Lockheed Martin Selected To Manage Multi-Channel Contact Center For HUD's Federal Housing Administration (FHA)

Corporation to provide accurate, consistent responses to the public and lending industry on FHA programs

Lockheed Martin announced that it was awarded a task order under the GSA's USA Contact contract to operate the U.S. Housing and Urban Development's (HUD's) Federal Housing Administration (FHA) Client Management Center -- known to users as the FHA Resource Center. The five-year task order, valued at $10 million for the base year, supports a consolidated multi-channel contact center to assist consumers and the lending industry with the FHA mortgage insurance process.

Under the contract, Lockheed Martin will staff customer service representatives and use advanced contact center technologies to provide information to requestors about FHA programs, policies, and rules and regulations via the telephone, e-mail, chat and mail. The company will operate the program in its Indianapolis, Ind. contact center facility, as the primary site.

"For three decades, we have supported HUD in its critical housing mission, encouraging community development and fostering access to affordable housing free from discrimination," said Darrell Graddy, vice president of Lockheed Martin's IS&GS-Civil Process Solutions. "This new effort will provide homeowners and lenders a centralized resource center to quickly obtain accurate and consistent information about FHA programs."

Headquartered in Bethesda, Md., Lockheed Martin is a global security company that employs about 146,000 people worldwide and is principally engaged in the research, design, development, manufacture, integration and sustainment of advanced technology systems, products and services. The corporation reported 2008 sales of $42.7 billion.

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