

Pay.gov | Single Family Notes Lender Entry Form – INSTRUCTIONS

Use this website if you are an FHA Servicer or Holder of Record to submit payments for Partial Claims, Hope for Homeowners or Purchase Money Mortgage loans. **This site is NOT for paying other types of loans such as HECM, Nehemiah, EHLF, GNND, 235 Insured, or ACA Compliance/Enforcement.** If you are a Title Company, Attorney, Bankruptcy Trustee or Borrower who needs to make a payment, go to [Pay.gov - Single Family Notes Non-Lender Entry Form](#).

1. Use the information in the table below to complete the form:

Field Name:	Input:
Loan Program <i>This site is not for paying other types of loans such as HECM, Nehemiah, EHLF, GNND, 235 Insured, or ACA Compliance/Enforcement.</i>	Choose the loan program: <ul style="list-style-type: none">• H4H (Hope for Homeowners)• Partial Claim• Purchase Money Mortgage (PMM)
Reason Code	Choose the type of payment you are making. In some instances, only 1 reason code will be available.
Lender Name	The name of your FHA Servicer organization.
Lender Address, City, State & Zip <i>Used in the event any funds need to be returned to you.</i>	Enter the mailing address, city, state and zip code of your FHA Servicer organization.
Lender ID	Enter your 5-digit Lender ID.
Federal or Tax ID <i>Used in the event any funds need to be returned to you.</i>	Enter Federal or Tax ID for your organization.
Contact Email <i>Used in the event we need to reach you regarding your payment</i>	Enter a valid email address at which you can be reached.
Case Number <i>Must be 10 digits long plus the dash. If your case number is less than 10 digits, add zeros to the end of the case number.</i> 123-4567000	Enter the FHA Case number for which you would like to make a payment
Borrower's Last Name	Enter the last name of the Borrower
Transaction Amount	Enter the payment amount

2. Click Continue.
3. Attach any supporting documentation, if needed, then click Next.



ONLY TXT AND PDF FILES TYPES ARE ALLOWED

4. Complete the Payment Information and review the transaction details, then click Review & Submit Payment.



PAYMENTS CAN ONLY BE MADE FROM CHECKING OR SAVINGS ACCOUNTS. CREDIT CARD, PAYPAL AND OTHER FORMS OF PAYMENT ARE NOT ACCEPTED AT THIS TIME.

5. Review the payment information.
6. Review the Authorization and Disclosure Statement. If you agree, check the box. If you do not agree, payment cannot be submitted.
7. Click Submit Payment.
8. Once your payment is submitted, you can print a payment confirmation. An email will also be sent to the email address entered on the payment form and any email entered in the CC field.



TRANSACTIONS REJECTED FOR NON-SUFFICIENT FUNDS (NSF), WILL BE PRESENTED FOR PAYMENT ONE MORE TIME. IT IS UP TO YOU TO MONITOR YOUR BANK ACCOUNT TO ENSURE THE PAYMENT PROCESSES SUCCESSFULLY. AN ACH DEBIT TRANSACTION CAN TAKE APPROXIMATELY 1-3 BUSINESS DAYS TO SETTLE.

Questions?

- Pay.gov technical issues: Use the Contact Us section on the pay.gov website
- Pay.gov form completion: Contact sfdatarerequests@hud.gov
- Payoff Letter: Use the contact information listed on the letter