon/User Name
  - System Logo: FHA Catalyst
  - Search Bar: Searches for system data in Discussions. Discussions are part of the standard system and are not used within the Case Binder App. If you want to Search for a case number or binder number use the search field in the bottom section.
  - Notification Bell- This icon is used to provide notification when the File is rejected and returned to a pending submission status.
  - User Profile Icon: Six Options are available for User to choose from
    - Home- Navigates User to the Case Binder App Icon Home Screen
    - My Profile- Navigates User to their profile screen- where they can see their information.
    - My Settings- Allows User to update their account settings.
    - My Account- Gives User information about their company and their company ID (Mortgagee ID)
    - Account Management- Provides information about User's associated with the Mortgagee (for Delegated Admins)
    - Logout- Logs User out of the System



Figure 14- Top Banner - Home Screen



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➤ Bottom Section: Binder Tab

Binder Tab- This Tab gives the user access to the List Views- See [How to Using Servicing Binder List Views Section](#).

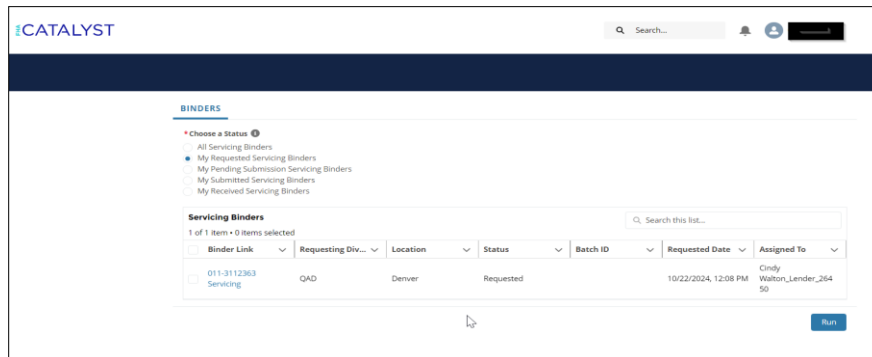


Figure 15- Binders Tab

## Using Servicing Binder List Views

➤ Binder Tab- This Tab gives the user access to the List Views

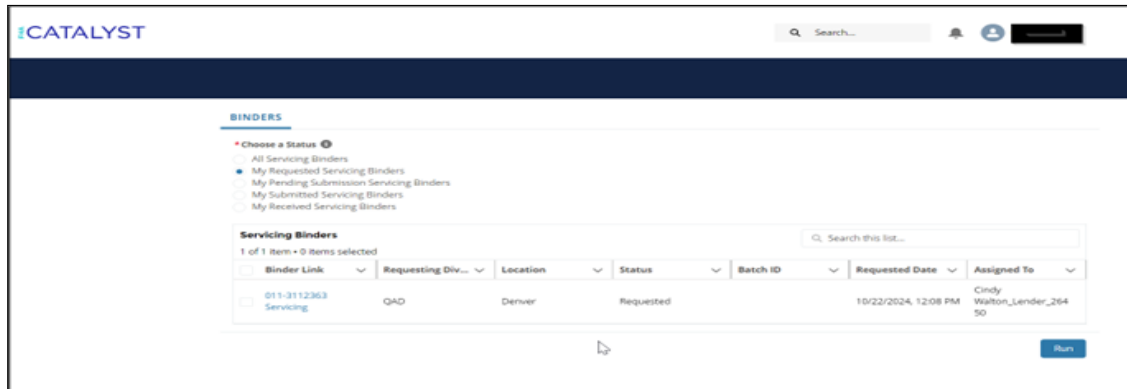


Figure 16- List View

- Binder List View Section
  - List View Radio Button Section- This section provides the Mortgagee with all the List Views that are available to their Login Credentials. List views are created using certain filters, such as Type and Status.
  - Choose the view you want to review by clicking in the button, to the left of the List View name and then clicking the Run button. The Binders links will display in the Binders section.
  - Each column header width can be changed by hovering over the right side of the field outline, clicking on the line and dragging it with the mouse (left to make shorter, right to make longer) [Return to table of contents](#)
  - Each Column can be sorted by ascending or descending order by clicking into the column header field.
  - The list views are as follows:
    - All Servicing Binders- This list displays all the Binders that have been requested by FHA
    - My Requested Servicing Binders- This list displays all the Binders that have been requested by FHA and assigned to the specific Mortgagee User
    - My Pending Submission Servicing Binders- This list displays all the Binders that have been “saved” by the specific Mortgagee User or Rejected by FHA
    - My Submitted Servicing Binders- This list displays all the Binders that have been submitted by the specific Mortgagee User



- My Received Servicing Binders- This list displays all the Binders that have been submitted by the specific Mortgagee User and “acknowledged as received” by FHA
  - Available fields:
    - Binder Link- A link that navigates the Mortgagee to the binder screen that they will use to update the file. The naming convention is FHA Case Number <Type> (Servicing)
    - Requesting Division
      - See Table 1
    - Location:
      - See Table 1
    - Status:
      - See Table 1
    - Batch ID
    - Requested Date-Date file was requested
    - Assigned to: Mortgagee “User” (Could be Administrative Contact or a Specific Mortgagee; if Delegated Admin assigned the file.

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Field Name	Available Values
Requesting Division	QAD NSC
Location	If QAD is chosen: Atlanta Denver HUD Headquarters Philadelphia Santa Ana  If NSC is chosen:



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	Oklahoma
<b>Status</b>	New Requested Pending Submission Submitted Received Cancelled

*Table 1- Table of List View Values*

- Search Field- Allows User to search by FHA Case Number or Borrower Name. Binder Link, Property Address are not searchable fields. Enter the FHA Case and click enter- system will display the results.
  - To clear the search, remove the data and click enter.

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## Submitting a Servicing Binder

*This section describes how to submit a Servicing Binder to FHA*

**i** There may be a Virtual Private Network (VPN) FHA Connection limitation. If there is an issue, please contact the FHA Resource Center at [answers@hud.gov](mailto:answers@hud.gov).

- From the List View Section- Click on the Binder Link
- To add a comment – Click on the pencil icon in the comment section.
  - Add comment in open field
  - Click the Save button
- Click on the upload File Button- choose your document- or drag and drop a file



- Click on the Trash Icon if you want to remove the uploaded document
- Click on the Save button, if you want to work on getting more information before submitting
  - This will change the status to Pending Submission and move the Binder to the Pending Submission List View; FHA will not see any comments or information on this Binder until it is submitted.
- Click on the Submit Button, if you are ready for FHA to Review

**iCATALYST** Search... [User Profile]

**FHA will not receive the file until the Submit button is selected.**

**Binder**  
B-011779

**Information**

Case Number	011-268987	Requesting Division	GHD
Type		Location	
Sanctuary		HUD Headquarters	
Batch ID	39400-2024-009	Status	Requested
Requested Date	10/22/2024 12:23 PM	Binder Status Changed Date	10/22/2024 12:23 PM

Comments

> Message to Servicer

Files (0)

Binder Comments (0)

Please upload binder files  
Upload Files Or drop files

Submit Save

Figure 17-Binder Submission Screen

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Comments

Message to Servicer

Message to Servicer  
We need your files

Cancel Save

Figure 18-Add Comment



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## Receiving a Rejection Notice on a Servicing Binder

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*This section describes how a Mortgagee will be notified that their submitted Servicing Binder has been returned to them by FHA for further processing*

- Once you log into the system; there will be a Bell Icon next to your name
  - This Bell will have a red circle with the count of new rejections since your last log in
  - Click on the Bell to see your rejection list- click on My Pending Submission Servicing Binders List View to see all the rejected and unsubmitted Binders
    - See [Submitting a Servicing Binder](#) to resubmit the Binder



Figure 19 Rejection Notice Bell Icon

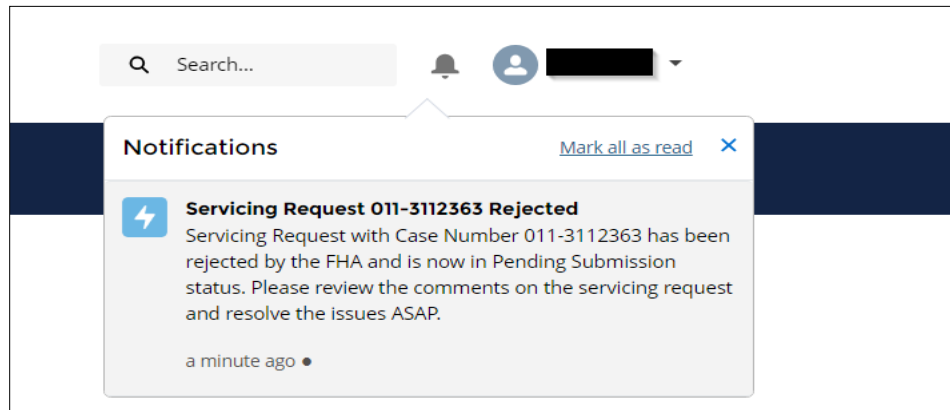


Figure 20 Rejection Notice Information Box

Note: If you have recently been granted permission to submit documents for Multifamily Housing (MFH) or the Office of Native American Program (ONAP) loans, the Case Binder Details Screen will look like Figure 12 (below). The data elements and delete functionality have not changed.

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**FHA CATALYST** [User Icon] [Redacted]

---

ID	CB-000027	Owner	[User Icon] Sea [Redacted]
Lender Name	Edge Communications	Lender Id	[Redacted]
FHA Case Number	[Redacted]	Loan Number	[Redacted]
Submission Type	Forward Initial submission	HOC Office	Philadelphia
Borrower Name	[Redacted]	Status	Submitted
Comment		File Name	ONAP CATALYST ICON_v1.png
Created By	[User Icon] Sea [Redacted], 6/18/2020, 1:43 PM	Last Modified By	[User Icon] Sea [Redacted], 6/18/2020, 1:43 PM

 **Download File**

ONAP CATALYST ICON\_v1.png

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## Getting Help

**For further assistance, please contact the FHA Resource Center:**

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



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