



FHA INFO 2022-107

December 20, 2022

FHA Issues Additional Extensions to Temporary Regulatory and Handbook Waivers: Alternative Methods for Face-to-Face Interviews with Borrowers

Today, the Federal Housing Administration (FHA) published extensions to its temporary [regulatory](#) and [Single Family Housing Policy Handbook 4000.1](#) waivers which allow mortgagees to utilize alternative methods for conducting face-to-face interviews with borrowers in accordance with FHA's early default intervention requirements. These alternatives provide practical and useful methods for conducting face-to-face interviews with borrowers that do not jeopardize the health and safety of borrowers or servicer representatives.

FHA initially published temporary partial waivers of these requirements on March 13, 2020, and previously extended them through December 31, 2022, in response to the ongoing public health concerns due to the COVID-19 pandemic. FHA is further extending the waivers due to the COVID-19 pandemic, the spread of the Respiratory Syncytial Virus (RSV) and seasonal flu, and current staffing and resource constraints affecting mortgage servicers. The waivers are now effective through December 31, 2023.

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.
- E-mail 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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