



**FHA/HUD:**

Covid-19 related partial claims that were issued through your mortgage service are currently being serviced through HUD/ISN Corporation:

**Email:**

[Answers@HUD.gov](mailto:Answers@HUD.gov)

**Customer Service:**

1.202.708.1112

**General Mail:**

ISN Corporation – Western Operations Center  
Attention: Secretary-Held Loan Servicing  
2000 N Classen Blvd Suite 3200  
Oklahoma City, OK 73106

Upon receipt and processing of the payoff funds, ISN will prepare the appropriate release/satisfaction of the Security Instrument. Please allow up to 15 business days for the request to be processed.

**\*\*You may also contact your county-specific Register of Deeds office for more information regarding your partial claim lien release once the balance has been paid in full, and at least thirty (30) days have passed since the time of payoff for processing of the lien release from the mortgage servicer.\*\***