



To: All Customers **From:** Flagstar Bank
Date: 12/23/20 **Memo #:** 20123
Subject: **FHA, VA and USDA Other Servicer Streamlined Refinances**

FHA, VA AND USDA “OTHER SERVICER” STREAMLINED REFINANCES

Effective Wednesday, December 23, 2020, Flagstar is reinstating eligibility for FHA streamlined refinances, VA IRRRLs and GRH Streamlined-Assist for loans currently serviced by a lender other than Flagstar Bank, a.k.a., “other servicer” streamlined/IRRRL refinances.

This reinstatement applies to the following products:

- *FHA Fixed- and Adjustable-Rate Mortgage*, [Doc. #5810](#)
- *VA Interest Rate Reduction Refinance Loan (IRRRL)*, [Doc. #5821](#)
- *GRH Streamlined-Assist*, [Doc. #5831](#)

FHA streamline refinances and VA IRRRL loans, whether currently serviced by Flagstar or another lender, may be registered under the standard FHA or VA products, as applicable.

For USDA-Guaranteed Rural Housing (GRH), we will add eligibility for “other servicer” refinances to the existing Flagstar serviced *GRH Streamlined-Assist*, [Doc. #5831](#) on Wednesday, December 23, so it will now be eligible for all GRH Streamlined-Assist transactions regardless of the current servicer.

We will modify the product by removing “Flagstar Serviced” from the product name in early in January 2021,

CUSTOMER SUPPORT

If you have questions, please email underwritingsupport@flagstar.com or call the underwriting support desk at (866) 945-9872.