



Hello CMS User,

Date: 01/01/2020

As of January 1st, 2020, HLP is officially closed. If you are still interested in using the CMS platform to manage and submit loss mitigation cases to mortgage servicers, please fill in all the information via this [link](#). By submitting your information online, you are giving us (IndiSoft) approval, on your behalf, to register your company onto the CMS platform as a registered user(s).

RX Housing Counselor CMS enables counselor assisting consumers to submit Loss Mitigation cases/packages to the participating residential mortgage servicers who also use the portal as an additional communication channel for consumers who desire to have HUD-certified nonprofit housing counselors work with them to avoid foreclosure.

Currently, Caliber Home Loans is an active participant servicer. Throughout 2020, IndiSoft with assistance from the Housing Advocacy sector, will be working with other residential mortgage servicers to obtain their participation once again to accept packages from housing counselors via RX CMS as they had with the HLP portal.

In the meantime, you can still use CMS as your case management system for Loss mitigation cases for all servicers regardless of their participation. For any non-participating servicer, you can maintain the case information and documents in the portal if you submit the case(s) and document package(s) per the servicer requirements outside of the CMS platform. Once the servicer(s) become a participant to the CMS platform, like Caliber, these servicers will be able to retrieve cases, update status codes and exchange documents per investor requirements all within the Housing Counselor CMS platform.



Technology Made Simple



You may continue to use RX Office Housing Counselor CMS **at no charge for loss mitigation cases.**

RX Housing Counselor CMS is a HUD certified CMS and has additional functionality for other types of counseling activities. If you would like to use RX Office Housing Counselor for other purposes outside of residential loss mitigation, please let us know and we will work with you to arrive at a license fee based on usage.

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