

U.S. Department of Housing and Urban Development  
Office of Public and Indian Housing: Real Estate Assessment Center  
HUD Field Office Directors and EIV System Coordinators

ALL PHA ENTERPRISE INCOME VERIFICATION (EIV) SYSTEM ACCESS ISSUES ARE HANDLED BY THE EIV COORDINATORS AT THE LOCAL HUD FIELD OFFICE. IF THE HUD LOCAL FIELD OFFICE EIV COORDINATOR IS NOT ABLE TO RESOLVE THE ISSUES, HE/SHE WILL REQUEST ASSISTANCE FROM REAC-EIV at [EIV\\_HELP@HUD.GOV](mailto:EIV_HELP@HUD.GOV). WHEN REQUESTING ASSISTANCE, YOU MUST PROVIDE: YOUR PHA CODE, USER ID, DESCRIPTION OF PROBLEM, AND SCREENSHOT OF EIV PROBLEM. **\*PIH EIV COORDINATORS CANNOT ASSIST MULTIFAMILY HOUSING (MFH) EIV USERS. REFER THESE USERS TO MF\_EIV@HUD.GOV.**

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