

APPENDIX 7

CREDIT ALERT INTERACTIVE VOICE RESPONSE SYSTEM (CAIVRS)

What is CAIVRS?

CAIVRS is a Federal government database of delinquent Federal debtors that allows federal agencies to reduce the risk to federal loan and loan guarantee programs. CAIVRS alerts participating Federal lending agencies when an applicant for credit benefits, or for a position of trust in support of the administration of a Federal credit program, has a Federal lien, judgment or a Federal loan that is currently in default or foreclosure, or has had a claim paid by a reporting agency.

What does it do?

CAIVRS allows authorized employees of participating Federal agencies and approved private lenders acting on the Government's behalf to access a database of delinquent Federal borrowers for the purpose of pre-screening applicants for credit worthiness for federal assistance.

How does it work?

CAIVRS has delinquent borrower records from the Department of Housing and Urban Development (HUD), the Department of Veterans Affairs (VA), the Department of Education (DOE), the Department of Agriculture (USDA), the Small Business Administration (SBA), the Federal Deposit Insurance Corporation (FDIC), and the Department of Justice (DOJ). Authorized users may access CAIVRS via the Internet.

How does CAIVRS relate to Government Financial Management?

Federal law prevents "delinquent Federal debtors from obtaining Federal loans or loan insurance guarantees." CAIVRS provides a single repository of delinquent Federal debtor records with easy access through a variety of media for pre-screening applicants for Federal benefits. Most credit bureau reports do not identify insured debts as being delinquent Federal debts. By participating in CAIVRS, Federal lending agencies have ready access to an interdepartmental database of delinquent Federal debts that provide Federal financial managers with the information necessary to comply with the U.S. Code requirements.

ACCESS TO CAIVRS

A. CAIVRS Access through GUS

Through a business to government agreement, an interface with CAIVRS occurs once adequate information is complete. GUS will automatically obtain a CAIVRS number once the “Borrower Information” page of GUS is complete and saved. When the lender opens the “Assets and Liabilities” page of GUS, the results of the CAIVRS request will be displayed in the “CAIVRS Information” section. A new CAIVRS result number will display for each borrower.

Possible Results Codes of A CAIVRS Request

- **A:** There are no Government loan claims/defaults against a Social Security Number.
- **B:** There is more than one “hit” on a Social Security Number- mostly on Department of Education Guaranteed Loans – when an FHA insured loan is in default and a claim is paid.
- **C:** A “claim” has been paid to the mortgage company to pay off the loan that has gone into foreclosure. This will remain on the CAIVRS system for 3 years. (These can be either on Title II or Title I -Title I is for mobile homes or home improvement.)
When a “claim” has been paid then HUD/FHA gets title back HUD/FHA sells the property as a HUD-Repo.
PLEASE NOTE: There are “C” codes in CAIVRS for the Loss Mitigation Program. These are what HUD calls “partial claims” but since a dollar amount was paid by HUD/FHA it is input into CAIVRS as a “C” or “claim paid”.
- **D:** The loan is more than 90 days past due.
- **F:** FHA insured loan is the first stages of foreclosure via the mortgage company (if the loan is brought current then it can be reinstated).
- **J:** Judgments – via the Department of Justice (these can be for the Department of Education Guarantee Loans, child support, and a few FHA-insured loans if the borrower was an investor.)

If GUS automatically retrieves a CAIVRS response, the CAIVRS response cannot be revised/overridden. If an applicant that will be a party to the loan does not receive a clear “A” CAIVRS response the lender must obtain evidence of an “A” CAIVRS response outside of GUS. This documentation must be uploaded as part of a complete loan application submission of the GUS application to USDA.

For manually submitted loans, USDA will retrieve and confirm an “A” CAIVRS response when the loan file is processed in the Agency’s internal Guaranteed Loan System (GLS).

B. Access to CAIVRS outside of GUS

FHA approved lenders may use their FHA Connection User Ids to access CAIVRS.

Non-FHA Lenders

Each non-FHA lender must request at least one Application Coordinator User ID and a Standard User ID for each individual use.

- Non-FHA lenders new to Single Family Housing Guaranteed Loan Program (SFHGLP) that have not yet made a SFHGLP loan, must request CAIVRS access from the National Finance and Accounting Operations Center (NFAOC) guaranteed loan branch in St. Louis prior to completing the steps below. This may be requested at:

E-Mail Address: RD.NFAOC.HSB@usda.gov
Telephone Number: (314) 457-4192
Toll Free Telephone Number: (877) 636-3789

- Non FHA Lenders-Currently participating Single Family Housing Guaranteed Loan Program (SFHGLP) that have previously participated in the SFHGLP can request CAIVRS access from HUD's Internet site at <https://entp.hud.gov/caivrs/public/home.html>.

Once access is granted, register as Application Coordinator or Standard User by Selecting "Registering Lender User ID" from the main menu.

**U.S. Department of Housing and Urban Development
Credit Alert System (CAIVRS)**

Using CAIVRS

Government Agencies Government User Menu Statistical Reports Registration for Government User ID	Lending Institutions CAIVRS Prescreening Lender User Administration Registration for Lender User ID
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Password Change
Forgot Your Password?
Forgot Your User ID?

Register for Application Coordinator ID:

- To apply for an **Application Coordinator ID**, check the **“Coordinator”** radio button, fill out the form below, and click **Send Application**.
- A six character password will be required in the password field. The password is case sensitive and can include numbers and letters. The password must contain at least one number and can consist entirely of numbers.
- Your business email address will require the @ sign. Example: john.doe@internet.org.
- Select the **USDA – Rural Development** for the Agency. Ensure the user selects the correct Agency, as there are multiple USDA choices.
- The Lender ID must correspond to the Tax ID Number (no hyphens or spaces) reflected on *Form RD 3555-16, “Agreement for Participation in Single Family Housing Guaranteed/Insured Loan Programs of the United States Government.”* This will be a 9-digit number.
- As a security question, the page will require the user to type the last name of their mother, before marriage, in the **Mother’s Maiden Name** field.

CAIVRS Application Coordinator and Standard User Registration		
Business Background	Steps for Processing	Field Descriptions
<p>To apply for an Application Coordinator ID, check the “Coordinator” radio button, fill out the form below, and click Send Application. Upon verification of the information, an ID will be assigned and mailed to the CEO of your organization. The password will not be disclosed, so make sure you remember it!!!</p> <p>To apply for a Standard User ID, check the “User” radio button, fill out the form below and click Send Application. Upon verification of the information below, a User ID will be assigned. The Application Coordinator of your organization will retrieve the User ID. The password will not be disclosed, so make sure you remember it!!! And remember:</p> <p>Warning! Misuse of Federal Information at this Web site falls under the provisions of Title 18, United States Code, section 1030. This law specifies penalties for exceeding authorized access, alteration, damage or destruction of information residing on Federal Computers.</p>		
<p>Application Type: <input checked="" type="radio"/> Coordinator <input type="radio"/> User</p>		
<p>First Name: <input type="text"/></p>		
<p>Middle Initial: <input type="text"/></p>		
<p>Last Name: <input type="text"/></p>		
<p>Social Security Number: <input type="text"/> - <input type="text"/> - <input type="text"/></p>		
<p>Password: <input type="password"/></p>		
<p>Re-enter Password: <input type="password"/></p>		
<p>Phone Number : (<input type="text"/>) <input type="text"/> - <input type="text"/></p>		
<p>Email: <input type="text"/></p>		
<p>Re-enter email: <input type="text"/></p>		
<p>Agency: <input type="text" value="Select Agency/Program"/></p>		
<p>Lender ID: <input type="text"/></p>		
<p>Organization Name: <input type="text"/></p>		
<p>Mother's Maiden Name: <input type="text"/></p>		
<p><input type="button" value="Send Application"/> <input type="button" value="Clear Fields"/></p>		

You will enter your password each time you use this service. Note:
Your password must be 8 characters in length and have
at least one uppercase letter, one number, and one special character..
**Important: At your first sign on to the FHA Connection, you will need
to enter the password you record on this registration form EXACTLY as
you typed it, e.g., with upper and lower case letters, etc.**

Include your e-mail user name, the @ sign and the servicename. For
example: jsmith@aol.com, johndoe@adv.org, hfdb84a@earthlink.net.

Enter the Lender ID that corresponds to the selected Agency. No
hyphens or spaces, please.

Enter the name of your Organization

Please provide this information for future verification when processing
password reset requests.

Registering as a Standard User:

- To apply for a **Standard User ID**, check the “**User**” radio button, fill out the form below and click **Send Application**. Upon verification of the information below, a User ID will be assigned. The “**Application Coordinator**” of your organization will retrieve the **User ID**. The password will not be disclosed. The user will need to remember it.

CAIVRS Application Coordinator and Standard User Registration		
Business Background	Steps for Processing	Field Descriptions
<p>To apply for an Application Coordinator ID, check the “Coordinator” radio button, fill out the form below, and click Send Application. Upon verification of the information, an ID will be assigned and mailed to the CEO of your organization. The password will not be disclosed, so make sure you remember it!!!</p> <p>To apply for a Standard User ID, check the “User” radio button, fill out the form below and click Send Application. Upon verification of the information below, a User ID will be assigned. The Application Coordinator of your organization will retrieve the User ID. The password will not be disclosed, so make sure you remember it!!! And remember:</p> <p>Warning! Misuse of Federal Information at this Web site falls under the provisions of Title 18, United States Code, section 1030. This law specifies penalties for exceeding authorized access, alteration, damage or destruction of information residing on Federal Computers.</p>		
<p>Application Type: <input type="radio"/> Coordinator <input checked="" type="radio"/> User ←</p>		
First Name:	<input type="text"/>	
Middle Initial:	<input type="text"/>	
Last Name:	<input type="text"/>	
Social Security Number:	<input type="text"/> - <input type="text"/> - <input type="text"/>	
Password:	<input type="password"/>	<p>You will enter your password each time you use this service. Note: Your password must be 8 characters in length and have at least one uppercase letter, one number, and one special character..</p> <p>Important: At your first sign on to the FHA Connection, you will need to enter the password you record on this registration form EXACTLY as you typed it, e.g., with upper and lower case letters, etc.</p>
Re-enter Password:	<input type="password"/>	
Phone Number :	(<input type="text"/>) <input type="text"/> - <input type="text"/>	
Email:	<input type="text"/>	<p>Include your e-mail user name, the @ sign and the servicename. For example: jsmith@aol.com, johndoe@adv.org, hfdb84a@earthlink.net.</p>
Re-enter email:	<input type="text"/>	
Agency:	Select Agency/Program <input type="button" value="v"/>	
Lender ID:	<input type="text"/>	<p>Enter the Lender ID that corresponds to the selected Agency. No hyphens or spaces, please.</p>
Organization Name:	<input type="text"/>	<p>Enter the name of your Organization</p>
Mother's Maiden Name:	<input type="text"/>	<p>Please provide this information for future verification when processing password reset requests.</p>
<p><input type="button" value="Send Application"/> <input type="button" value="Clear Fields"/></p>		

- After clicking **Send Application** on the CAIVRS Application Coordinator or Standard User Registration form, the user is notified by email if processing was successfully completed or if there are errors that need to be corrected before processing can be completed. Help guides are available online at this website to assist with questions.
- Upon verification of the information, an ID will be assigned and e-mailed. *The password will not be disclosed, so ensure users remember it*
- After successful submission, the following screen will appear.

NOTE: Displayed as an Example only – Coordinator

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CAIVRS Coordinator Registration Results

Business Background	Steps for Processing	Field Descriptions
 Message: CAIVRS COORDINATOR REGISTRATION ACCEPTED FOR FURTHER PROCESSING		
<i>First Name:</i>	JOHN	
<i>Middle Initial:</i>	B	
<i>Last Name:</i>	SMITH	
<i>Social Security Number:</i>	123-45-6789	
<i>Telephone Number:</i>	972-555-5140	
<i>E-mail Address:</i>	jsmith@yahoo.com	
<i>Agency:</i>	USDA - Rural Development	
<i>Lender ID:</i>	75820141	
<i>Organization Name:</i>	BIG MORTGAGE COMPANY	
<i>Mother's Maiden Name:</i>	JONES	

Obtaining a CAIVRS Authorization:

When CAIVRS is obtained outside of GUS, a printout of the result must be placed in the lender's permanent file and a copy submitted to the Agency.

1. Once the user receives access capabilities, at the same website, the user selects "**CAIVRS Prescreening**" under the "Lending Institutions" menu to obtain a CAIVRS number for borrower(s).



**U.S. Department of Housing and Urban Development
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Using CAIVRS

Government Agencies

Government User Menu

Statistical Reports

Registration for Government User ID

Lending Institutions

CAIVRS Prescreening

Lender User Administration

Registration for Lender User ID

[Password Change](#)
[Forgot Your Password?](#)
[Forgot Your User ID?](#)

2. Enter your username and password. Click “Login” to continue.

Welcome

User inactivity of 15 minutes or greater will result in the user having to re-enter User ID and Password.

Three (3) incorrect login attempts will result in the user being locked out of the system for a time period of (30) minutes before being allowed to retry logging on to the system.

User ID:

Password:

Login

[Forgot Your Password?](#)

[Forgot Your User ID?](#)

Warning! This computer system, including all related equipment, networks, and network devices (specifically including Internet access) contains data belonging to the U.S. Government, and is provided for authorized U.S. Government use only. Access requires the use of an authorized user account number and password, which is sensitive and must never be shared with anyone at any time. Doing so increases the risk of access by an unauthorized person posing as you. Authorized personnel will treat information about HUD computing resources (i.e., system names, technologies employed, etc.) as sensitive and will not reveal it to unauthorized personnel. This computer may be monitored for all lawful purposes, including ensuring that its use is authorized, to facilitate protection against unauthorized access, and to verify operational security. During monitoring, information may be examined, recorded, copied and used for authorized purposes. All activities and information, including personal information, associated with the use of this system may be monitored. Use of this computer system, authorized or unauthorized, constitutes consent to monitoring. Misuse or unauthorized use may subject you to criminal prosecution. Evidence of unauthorized use collected during monitoring may be used for administrative, criminal, or other adverse action. Use of this system implies understanding of these terms and conditions. Authority: U.S. Federal Criminal Code (18 USC 1030 - Fraud and Related Activity with Computers) and HUD Information Technology Security Policy 0100.05.

3. Review CAIVRS message. Check “I Agree” and then click “Continue.”

CAIVRS

"You have accessed a United States Government computer to reach HUD's Credit Alert System (CAIVRS). This is a federal government information system, used by authorized Federal Agencies and lending institutions as part of the loan application review process for Federal loans, loan guarantees, and loan insurance. Unauthorized or improper use of this computer is a violation of Federal Law and may subject you to civil and criminal penalties. This computer and the automated systems that run on it are monitored. Individuals are not guaranteed privacy while using government computers and should, therefore, not expect it. Communications made using this system may be disclosed as allowed by Federal law. Using this system constitutes acceptance of monitoring and responsibility for legal and proper usage."

☒ I Agree

NOTE: Password expires every 21 days. If your password is about to expire, you may get this pop-up screen before or after the initial login screen. It is suggested that you have a reminder to change your password every 20 days to avoid being locked out.



4. At the “*CAIVRS Prescreening*” page enter the following:

- Borrower’s social security number;
- “*Lender ID*”; and
- Choose “*USDA – Rural Development*” as the Agency and click “*Send.*”. TIN numbers for borrowers are not allowed.

5. A CAIVRS number will be issued upon successful submission.

If assistance is needed, the lender may email the CAIVRS Administrator at caivrs_admin@hud.gov.