

FHA/VA Case Transfer Request

Please transfer the following FHA/VA case number to the Lender as shown below:

New FHA/VA Case# <small>(Not previous LSAMS #)</small>	Borrower name
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Transfer to:

Lender Name	Lender Contact
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Lender Email Address	Lender Phone #
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Lender FHA/VA ID	FHA/VA sponsor ID
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A Letter signed by the Borrower(s) specifically requesting that the FHA/VA case # be transferred to the lender named in this request is attached.

Note: A "borrower's authorization form" is not acceptable for case transfers. There must be a signed specific request letter attached.

Send this completed form and the signed borrower request letter to:
Underwriting.Support@mrcooper.com

Frequently Asked Questions “FAQ”

FHA Case number and appraisal transfer requests:

1. Does the borrower need to cancel their FHA loan application with Mr. Cooper before the case # can be transferred?
 - Yes.
2. If there is a valid FHA appraisal associated with the requested case # and it is paid in full, will the appraisal be transferred with the case number, including the xml file?
 - Yes, a pdf of the appraisal will be sent with the original confirmation of transfer and the xml will follow in a separate email from our vendor management team automatically.
3. If the FHA appraisal has not been paid for, how can we get the appraisal transferred?
 - A pdf will be transmitted with the original confirmation of transfer email.
 - Our vendor department will automatically be notified and will email the contact person on the Case Transfer Request Form to let them know how much is due and the process for making payment. An xml file will be transmitted once payment is validated as paid in full.
4. How do we get an FHA transfer letter?
 - Transfer letters for appraisals are no longer needed for FHA loans because the case number is transferred to the new lender from within the FHA portal, which can only be done by the current lender, negating any need for a transfer letter to validate the original lender’s permission for the transfer. Therefore, we do not issue transfer letters.
5. How can we get SSRs for an FHA appraisal?
 - Per FHA guidance, the transferring lender does not provide SSRs. The new lender will need to pull SSRs. This is the reason the xml is provided.
6. What if our borrower is different than the borrower Mr. Cooper was processing a loan for on the same property?
 - If you are requesting the transfer of a case # and your current borrower is not the borrower that was on our loan, please email the Case Transfer Request Form and in Borrower name field, indicate: “Different borrower” and send an explanation of the scenario. Example: This is a new buyer with an accepted contract on this property and indicate the owner’s name.
7. How do we get our name on to the FHA appraisal that has been transferred to us from Mr. Cooper?
 - The lender/mortgagee reflected on the appraisal does not need to be updated when an FHA appraisal is transferred to a new lender. The new mortgagee may not request the appraiser to re-address the appraisal. If the new mortgagee finds defects in the appraisal, the mortgagee must order a new appraisal.

VA Case number and appraisal transfer requests:

1. Does the borrower need to cancel their loan application with Mr. Cooper before the case # can be transferred?
 - Yes.
2. If there is a valid VA appraisal associated with the requested case # and it is paid in full, will the appraisal be transferred with the case number, including the xml file?
 - The VA appraisal will be automatically transferred from within the VA WebLGY portal.
3. If the VA appraisal has not been paid for, how can we get the appraisal transferred?
 - The VA appraisal will be automatically transferred from within the VA WebLGY portal and a bill will be sent to the new lender for payment with the confirmation of transfer.

Conventional appraisal transfer requests:

1. What if we want to request transfer of a Conventional loan appraisal?
 - Transfer requests should be sent to vendor@mrcooper.com .