



VA:

Covid-19 related partial claims that were issued through Veteran's Affairs are currently being serviced through PHH Mortgage Corporation. PHH can be contacted at the provided information below:

General Mail:

PHH Mortgage
P.O. Box 24736
West Palm Beach, FL 33416-4736

Email:

customercare@mortgagefamily.com

Customer Service:

1.800.449.8767

Monday through Friday, 8:00 am to 9:00 pm ET

Saturday, 8:00 am to 5:00 pm ET

*If PHH Mortgage Corporation is not your primary lender. Please note that when speaking with their customer care team, you will need to provide the mortgage loan number that PHH has created for your VA partial claim. If you are unsure of your PHH mortgage loan number, please contact either your HUD certified counselor, or you may reach out to us at Hafask@thda.org for assistance.

****For any VA-specific questions regarding your partial claim, please reach out to Veteran's Affairs at: 800.698.2411**

****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.****