

1. **Import/Register** - To Place an order for an FHA Case Number, please ensure you have first imported and registered your loan.

IMPORTANT: If utilizing the “Order VOE/VOI” feature, please complete this process first. Due system constraints, this option is removed once the loan is “Finalized”. It is required for **FLCBank** to “Final” the loan to complete the FHA Case Number order. Once the order has been completed, FLCB will “Release” the loan back to you so you may continue working on the loan until you are ready to submit for underwriting.

2. **Review URLA** - Please ensure the correct product type (i.e. Streamline, 203K, Fixed, Arm, etc.), Loan Purpose, Property Status, Property Type has been selected. You will also want to review the URLA to ensure all fields have been populated correctly upon import. On Refinances transactions, the FHA Refinance Type under the government tab of the URLA should be completed. **Entering incorrect information will result in delay of ordering the case number.**

Fields that must be correct on the URLA:

- Complete property address
- Borrower(s) full name
- Borrower(s) DOB
- Borrower(s) Social Security Number,
- Loan officer name
- LO NMLS
- Sponsored Originator EIN

3. **Email Request** - Upon completion of the above steps, please email your FHA Case Number request to fhacasenumber@flcb.com.

Please indicate if any of the following applies on the loan in the email:

- a. Purpose of loan is purchase and case was previously sold as Real Estate Owned/previously sold by HUD; if so, HUD REO case number must be provided.
- b. If the new transaction is a refinance of an FHA to FHA; then the previous Case number must be provided.
- c. [Property has an Accessory Dwelling Unit and/or Rental Income from Accessory Dwelling Unit being used.](#)
- d. Condominium Project name or FHA Condo ID. Visit: <https://entp.hud.gov/idapp/html/condlook.cfm> for more information.
 - Disclose if Condominium Unit is subject to FHA’s Single Unit Approval (SUA) process
The FHA Case Number request will default into “Holds Tracking” and you must provide all the required documentation for the Single Unit Approval (SUA) process review to **FLCBank’s Condominium Review Department at: E-mail: condoreview@flcb.com**

- ✓ **FLCBank** will then order the case number from FHA Connection and upload it to the FHA Case Number doc type folder within Image Flow. You will receive an FHA Case Number Image Flow Notification e-mail* and an **FLCBank** team member will notify the main contact.

If the request for Case Number is rejected:

- ❖ If there are issues when ordering the Case Number **FLCBank** will upload the FHA Connection results to the FHA Case Number doc type folder within Image Flow. One of our team members will contact you to discuss options for resolution.
- ❖ Any documents that apply will be uploaded to the FHA Case Number folder which will generate an email notification*.
- ❖ The customers are responsible for following up on any errors, holds and/or addressing/clearing Defaults or Claims. All items necessary to resolve the issues must be provided to FLCB; this can be done via the monitored inbox. **FLCBank** will work through FHA Connection to resolve the issues and obtain the Case Number.

Reminder: Once the Case Number is received it may be used to order the appraisal **AFTER** the **FLCBank** Intent to Proceed disclosure has been provided/signed by the applicant(s).

*These notifications will be critical to your receipt of the FHA Case Number, please ensure your e-mail is set up to receive them in your inbox.