



HUD HOC Contact Info for Case Number Cancellation and/or Assistance

If you need to cancel a case number or get assistance on a case number that an uncooperative lender won't transfer, use the email addresses and guidance below.

Requests must be emailed to the appropriate HOC address below and the subject line of the email must include:

- type of request (i.e. case number cancellation), and
 - case number that you need assistance with.
- Denver: denhocinsure@hud.gov
 - Philadelphia: PHOCInsure@hud.gov
 - Santa Ana: snahocinsure@hud.gov
 - Atlanta: ATLInsurance&Underwriting@hud.gov

The email must include the lender's name, phone number, email, contact name and reason for cancellation/assistance request in the text of the e-mail. Do not make multiple requests in one email.