Committed to the future of rural communities.

SINGLE FAMILY HOUSING
GUARANTEED LOAN PROGRAM

LOSS CLAIM ADMINISTRATION SERVICER USER GUIDE:
INPUT OF THE LOSS CLAIM
AND THE DOCUMENT UPLOAD PROCESS

All Loss Claims must be submitted electronically through the USDA Lender Interactive Network Connection (LINC) system. In order to access this system Level 2 e-Authentication (eAuth) access is required. The following provides information on how set up Level 2 eAuth access, how to access the USDA LINC system, how to input the different Loss Claim types and how to upload documents.

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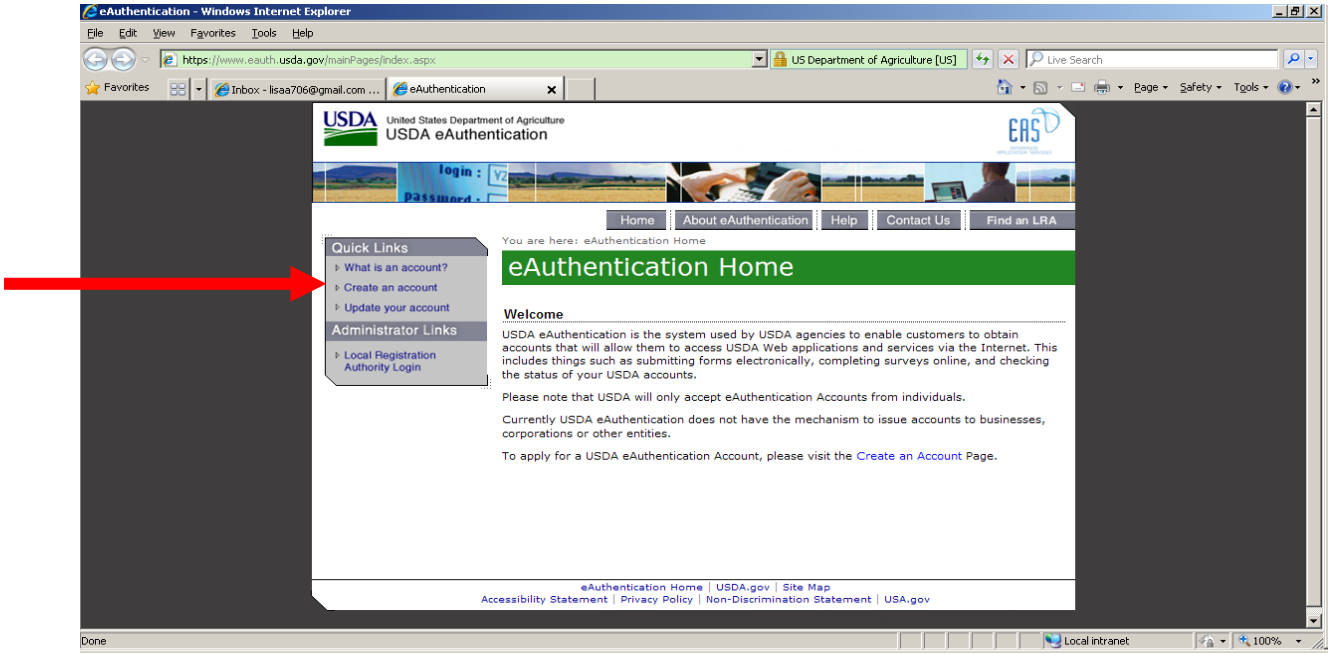
Gaining Level 2 eAuth Access for the USDA LINC Website

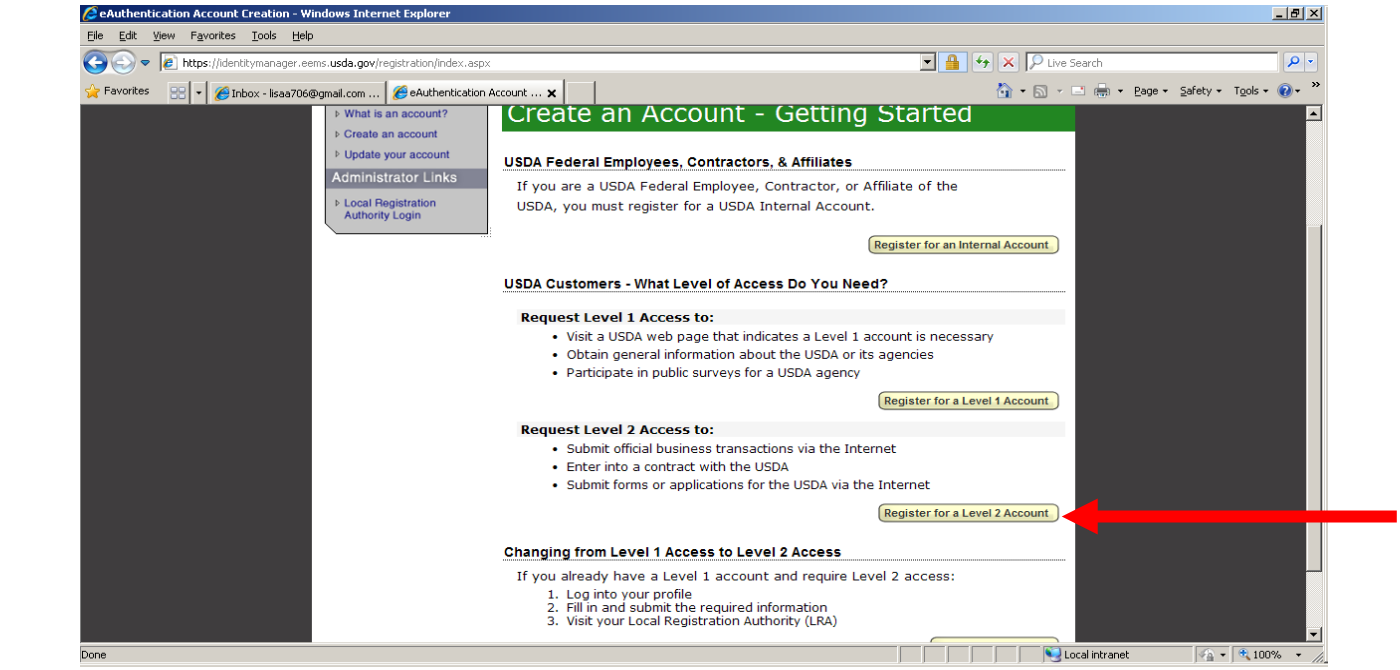
The link to set up Level 2 eAuth access is:

https://www.eauth.usda.gov/mainPages/index.aspx

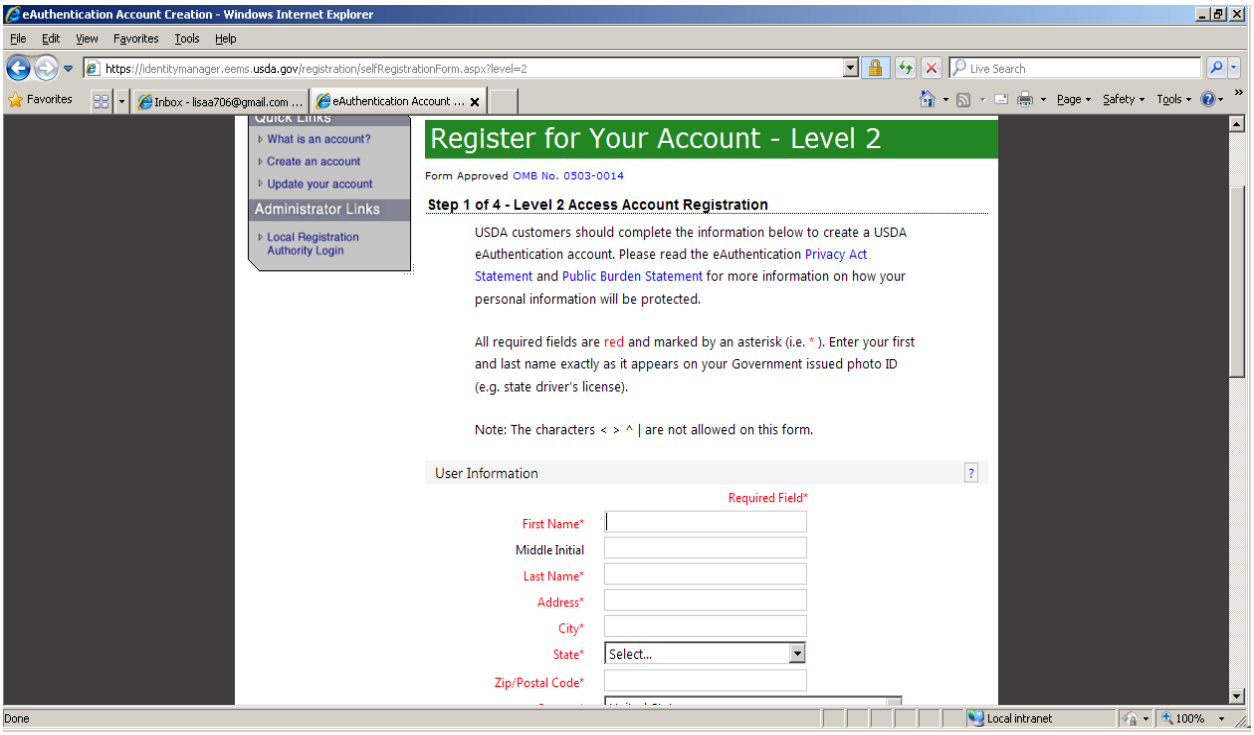
Select 'Create an account'.

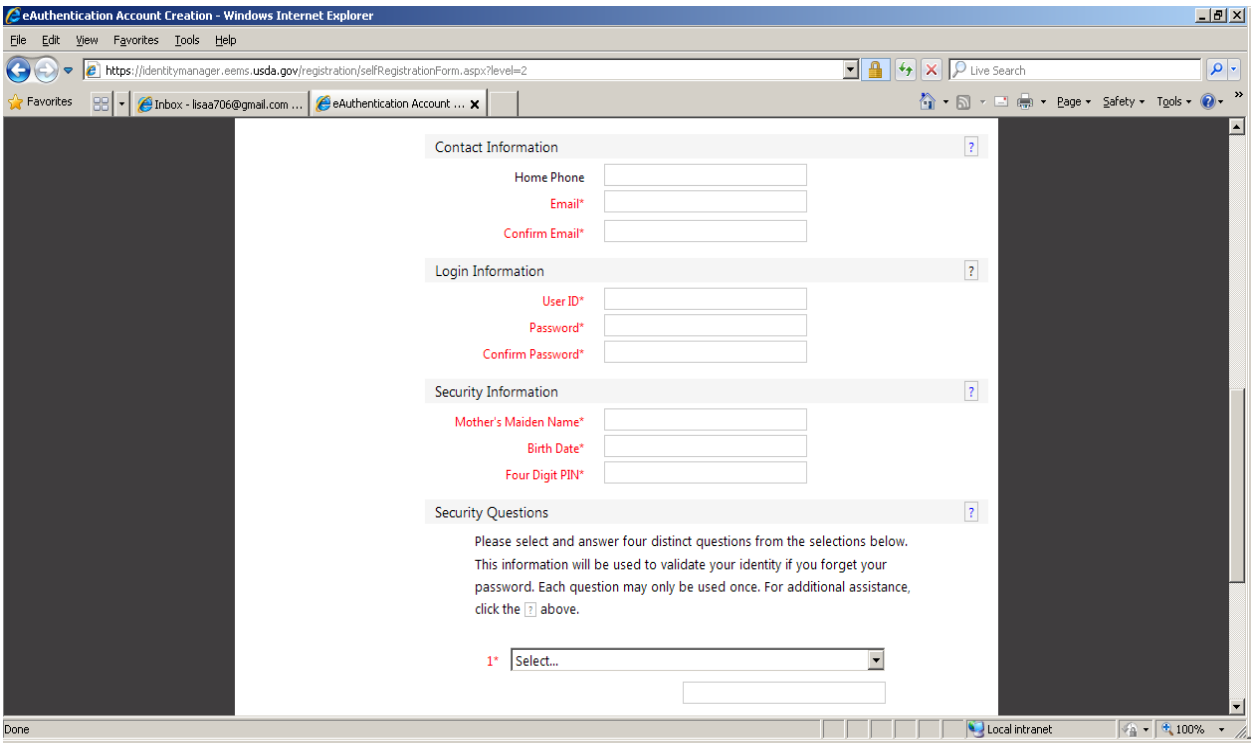


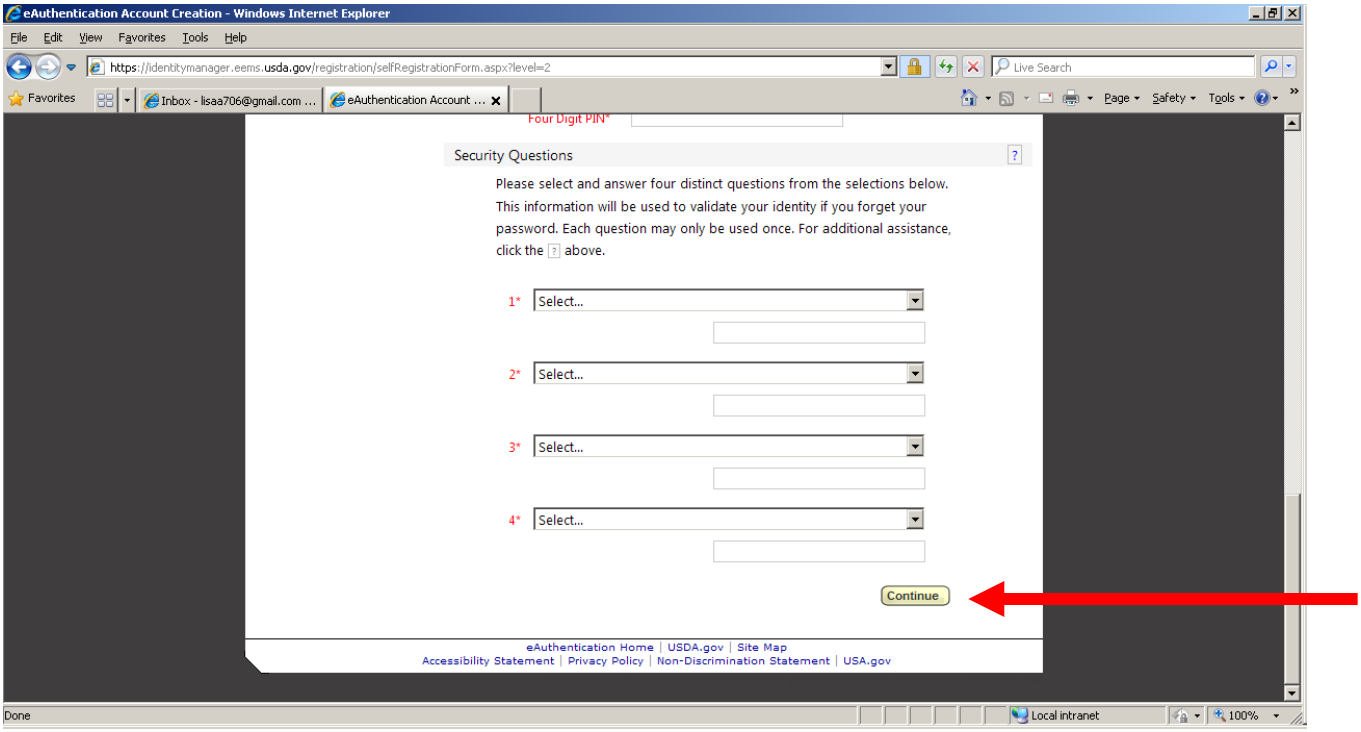
Select 'Register for a Level 2 Account'.



Follow the steps and fill in the required information. You will create your own login id, password and four-digit pin number at this time.

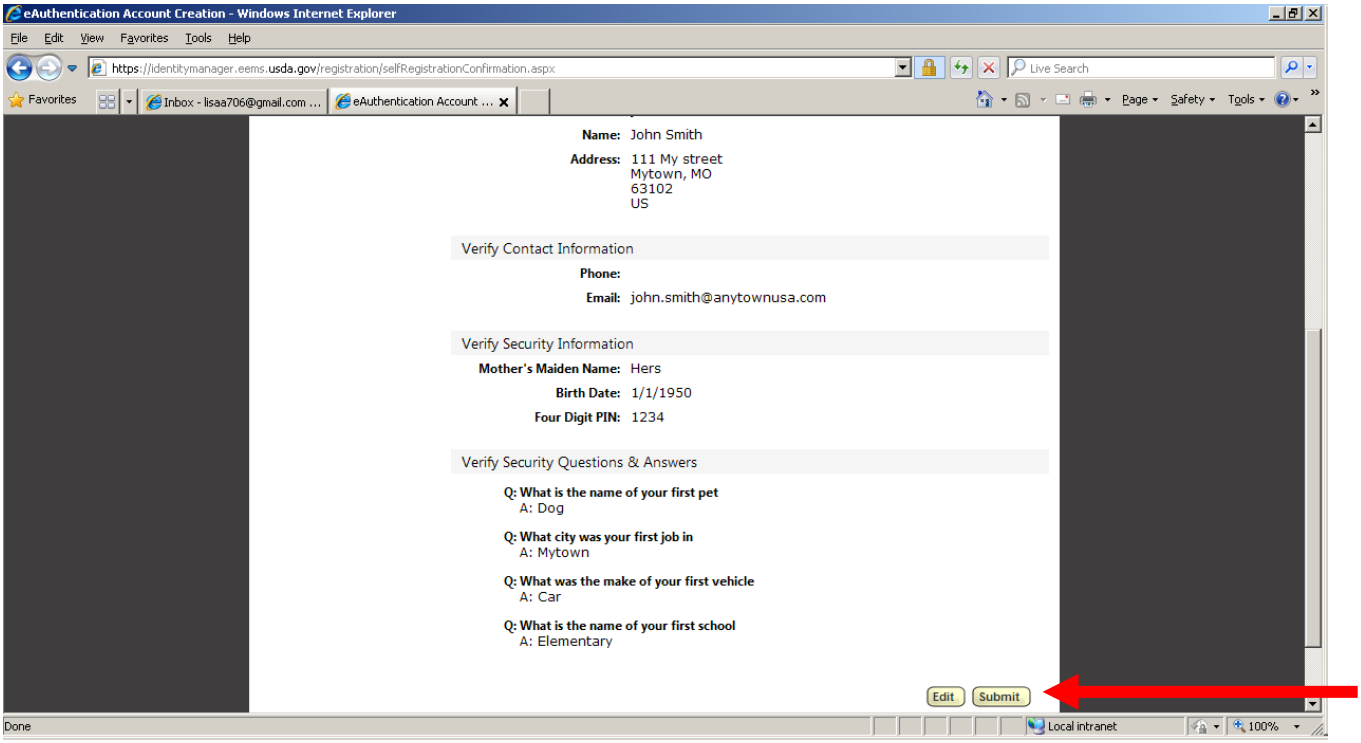




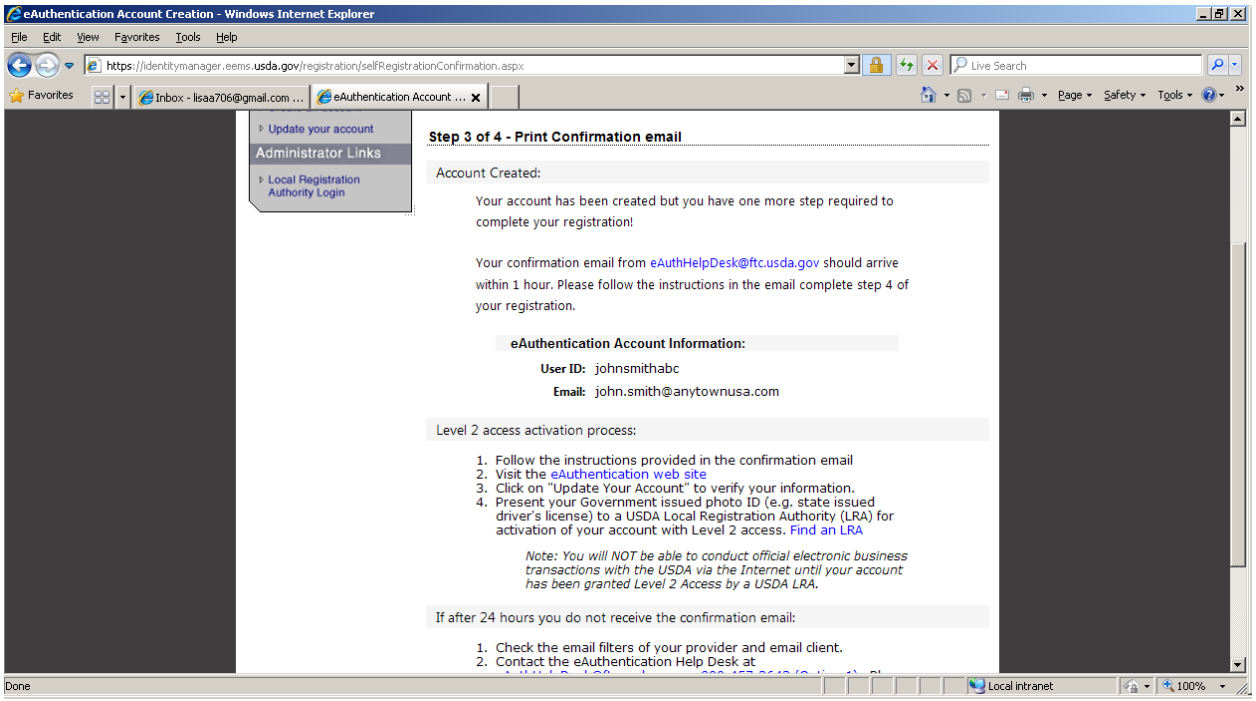


Select 'Continue'.

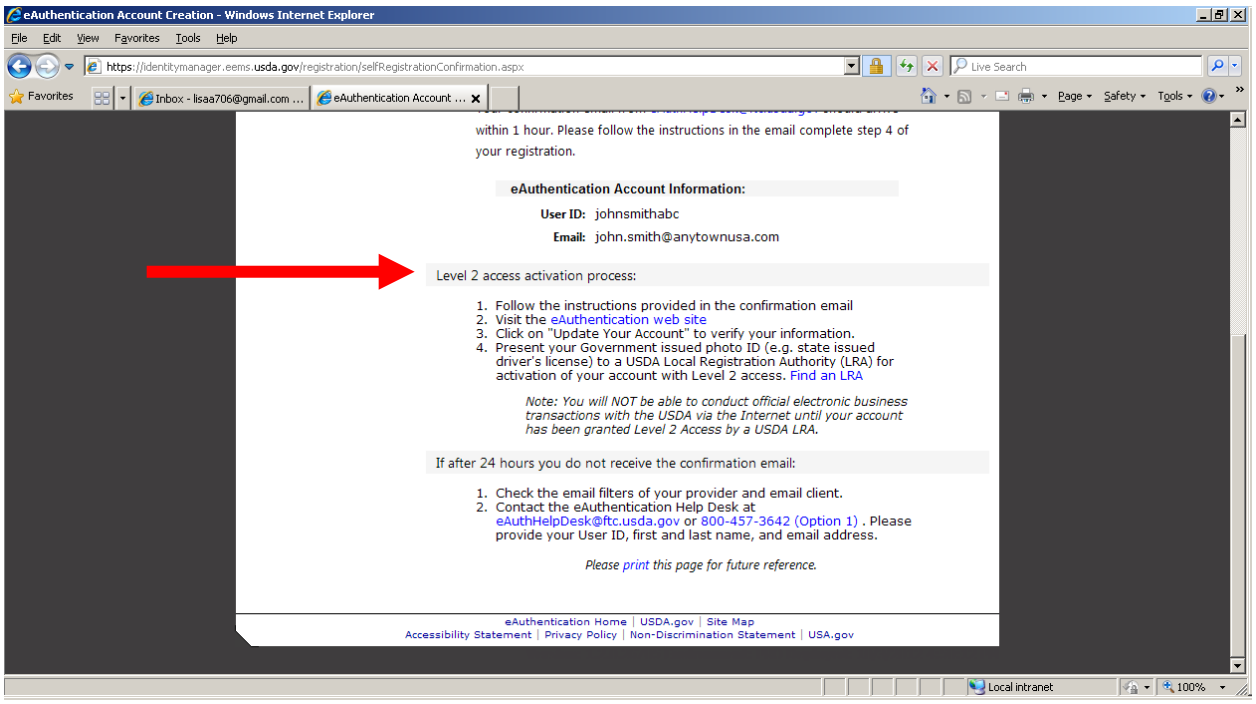
Verify the information on next page is correct and select 'Submit'.



You will receive a confirmation email; when you receive your confirmation email, make sure to click on the activation link to complete the registration.



Follow the steps for Level 2 activation.



USDA LINC Website & Loss Claim Administration

The LINC system can be accessed by the following link:

https://usdalinc.sc.egov.usda.gov/

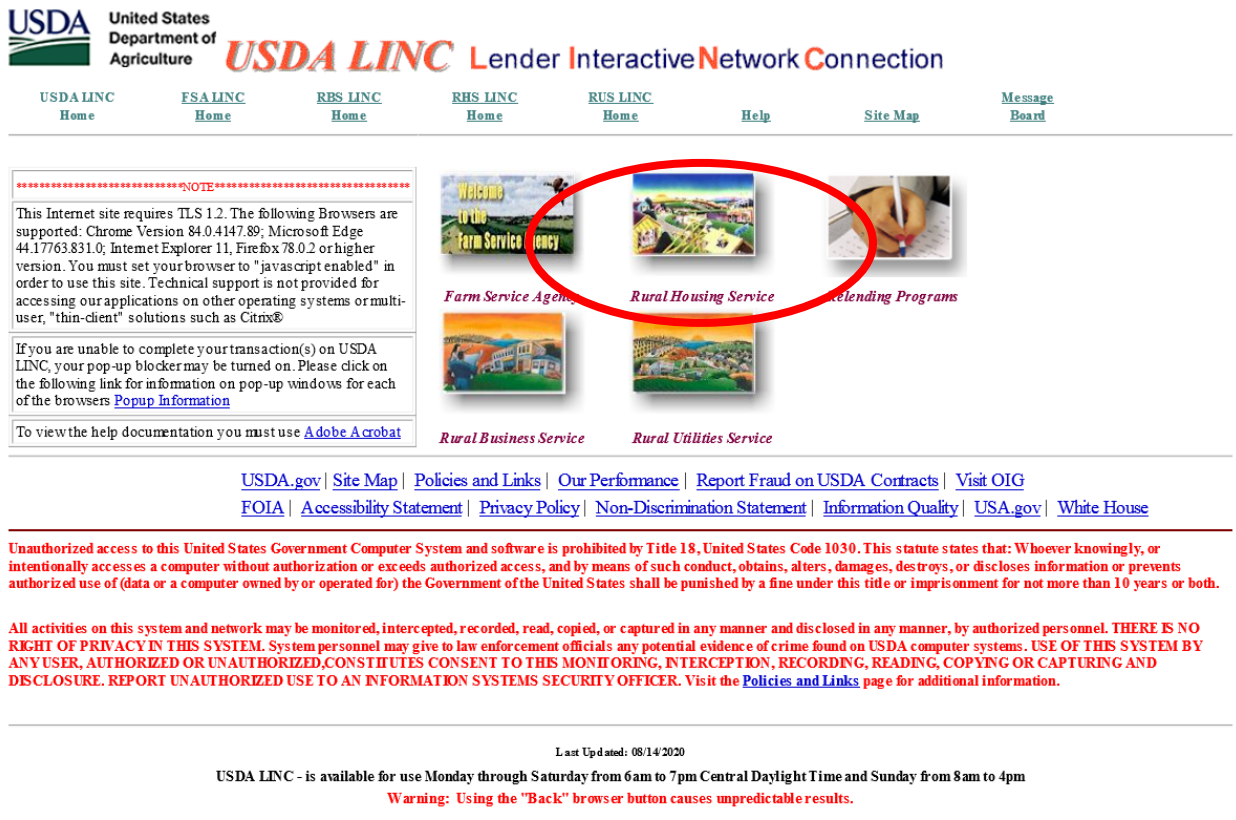
The System Requirements to utilize USDA LINC are as follows:

Internet Explorer 11 or higher, Chrome, Microsoft Edge or Mozilla Firefox

The Hours of Operation for the USDA LINC Website are as follows:

Monday – Saturday 6:00 am to 6:00pm CST/CDT and Sunday 8:00am to 4:00pm CST/CDT

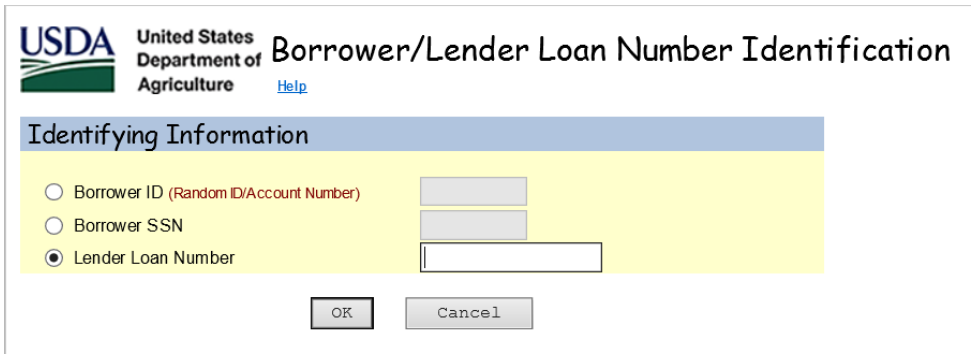
From the Main Menu, select 'Rural Housing Service'.



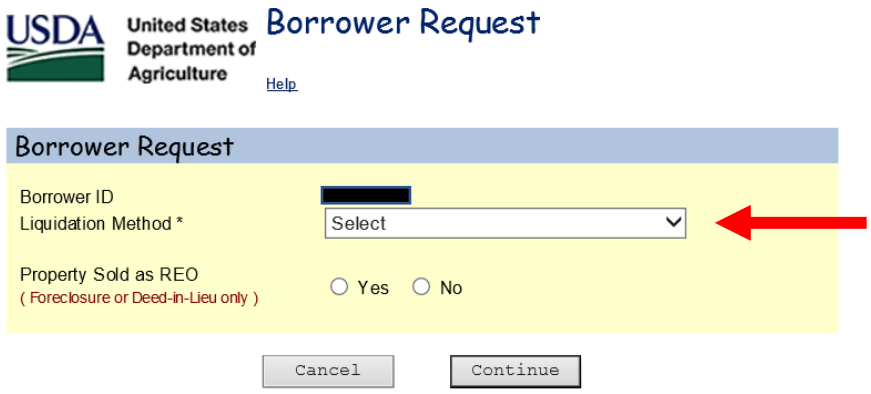
From the ‘Single Family Guaranteed Rural Housing’ menu, seclect ‘Loss Claim Administration’.

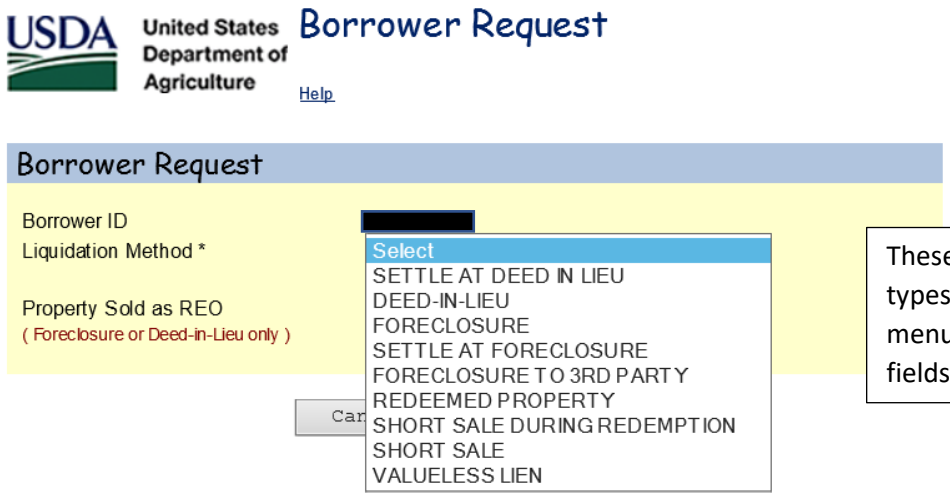
From the ‘Loss Claim Update’ list, select ‘Add/Update Loss Claim’.

There are three ways to access the Borrower's loan: Borrower ID, Borrower SSN, or Lender Loan Number. Input accordingly and select 'OK'.



The Liquidation Method will have to be selected from the drop-down menu; the method you select is referred to as the claim type. Below is a list of all possible claim types.



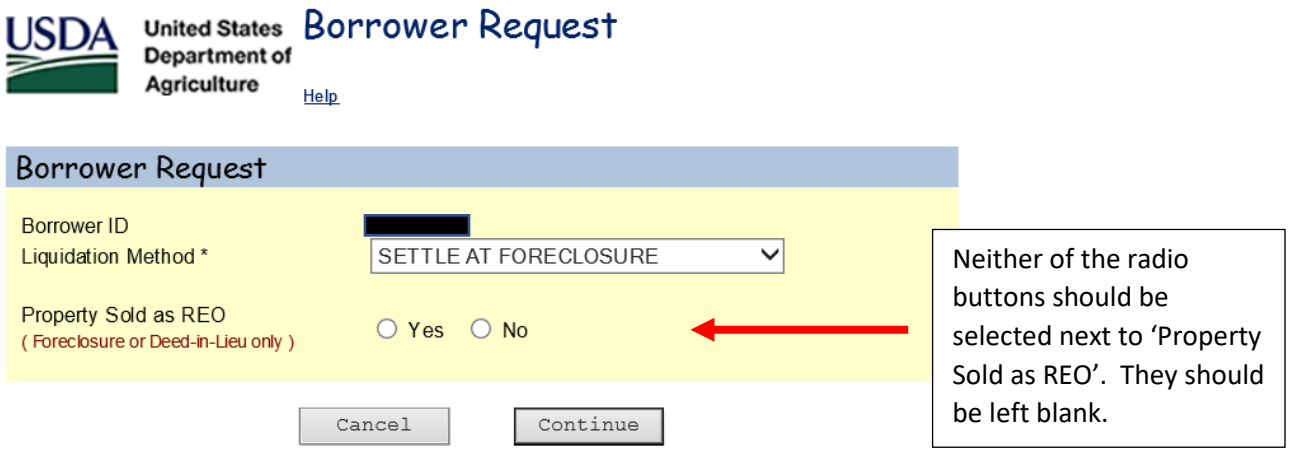


These are the possible claim types; the selection in this menu will drive all further fields of the Loss Claim.

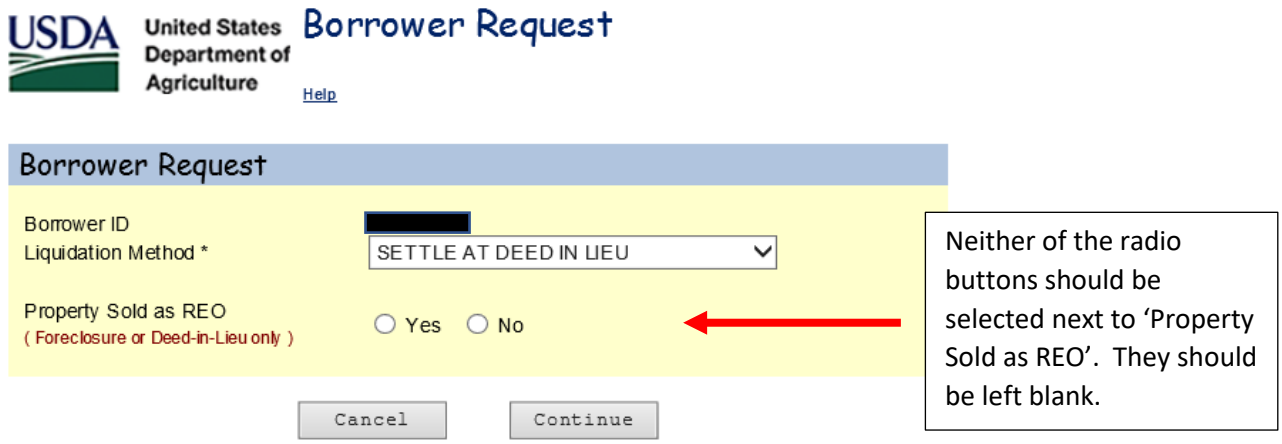
Settle at Foreclosure (Acquisition)/ Settle at Deed-in-Lieu (DIL)

There are minimal screen differences while navigating a Settle at Foreclosure (Acquisition) claim type and Settle at Deed-in-Lieu (DIL) claim type. The Liquidation Method will have to be selected accordingly (see below), and you will proceed into the 'General Information' section of the Loss Claim.

Select 'Settle at Foreclosure' from the drop-down menu and select 'Continue'. Neither of the radio buttons should be selected next to 'Property Sold as REO'.



Select 'Settle at Deed in Lieu' from the drop-down menu and select 'Continue'. Neither of the radio buttons should be selected next to 'Property Sold as REO'.



From here the 'General Information' screen will display; see below.

USDA United States Department of Agriculture

General Information

Help

Claim Information

Date of Claim 08/21/2020

Borrower Information

Borrower
Borrower ID
Name
Borrower Address

Phone Number *
Property Address * ☐ Same as borrower
Unit
City *
State * ALABAMA Zip Code * -

Last Known Mailing Address * ☐ Same as borrower
Unit
City *
State * ALABAMA Zip Code * -

Most of the borrower's information will auto-populate in these fields.

Lender Information

Claim Contact Name * Last First
Claim Contact Phone * Extension
Claim E-mail Address *

Originating Lender
Lender ID
USDA Assigned Branch Number
Name

Servicing Lender
Lender ID
USDA Assigned Branch Number
Name
REO Contact Name Last First
REO Contact Phone Extension
REO Contact Fax
REO Contact E-mail Address
Lender Loan Number *

Holding Lender
Lender ID *
USDA Assigned Branch Number * List
Name
REO Contact Name Last First
REO Contact Phone Extension
REO Contact Fax
REO Contact E-mail Address

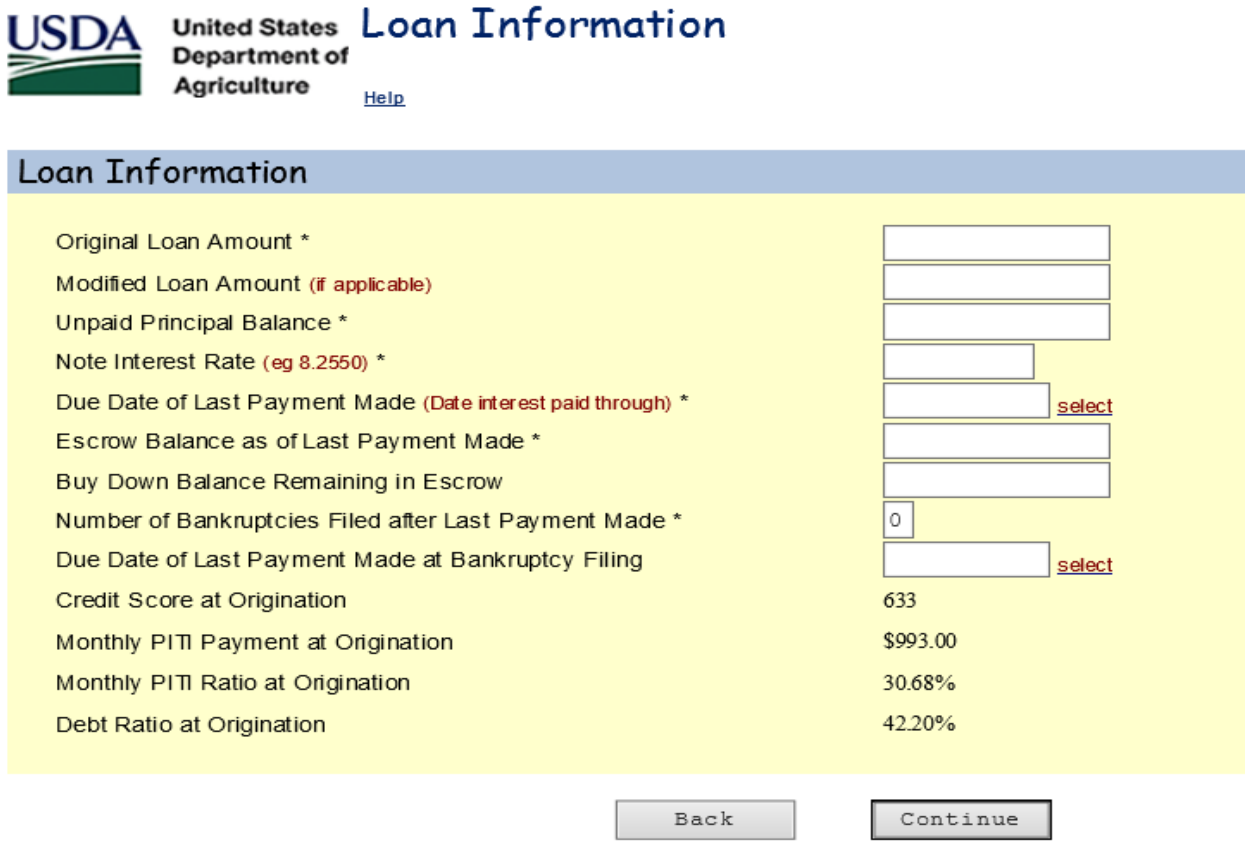
Payee * Servicing Lender ○ Holding Lender ○

A Payee address will auto-populate based on the selection of Servicing Lender or Holding Lender.

Complete all required fields and select 'Continue'.

Back | Add Co Borrower | Continue

Complete the 'Loan Information' section.

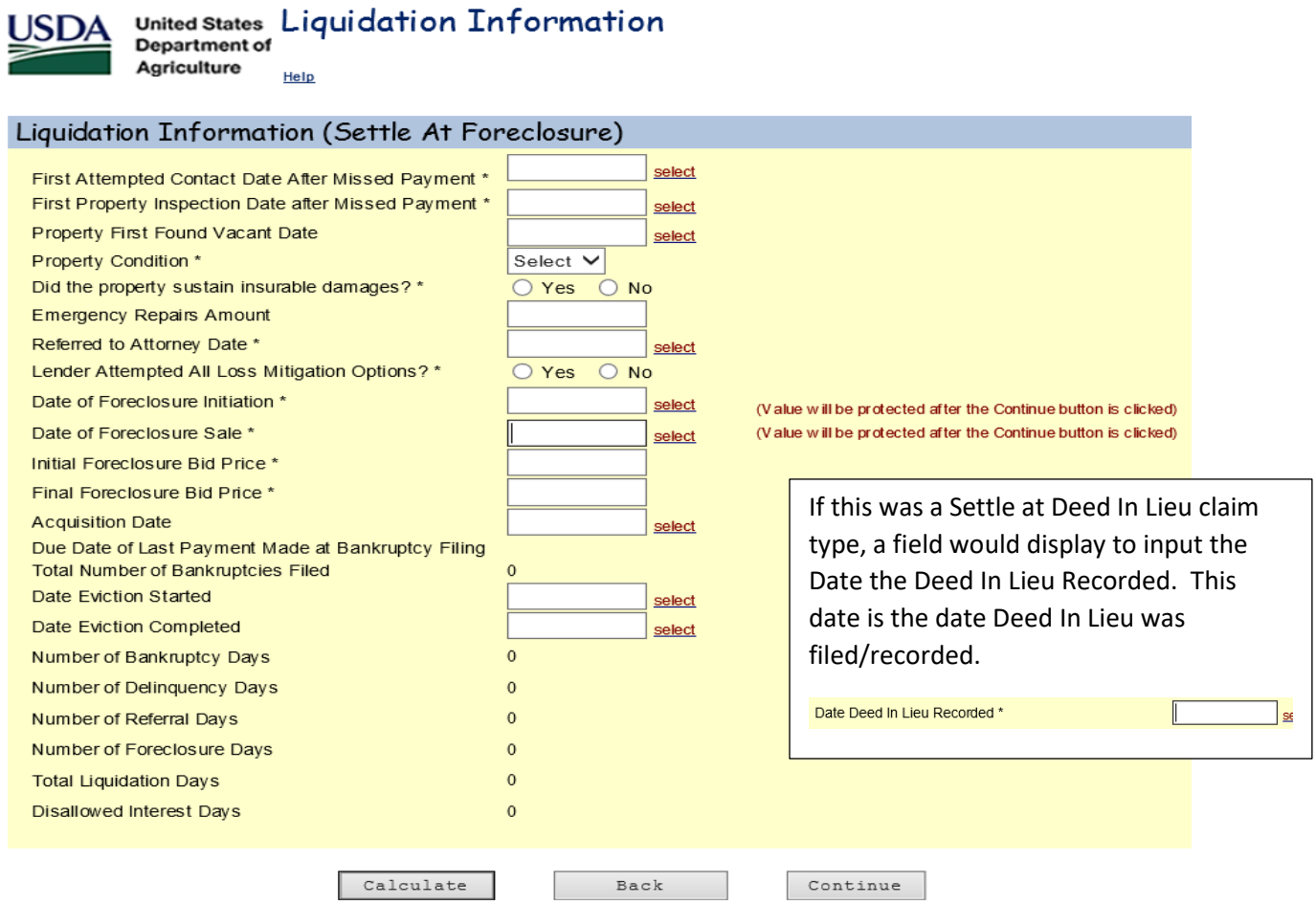


Helpful Hints:

- If the loan has been modified and the system will not accept the Modified Loan Amount, this means the modification has not been added to the system. In this case, the Customer Service Center (CSC) should be notified to assist in adding the Loan Modification to the system. They can be reached toll free at 866-550-5887 or via e-mail RDLossMitExceptions@usda.gov .
- The Unpaid Principal Balance should be the balance at the time the borrower made the last payment.
- The Escrow Balance as of Last Payment Made should be the escrow balance at the time the borrower's last payment posted. It does not matter if this balance is positive or negative; but should be the balance from the last payment posted.
- If there is a Bankruptcy that falls within the parameters of the Loss Claim, it must be indicated on this screen in order for the appropriate fields to open on the following screens for specific Bankruptcy information to be input.

Once all fields are completed, select 'Continue'.

Complete the 'Liquidation Information' section.

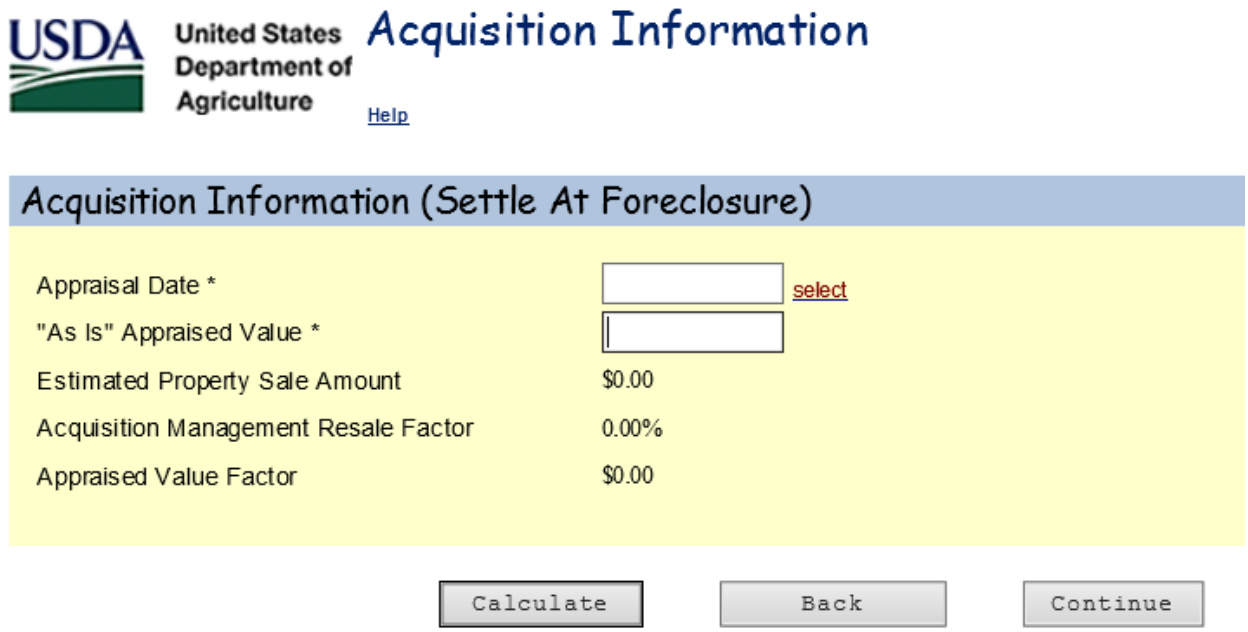


Helpful Hints:

- The First Attempted Contact Date is relevant to the Missed Payment; not the Due Date of Last Payment Made. i.e. If the Due Date of Last Payment Made was 08/01/19; that means the missed payment would be the 09/01/19 payment. Contact should be made within 25 days of the 09/01/19 payment to avoid penalty on the Loss Claim.
- The same applies to the First Property Inspection; however, the timeframe is different. The inspection should be completed within 65 days of the Missed Payment.
- If the property sustained damages that resulted in hazard claim proceeds being received, the radio button next to 'Did the property sustain insurable damages?' should indicate 'Yes'. This will ensure that the appropriate documents are requested on the Loss Claim Confirmation Page.

Once all fields are completed, select 'Continue'.

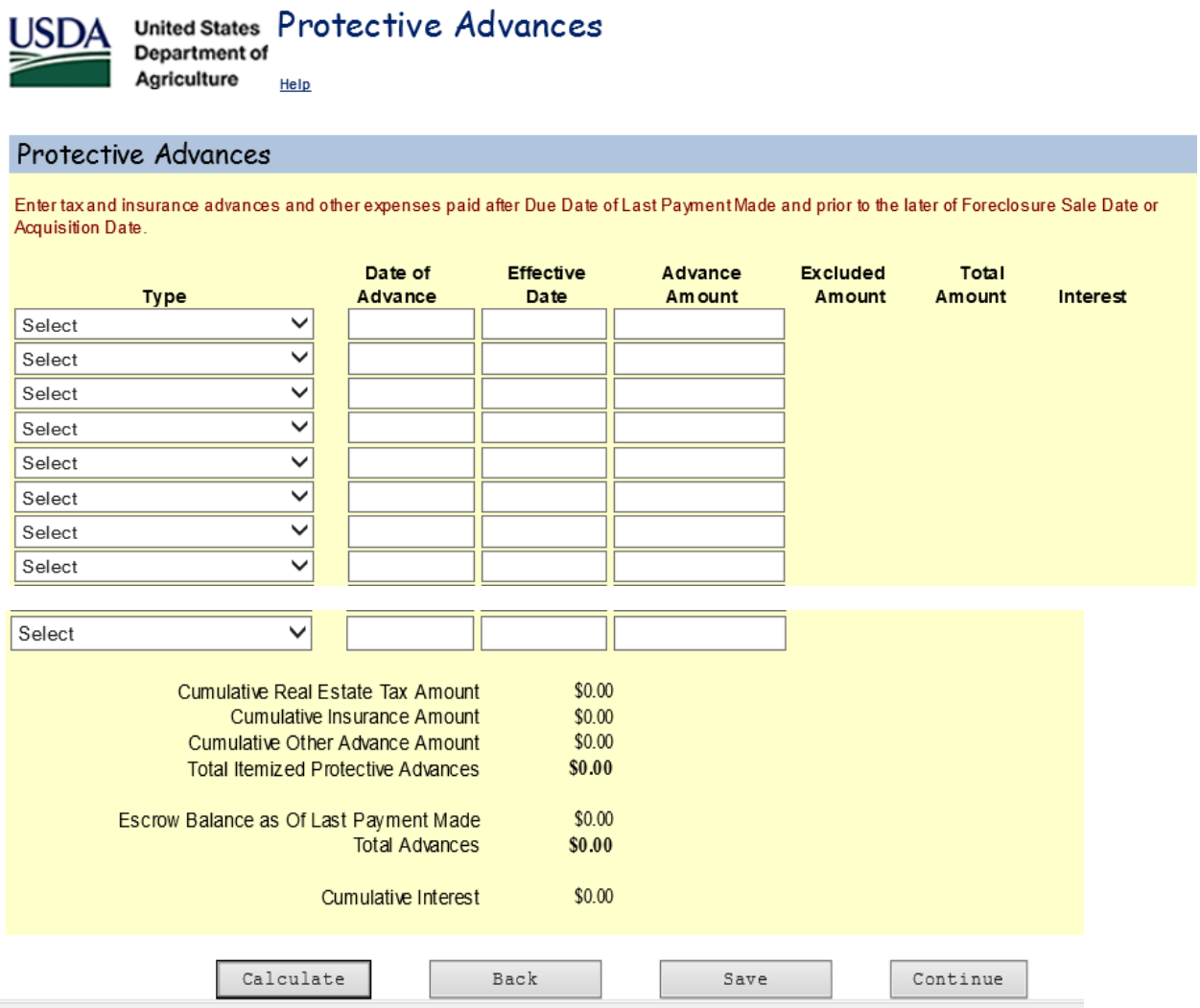
Complete the 'Acquisition Information' section.



The Appraisal Date and As-is Appraised Value should reflect the full, interior Market Value Appraisal obtained to submit the Loss Claim. There are times when the Appraisal used to bid at the Foreclosure Sale can be used to submit the Loss Claim. Appraisal requirements can be found in Chapter 19 of the HB – 3555 SFH Guaranteed Loan Program Technical Handbook.

Once all fields are completed, select 'Continue'.

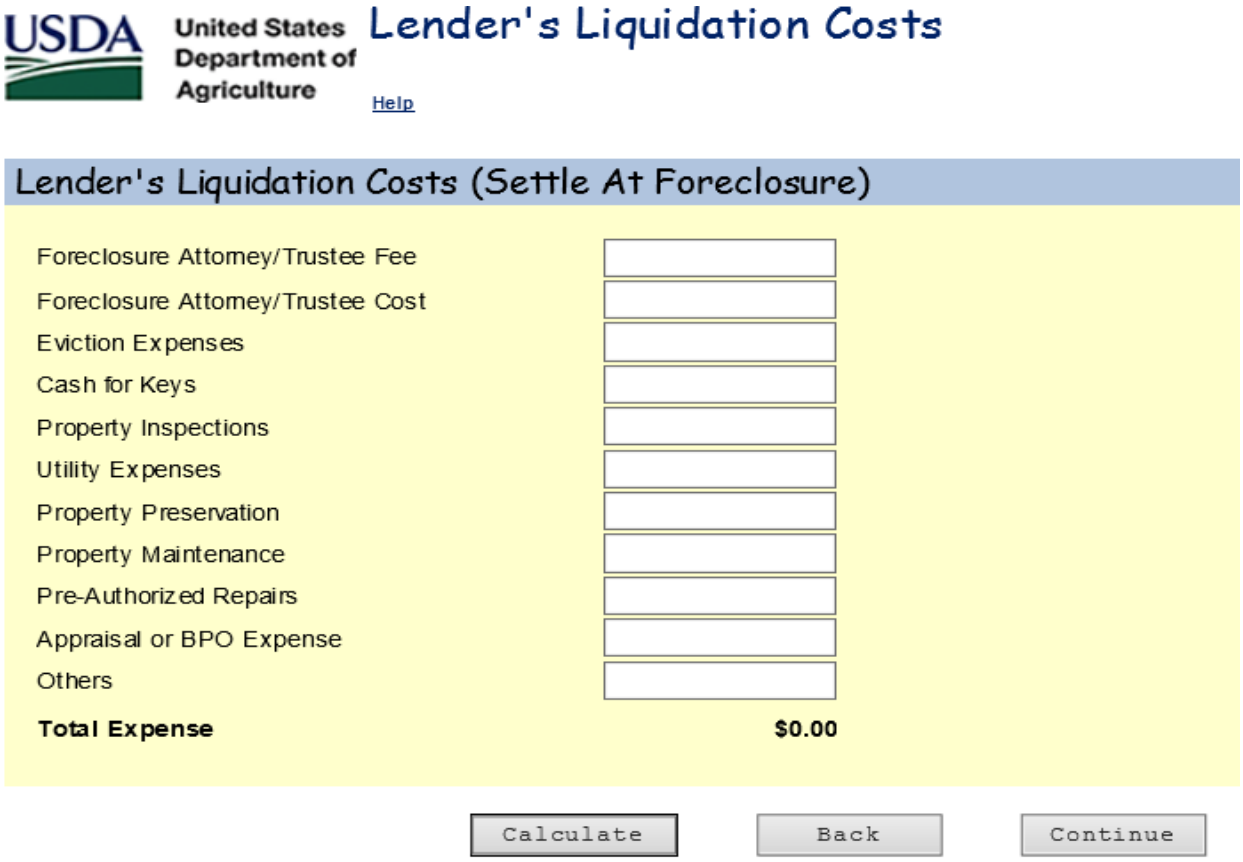
Complete the 'Protective Advances' section.



The Protective Advances are disbursements made from the Escrow account; this includes Real Estate Taxes, Insurance, and Forceplaced Insurance. In order to be able to claim the advances, they must fall within the claimable timeframe. On this claim type, Protective Advances can be claimed from the Due Date of Last Payment Made through the Date of the Foreclosure Sale/Acquisition Date (whichever is later). If the Protective Advances fall before or after the claimable timeframe, they are not reimbursable on the Loss Claim.

Once all fields are completed, select 'Save' and then 'Continue'.

Complete the 'Lender's Liquidation Costs' section.

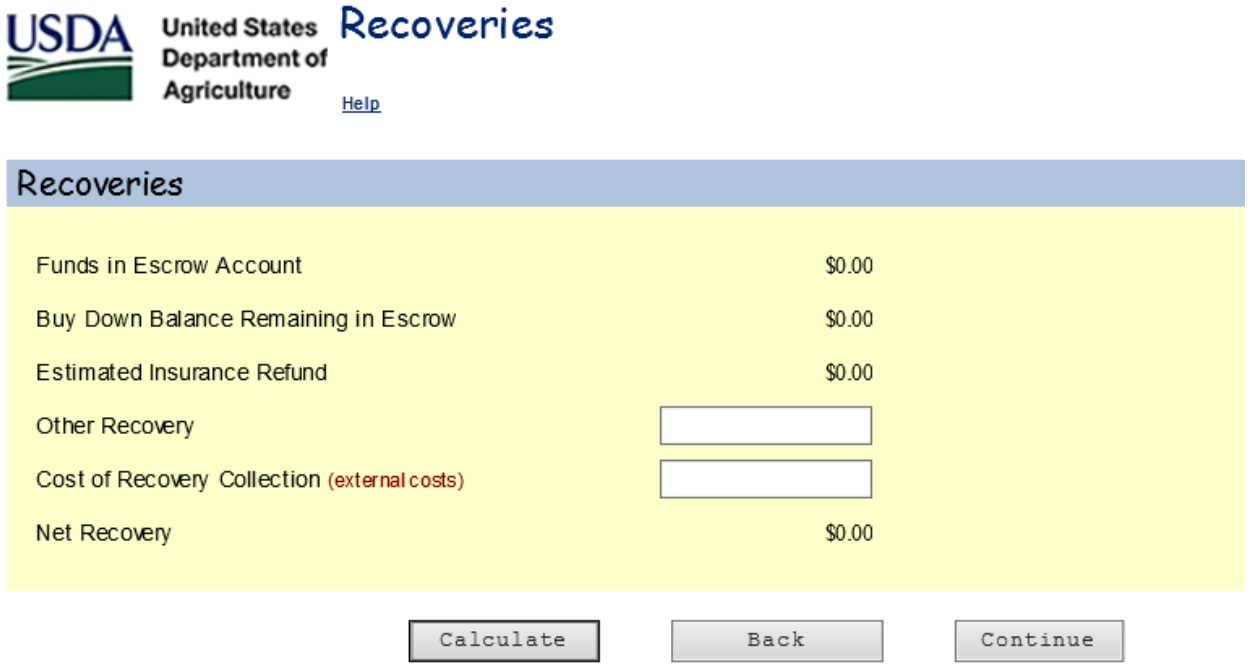


The expenses placed in these fields should be expense incurred within the claimable timeframe. On this claim type, this is from the Due Date of Last Payment Made through the Date of the Foreclosure Sale/Acquisition Date (whichever is later).

Chapter 18 of the HB – 3555 SFH Guaranteed Loan Program Technical Handbook provides information on the Acceptable State Liquidation Costs and Fees, as well as Maximum Property Preservation Allowances.

Once all fields are completed, select 'Continue'.

Complete the 'Recoveries' section.



The 'Other Recovery' field should be utilized to report any additional funds that have been received on the loan. This includes but is not limited to tax credits, insurance refunds, unapplied funds, hazard claim proceeds, and interest on escrow.

Once all fields are completed, select 'Continue'.

The 'Payment Information' section is an overview of the Estimated Loss Amount to be paid to the Lender. This screen is only for review, there are no fields to input or alter.

USDA United States Department of Agriculture

Payment Information

Help

Payment Information

Unpaid Principal Balance	$141,433.74
Accrued Interest Owed	$4,373.79
Additional Interest	$760.17
Principal Balance Owed on Protective Advances	$0.00
Accrued Interest on Protective Advances	$0.00
Total P & I	**$146,567.70**
Estimated Proceeds from Settle at Foreclosure Acquisition	$0.00
Loss Amount	**$146,567.70**
Net Recovery	$500.00
Net Loss Amount	**$146,067.70**
Loss Up to 35% of Loan Amount	$53,535.65
Amount of Loss in Excess of 35% of Loan Amount	$92,532.05
85% Loss Greater Than 35% of Loan Amount	$78,652.24
Computed Loss	**$132,187.89**
MRA Non Recoverable Expense	$0.00
Maximum Loss Payable (up to 90% of Loan Amount - MRA Non Recoverable Expense)	$137,663.10
Estimated Loss Amount to be Paid Lender	**$132,187.89**

Back Continue

Once reviewed, select 'Continue'.

Input comments in the ‘Comment Section’.

The comment section is optional; however, it is a great tool to inform the Customer Service Center of additional information relevant to the processing of the Loss Claim.

Once comments are input, select ‘Continue’.

The 'Review Loss Claim' section is a complete overview of the Loss Claim. This screen is only for review, there are no fields to input or alter; it provides a view of the Loss Claim information entered on all the prior Loss Claim pages and gives the user an opportunity to verify accuracy of inputs before submitting claim for payment.

USDA United States Department of Agriculture **Review Loss Claim**

Help

Claim Information (Settle At Foreclosure)

Date of Claim 08/26/2020

Borrower Information

Borrower

Borrower ID [redacted]
Name [redacted]
Phone Number [redacted]
Borrower Address [redacted]
Property Address [redacted]
Last Known Mailing Address [redacted]

Lender Information

Claim Contact Name [redacted]
Claim Contact Phone [redacted]
Claim Contact Email Address [redacted]

Originating Lender

Lender ID [redacted]
USDA Assigned Branch Number [redacted]
Name [redacted]

Servicing Lender

Lender ID [redacted]
USDA Assigned Branch Number [redacted]
Name [redacted]
REO Contact Name
REO Contact Phone
REO Contact Fax
REO Contact E-mail Address
Lender Loan Number [redacted]

Holding Lender

Lender ID [redacted]
USDA Assigned Branch Number [redacted]
Name [redacted]
REO Contact Name
REO Contact Phone
REO Contact Fax
REO Contact E-mail Address

Payee Servicing Lender ◉ Holding Lender ○
Address [redacted]

Loan Information

Original Loan Amount	$84,183.00
Modified Loan Amount	$0.00
Unpaid Principal Balance	$72,839.67
Note Interest Rate	5.250%
Due Date of Last Payment Made	05/01/2018
Due Date of Last Payment Made at Bankruptcy Filing	
Credit Score at Origination	720
PITI Payment at Origination	$654.47
PITI Ratio at Origination	43.25%
Debt Ratio at Origination	46.36%

Liquidation Information

Liquidation Method	Settle At Foreclosure
First Attempted Contact Date after Missed Payment	05/15/2018
First Property Inspection Date after Missed Payment	07/20/2018
Property First Found Vacant Date	08/18/2018
Property Condition	Good
Emergency Repairs Amount	$0.00
Referred to Attorney Date	11/02/2018
Lender attempted all loss mitigation options?	Yes
Date of Foreclosure Initiation	11/20/2018
Date of Foreclosure Sale	02/18/2020
Initial Foreclosure Bid Price	$49,500.00
Final Foreclosure Bid Price	$49,500.00
Acquisition Date	08/08/2020
Total Number of Bankruptcies Filed after Last Payment Made	0
Date Eviction Started	
Date Eviction Completed	
Number of Bankruptcy Days	0
Number of Delinquency Days	185
Number of Referral Days	18
Number of Foreclosure Days	455
Total Liquidation Days	658
Disallowed Interest Days	5

Protective Advances

Cumulative Real Estate Tax Amount	$2,678.02
Cumulative Insurance Amount	$4,364.70
Cumulative Other Advance Amount	$0.00
Total Itemized Protective Advances	**$7,042.72**
Escrow Balance as of Last Payment Made	$1,487.20
Total Advances	**$5,555.52**

Lender's Liquidation Costs

Foreclosure Attorney/Trustee Fee	$2,550.00
Foreclosure Attorney/Trustee Cost	$4,585.94
Eviction Expenses	$0.00
Cash for Keys	$0.00
Bankruptcy Fees	$0.00
Bankruptcy Costs	$0.00
Property Inspections	$300.00
Utility Expenses	$404.30
Property Preservation	$1,095.50
Property Maintenance	$1,230.00
Pre-Authorized Repairs	$0.00
Appraisal or BPO Expense	$900.00
Others	$0.00
Total Expense	**$11,065.74**

Recoveries

Funds in Escrow Account	$0.00
Buy Down Balance Remaining in Escrow	$0.00
Other Recovery	$0.00
Estimated Insurance Refund	$232.78
Cost of Recovery Collection	$0.00

Payment Information

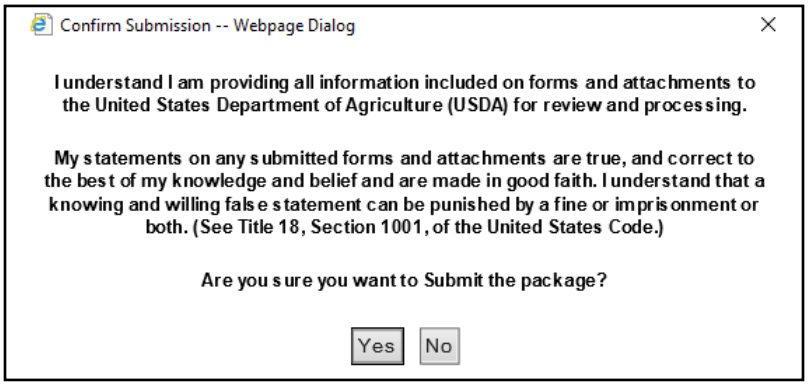
Unpaid Principal Balance	$72,839.67
Accrued Interest Owed	$8,633.00
Additional Interest	$104.17
Principal Owed on Protective Advances	$5,555.52
Accrued Interest on Protective Advances	$109.72
Total P & I	**$87,242.08**
Estimated Proceeds from Settle at Foreclosure Acquisition	$41,950.87
Loss Amount	**$45,291.21**
Net Recovery	$232.78
Net Loss Amount	**$45,058.43**
Loss Up to 35% of Loan Amount	$29,464.05
Amount of Loss in Excess of 35% of Loan Amount	$15,594.38
85% of Loss Greater Than 35% of Loan Amount	$13,255.22
Computed Loss	**$42,719.27**
MRA Non Recoverable Expense	$0.00
Maximum Loss Payable (up to 90% of Loan Amount - MRA Non Recoverable Expenses)	$75,764.70
Estimated Loss Amount to be Paid Lender	**$42,719.27**

Print Back Submit

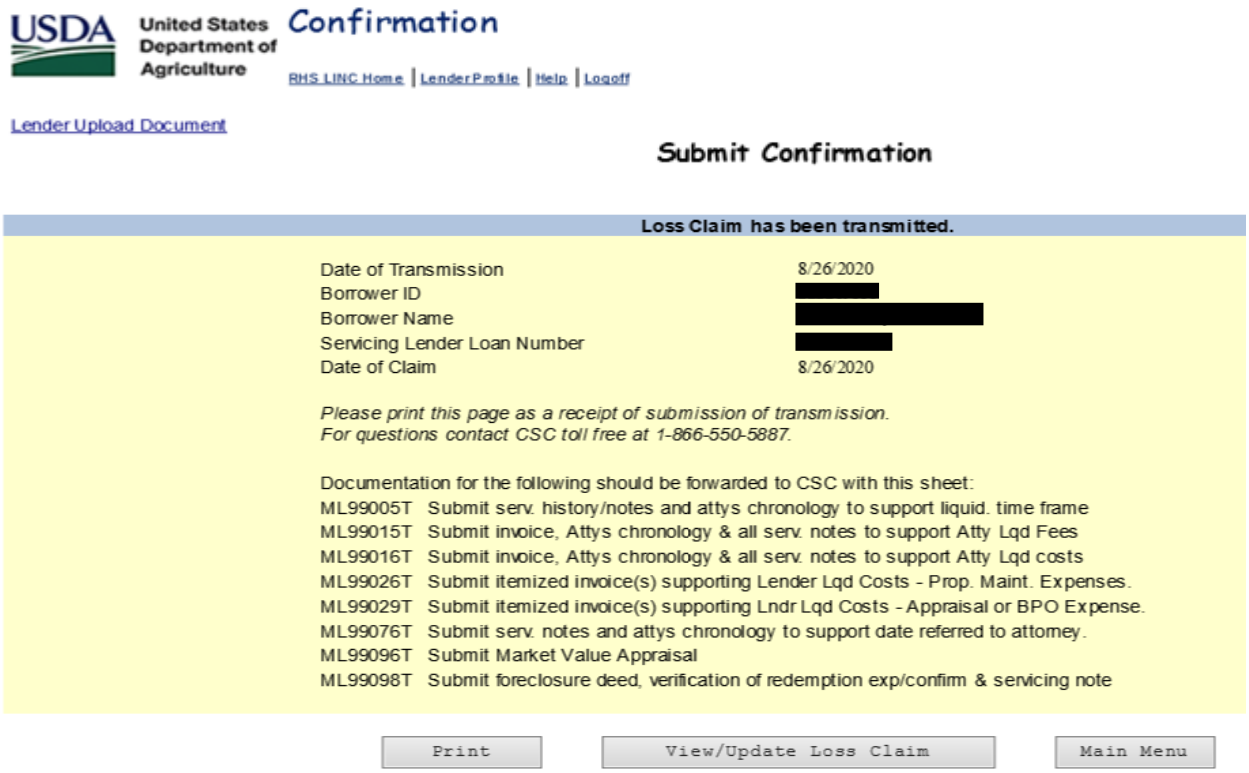
If there are any items that need to be changed/adjusted, select 'Back' until the appropriate section is displayed. From here, you can make changes/adjustments to the necessary section and continue on through the Loss Claim screens.

If all of the information displayed is accurate, select 'Submit'.

A pop-up box will display with a disclaimer and asking, 'Are you sure you want to Submit the package?' select 'Yes' to proceed.



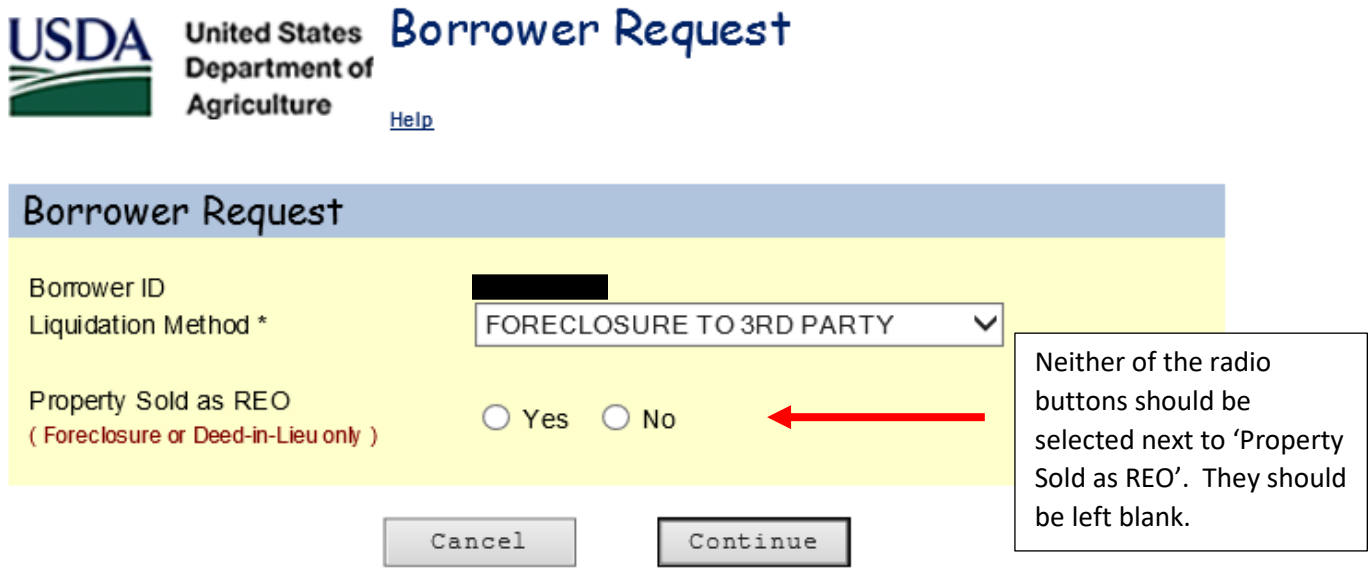
The Loss Claim Confirmation Page (displayed below) will indicate that 'The Loss Claim has been transmitted'; this confirms the input process is complete in LINC. A copy of this page should be retained for records and is critical in the document upload process. If the below page does <u>not</u> display, please refer to 'Loss Claim Input Errors & Frequently Asked Questions' on pages 99-107 of this guide on how to troubleshoot system compatibility.



Please refer to 'Uploading Documentation for a Loss Claim' on pages 89-94 of this guide for how to complete the document upload process and submit the Loss Claim to the Customer Service Center.

Foreclosure 3rd Party

Select 'Foreclosure to 3rd Party' from the drop-down menu and select 'Continue'. Neither of the radio buttons should be selected next to 'Property Sold as REO'.



From here the 'General Information' screen will display; see below.

USDA United States Department of Agriculture

General Information

Help

Claim Information

Date of Claim 08/21/2020

Borrower Information

Borrower
Borrower ID
Name
Borrower Address

Phone Number *
Property Address * ☐ Same as borrower
Unit
City *
State * ALABAMA Zip Code * -

Last Known Mailing Address * ☐ Same as borrower
Unit
City *
State * ALABAMA Zip Code * -

Most of the borrower's information will auto-populate in these fields.

Lender Information

Claim Contact Name * Last First
Claim Contact Phone * Extension
Claim E-mail Address *

Originating Lender
Lender ID
USDA Assigned Branch Number
Name

Servicing Lender
Lender ID
USDA Assigned Branch Number
Name
REO Contact Name Last First
REO Contact Phone Extension
REO Contact Fax
REO Contact E-mail Address
Lender Loan Number *

Holding Lender
Lender ID *
USDA Assigned Branch Number * List
Name
REO Contact Name Last First
REO Contact Phone Extension
REO Contact Fax
REO Contact E-mail Address

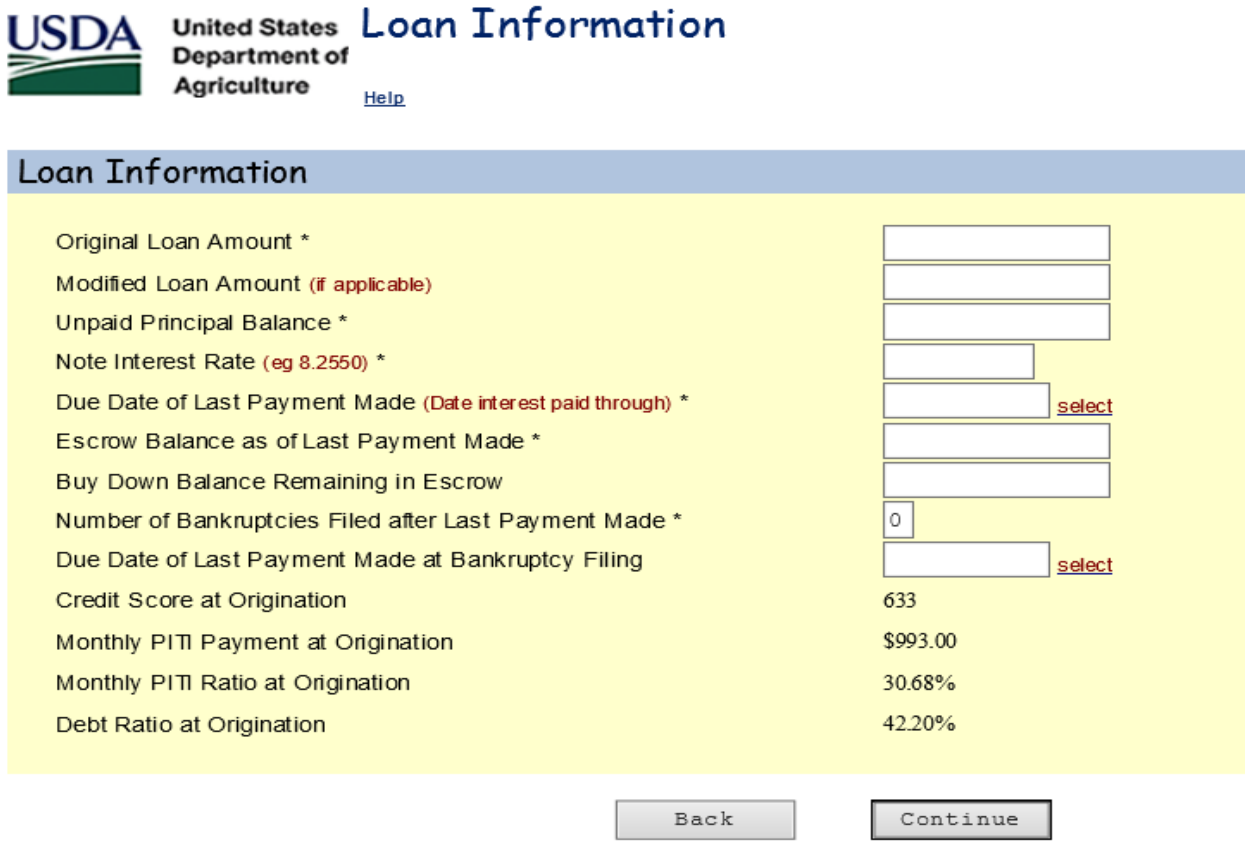
Payee * Servicing Lender ○ Holding Lender ○

A Payee address will auto-populate based on the selection of Servicing Lender or Holding Lender.

Complete all required fields and select 'Continue'.

Back | Add Co Borrower | Continue

Complete the 'Loan Information' section.

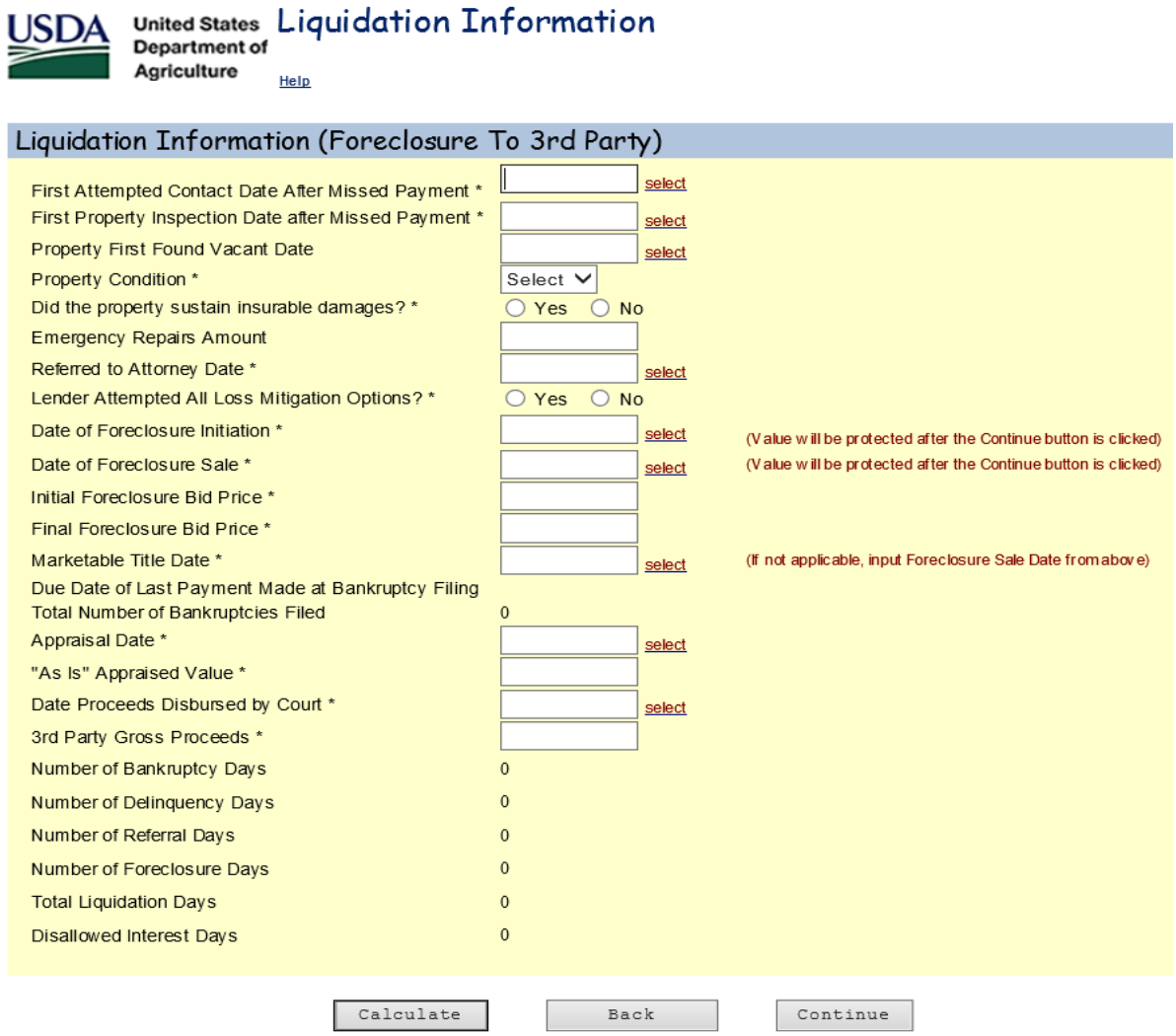


Helpful Hints:

- If the loan has been modified and the system will not accept the Modified Loan Amount, this means the modification has not been added to the system. In this case, the Customer Service Center (CSC) should be notified to assist in adding the Loan Modification to the system. They can be reached toll free at 866-550-5887 or via e-mail RDLossMitExceptions@usda.gov .
- The Unpaid Principal Balance should be the balance at the time the borrower made the last payment.
- The Escrow Balance as of Last Payment Made should be the escrow balance at the time the borrower's last payment posted. It does not matter if this balance is positive or negative; but should be the balance from the last payment posted.
- If there is a Bankruptcy that falls within the parameters of the Loss Claim, it must be indicated on this screen in order for the appropriate fields to open on the following screens for specific Bankruptcy information to be input.

Once all fields are completed, select 'Continue'.

Complete the 'Liquidation Information' section.



USDA United States Department of Agriculture

Liquidation Information

Help

Liquidation Information (Foreclosure To 3rd Party)

First Attempted Contact Date After Missed Payment *	select	
First Property Inspection Date after Missed Payment *	select	
Property First Found Vacant Date	select	
Property Condition *	Select	
Did the property sustain insurable damages? *	Yes No	
Emergency Repairs Amount		
Referred to Attorney Date *	select	
Lender Attempted All Loss Mitigation Options? *	Yes No	
Date of Foreclosure Initiation *	select	(Value will be protected after the Continue button is clicked)
Date of Foreclosure Sale *	select	(Value will be protected after the Continue button is clicked)
Initial Foreclosure Bid Price *		
Final Foreclosure Bid Price *		
Marketable Title Date *	select	(If not applicable, input Foreclosure Sale Date from above)
Due Date of Last Payment Made at Bankruptcy Filing		
Total Number of Bankruptcies Filed	0	
Appraisal Date *	select	
"As Is" Appraised Value *		
Date Proceeds Disbursed by Court *	select	
3rd Party Gross Proceeds *		
Number of Bankruptcy Days	0	
Number of Delinquency Days	0	
Number of Referral Days	0	
Number of Foreclosure Days	0	
Total Liquidation Days	0	
Disallowed Interest Days	0	

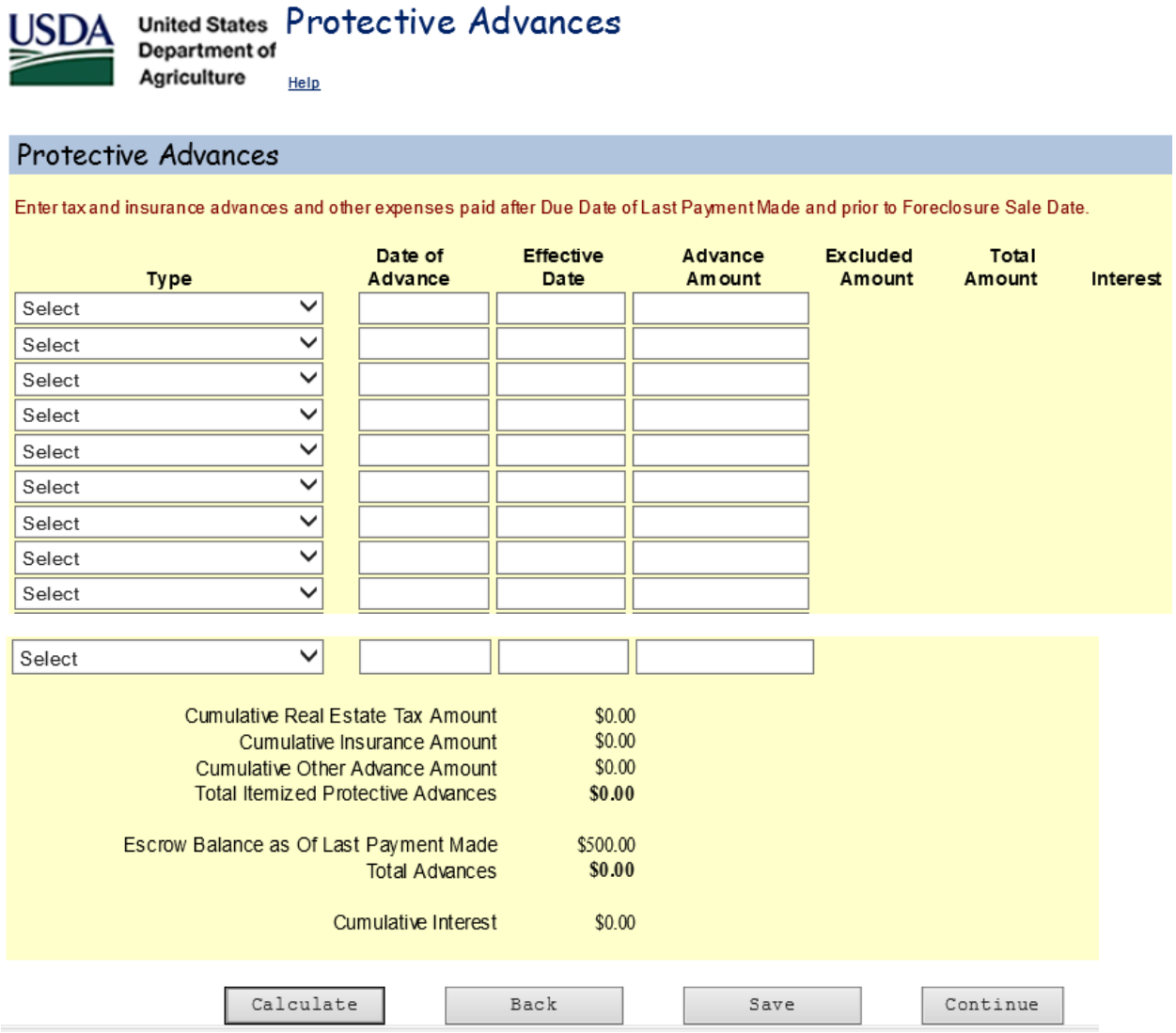
Calculate Back Continue

Helpful Hints:

- The First Attempted Contact Date is relevant to the Missed Payment; not the Due Date of Last Payment Made. i.e. If the Due Date of Last Payment Made was 08/01/19; that means the missed payment would be the 09/01/19 payment. Contact should be made within 25 days of the 09/01/19 payment to avoid penalty on the Loss Claim.
- The same applies to the First Property Inspection; however, the timeframe is different. The inspection should be completed within 65 days of the Missed Payment.
- If the property sustained damages that resulted in hazard claim proceeds being received, the radio button next to 'Did the property sustain insurable damages?' should indicate 'Yes'. This will ensure that the appropriate documents are requested on the Loss Claim Confirmation Page.

Once all fields are completed, select 'Continue'.

Complete the 'Protective Advances' section.



United States Department of Agriculture

Protective Advances

Help

Protective Advances

Enter tax and insurance advances and other expenses paid after Due Date of Last Payment Made and prior to Foreclosure Sale Date.

Type	Date of Advance	Effective Date	Advance Amount	Excluded Amount	Total Amount	Interest
Select						
Select						
Select						
Select						
Select						
Select						
Select						
Select						
Select						
Select						

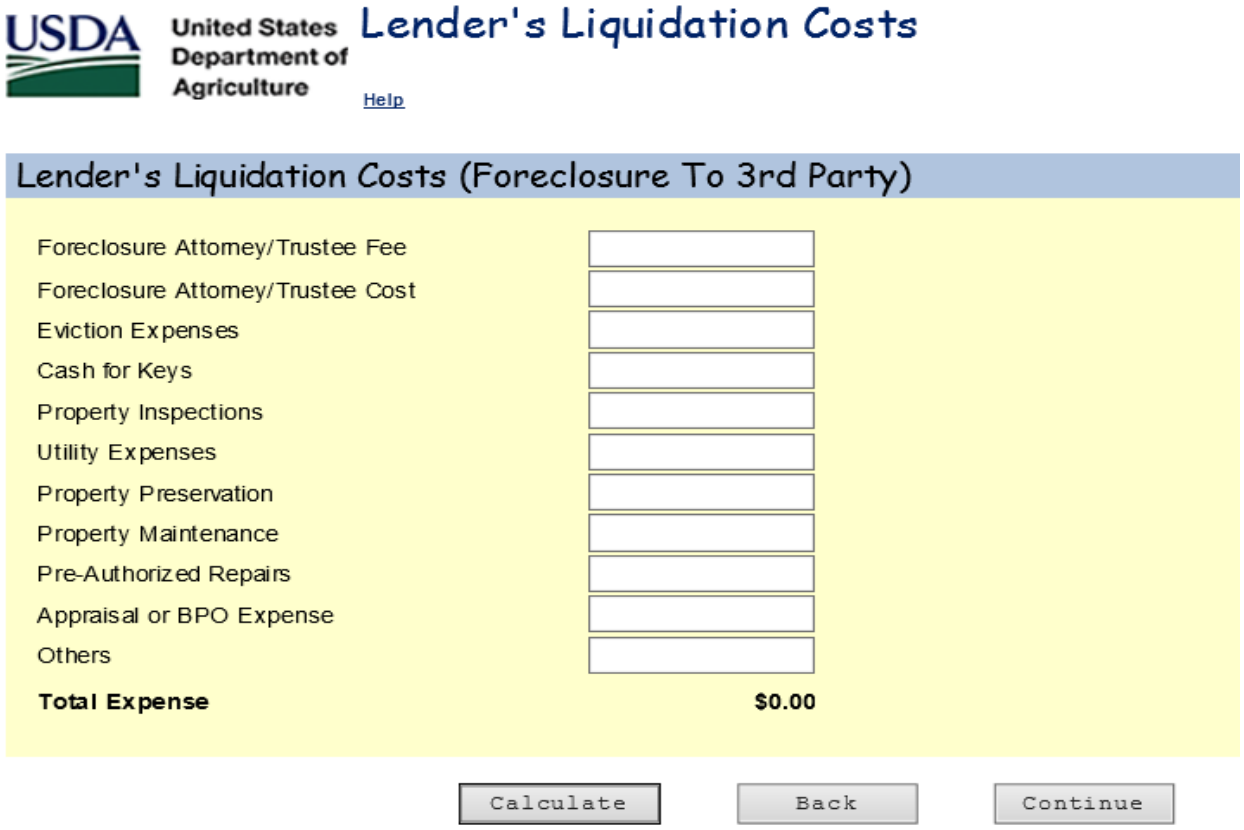
Cumulative Real Estate Tax Amount	$0.00
Cumulative Insurance Amount	$0.00
Cumulative Other Advance Amount	$0.00
Total Itemized Protective Advances	**$0.00**
Escrow Balance as Of Last Payment Made	$500.00
Total Advances	**$0.00**
Cumulative Interest	$0.00

Calculate | Back | Save | Continue

The Protective Advances are disbursements made from the Escrow account; this includes Real Estate Taxes, Insurance, and Forceplaced Insurance. In order to be able to claim the advances, they must fall within the claimable timeframe. On this claim type, Protective Advances can be claimed from the Due Date of Last Payment Made through the Date of the Foreclosure Sale. If the Protective Advances fall before or after the claimable timeframe, they are not reimbursable on the Loss Claim.

Once all fields are completed, select 'Save' and then 'Continue'.

Complete the 'Lender's Liquidation Costs' section.

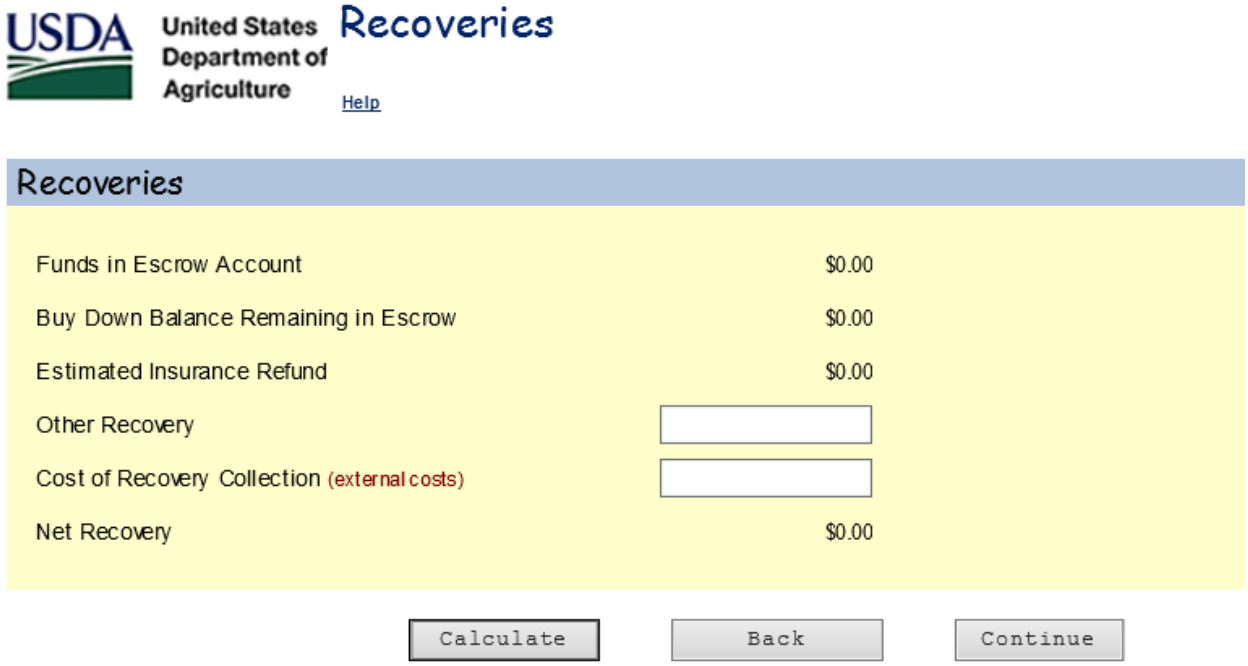


The expenses placed in these fields should be expense incurred within the claimable timeframe. On this claim type, this is from the Due Date of Last Payment Made through the Date of the Foreclosure Sale.

Chapter 18 of the HB – 3555 SFH Guaranteed Loan Program Technical Handbook provides information on the Acceptable State Liquidation Costs and Fees, as well as Maximum Property Preservation Allowances.

Once all fields are completed, select 'Continue'.

Complete the 'Recoveries' section.



The 'Other Recovery' field should be utilized to report any additional funds that have been received on the loan. This includes but is not limited to tax credits, insurance refunds, unapplied funds, hazard claim proceeds, and interest on escrow.

Once all fields are completed, select 'Continue'.

The 'Payment Information' section is an overview of the Estimated Loss Amount to be paid to the Lender. This screen is only for review, there are no fields to input or alter.

USDA United States Department of Agriculture

Payment Information

Help

Payment Information

Unpaid Principal Balance	$141,433.74
Accrued Interest Owed	$4,373.79
Additional Interest	$68.28
Principal Balance Owed on Protective Advances	$0.00
Accrued Interest on Protective Advances	$0.00
Total P & I	**$145,875.81**
Net Proceeds from Foreclosure to Third Party	$128,525.00
Loss Amount	**$17,350.81**
Net Recovery	$250.00
Net Loss Amount	**$17,100.81**
Loss Up to 35% of Loan Amount	$17,100.81
Amount of Loss in Excess of 35% of Loan Amount	$0.00
85% Loss Greater Than 35% of Loan Amount	$0.00
Computed Loss	**$17,100.81**
MRA Non Recoverable Expense	$0.00
Maximum Loss Payable (up to 90% of Loan Amount - MRA Non Recoverable Expense)	$137,663.10
Estimated Loss Amount to be Paid Lender	**$17,100.81**

Back Continue

Once reviewed, select 'Continue'.

Input comments in the ‘Comment Section’.

The comment section is optional; however, it is a great tool to inform the Customer Service Center of additional information relevant to the processing of the Loss Claim.

Once comments are input, select ‘Continue’.

The 'Review Loss Claim' section is a complete overview of the Loss Claim. This screen is only for review, there are no fields to input or alter; it provides a view of the Loss Claim information entered on all the prior Loss Claim pages and gives the user an opportunity to verify accuracy of inputs before submitting claim for payment.

USDA United States Department of Agriculture

Review Loss Claim

Help

Claim Information (Foreclosure To 3rd Party)

Date of Claim 08/24/2020

Borrower Information

Borrower

Borrower ID [redacted]
Name [redacted]
Phone Number [redacted]
Borrower Address [redacted]
Property Address [redacted]
Last Known Mailing Address [redacted]

Lender Information

Claim Contact Name [redacted]
Claim Contact Phone [redacted]
Claim Contact Email Address [redacted]

Originating Lender

Lender ID [redacted]
USDA Assigned Branch Number [redacted]
Name [redacted]

Servicing Lender

Lender ID [redacted]
USDA Assigned Branch Number [redacted]
Name [redacted]
REO Contact Name [redacted]
REO Contact Phone [redacted]
REO Contact Fax
REO Contact E-mail Address [redacted]
Lender Loan Number [redacted]

Holding Lender

Lender ID [redacted]
USDA Assigned Branch Number [redacted]
Name [redacted]
REO Contact Name
REO Contact Phone
REO Contact Fax
REO Contact E-mail Address

Payee Servicing Lender ◉ Holding Lender ○

Address [redacted]

Loan Information

Original Loan Amount	$152,959.00
Modified Loan Amount	$0.00
Unpaid Principal Balance	$141,433.74
Note Interest Rate	4.375%
Due Date of Last Payment Made	02/01/2016
Due Date of Last Payment Made at Bankruptcy Filing	
Credit Score at Origination	633
PITI Payment at Origination	$993.00
PITI Ratio at Origination	30.68%
Debt Ratio at Origination	42.20%

Liquidation Information

Liquidation Method	Foreclosure To 3rd Party
First Attempted Contact Date after Missed Payment	03/17/2016
First Property Inspection Date after Missed Payment	03/17/2016
Property First Found Vacant Date	04/01/2016
Property Condition	Good
Did the property sustain insurable damages?	No
Emergency Repairs Amount	$0.00
Referred to Attorney Date	07/01/2016
Lender attempted all loss mitigation options?	Yes
Date of Foreclosure Initiation	09/01/2016
Date of Foreclosure Sale	10/17/2016
Initial Foreclosure Bid Price	$104,000.00
Final Foreclosure Bid Price	$104,000.00
Marketable Title Date	10/17/2016
Total Number of Bankruptcies Filed after Last Payment Made	0
Appraisal Date	10/01/2016
"As Is" Appraised Value	$130,000.00
Date Proceeds Disbursed by Court	11/01/2016
Third Party Gross Proceeds	$130,000.00
Number of Bankruptcy Days	0
Number of Delinquency Days	150
Number of Referral Days	62
Number of Foreclosure Days	46
Total Liquidation Days	258
Disallowed Interest Days	0

Protective Advances

Cumulative Real Estate Tax Amount	$250.00
Cumulative Insurance Amount	$0.00
Cumulative Other Advance Amount	$0.00
Total Itemized Protective Advances	**$250.00**
Escrow Balance as of Last Payment Made	$500.00
Total Advances	**$0.00**

Lender's Liquidation Costs

Foreclosure Attorney/Trustee Fee	$900.00
Foreclosure Attorney/Trustee Cost	$575.00
Eviction Expenses	$0.00
Cash for Keys	$0.00
Bankruptcy Fees	$0.00
Bankruptcy Costs	$0.00
Property Inspections	$0.00
Utility Expenses	$0.00
Property Preservation	$0.00
Property Maintenance	$0.00
Pre-Authorized Repairs	$0.00
Appraisal or BPO Expense	$0.00
Others	$0.00
Total Expense	**$1,475.00**

Recoveries

Funds in Escrow Account	$250.00
Buy Down Balance Remaining in Escrow	$0.00
Other Recovery	$0.00
Estimated Insurance Refund	$0.00
Cost of Recovery Collection	$0.00

Payment Information

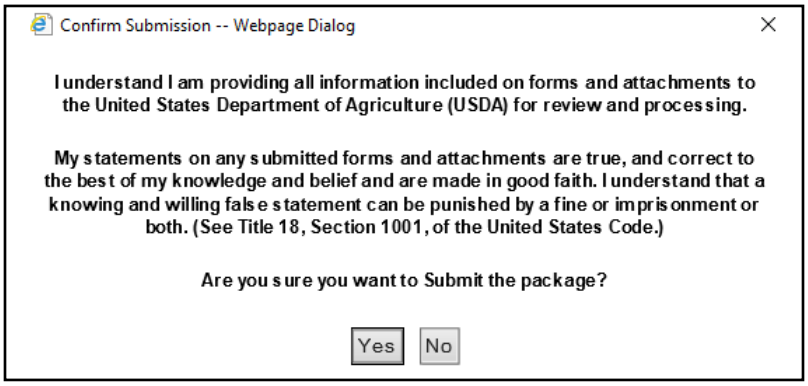
Unpaid Principal Balance	$141,433.74
Accrued Interest Owed	$4,373.79
Additional Interest	$68.28
Principal Owed on Protective Advances	$0.00
Accrued Interest on Protective Advances	$0.00
Total P & I	**$145,875.81**
Net Proceeds Foreclosure to Third Party	$128,525.00
Loss Amount	**$17,350.81**
Net Recovery	$250.00
Net Loss Amount	**$17,100.81**
Loss Up to 35% of Loan Amount	$17,100.81
Amount of Loss in Excess of 35% of Loan Amount	$0.00
85% of Loss Greater Than 35% of Loan Amount	$0.00
Computed Loss	**$17,100.81**
MRA Non Recoverable Expense	$0.00
Maximum Loss Payable (up to 90% of Loan Amount - MRA Non Recoverable Expenses)	$137,663.10
Estimated Loss Amount to be Paid Lender	**$17,100.81**

Print Back Submit

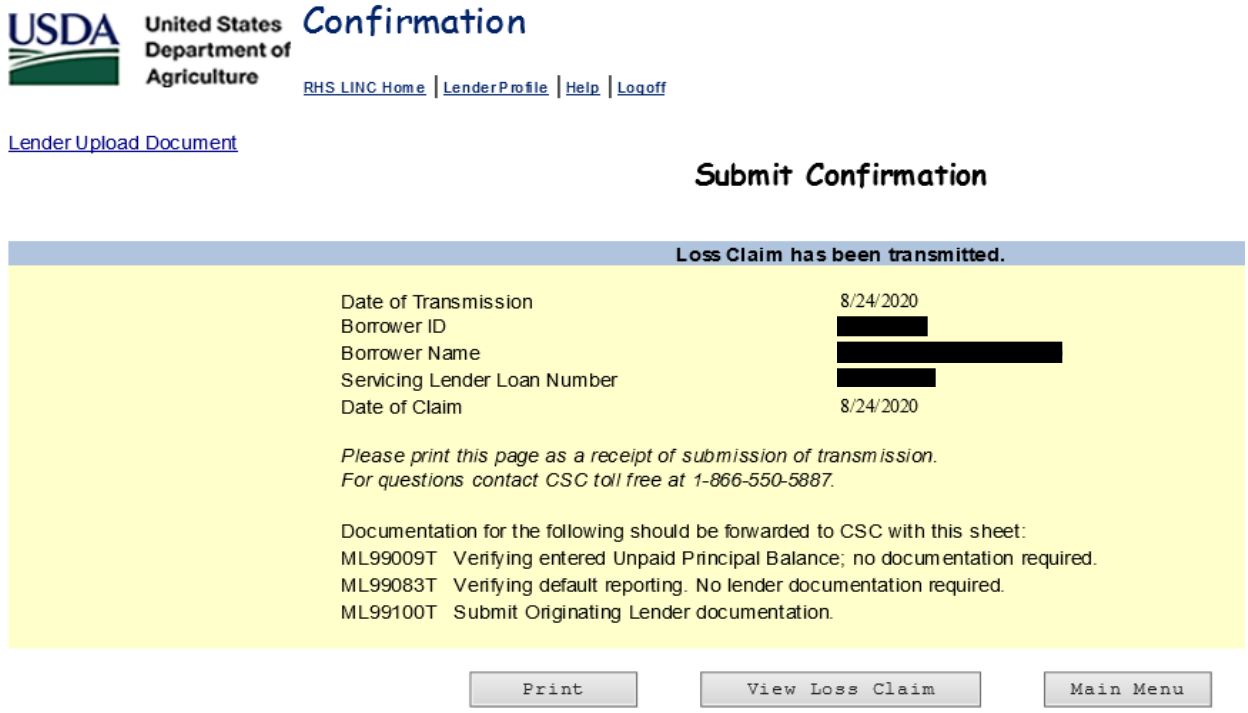
If there are any items that need to be changed/adjusted, select 'Back' until the appropriate section is displayed. From here, you can make changes/adjustments to the necessary section and continue on through the Loss Claim screens.

If all of the information displayed is accurate, select 'Submit'.

A pop-up box will display with a disclaimer and asking, 'Are you sure you want to Submit the package?' select 'Yes' to proceed.



The Loss Claim Confirmation Page (displayed below) will indicate that 'The Loss Claim has been transmitted'; this confirms the input process is complete in LINC. A copy of this page should be retained for records and is critical in the document upload process. If the below page does not display, please refer to 'Loss Claim Input Errors & Frequently Asked Questions' on pages 99-107 of this guide on how to troubleshoot system compatibility.



Please refer to 'Uploading Documentation for a Loss Claim' on pages 89-94 of this guide for how to complete the document upload process and submit the Loss Claim to the Customer Service Center.

Short Sale

Select 'Short Sale' from the drop-down menu and select 'Continue'. Neither of the radio buttons should be selected next to 'Property Sold as REO'.

From here the 'General Information' screen will display; see below.

USDA United States Department of Agriculture

General Information

Help

Claim Information

Date of Claim 08/21/2020

Borrower Information

Borrower
Borrower ID
Name
Borrower Address

Phone Number *
Property Address * ☐ Same as borrower
Unit
City *
State * ALABAMA Zip Code * -

Last Known Mailing Address * ☐ Same as borrower
Unit
City *
State * ALABAMA Zip Code * -

Most of the borrower's information will auto-populate in these fields.

Lender Information

Claim Contact Name * Last First
Claim Contact Phone * Extension
Claim E-mail Address *

Originating Lender
Lender ID
USDA Assigned Branch Number
Name

Servicing Lender
Lender ID
USDA Assigned Branch Number
Name
REO Contact Name Last First
REO Contact Phone Extension
REO Contact Fax
REO Contact E-mail Address
Lender Loan Number *

Holding Lender
Lender ID *
USDA Assigned Branch Number * List
Name
REO Contact Name Last First
REO Contact Phone Extension
REO Contact Fax
REO Contact E-mail Address

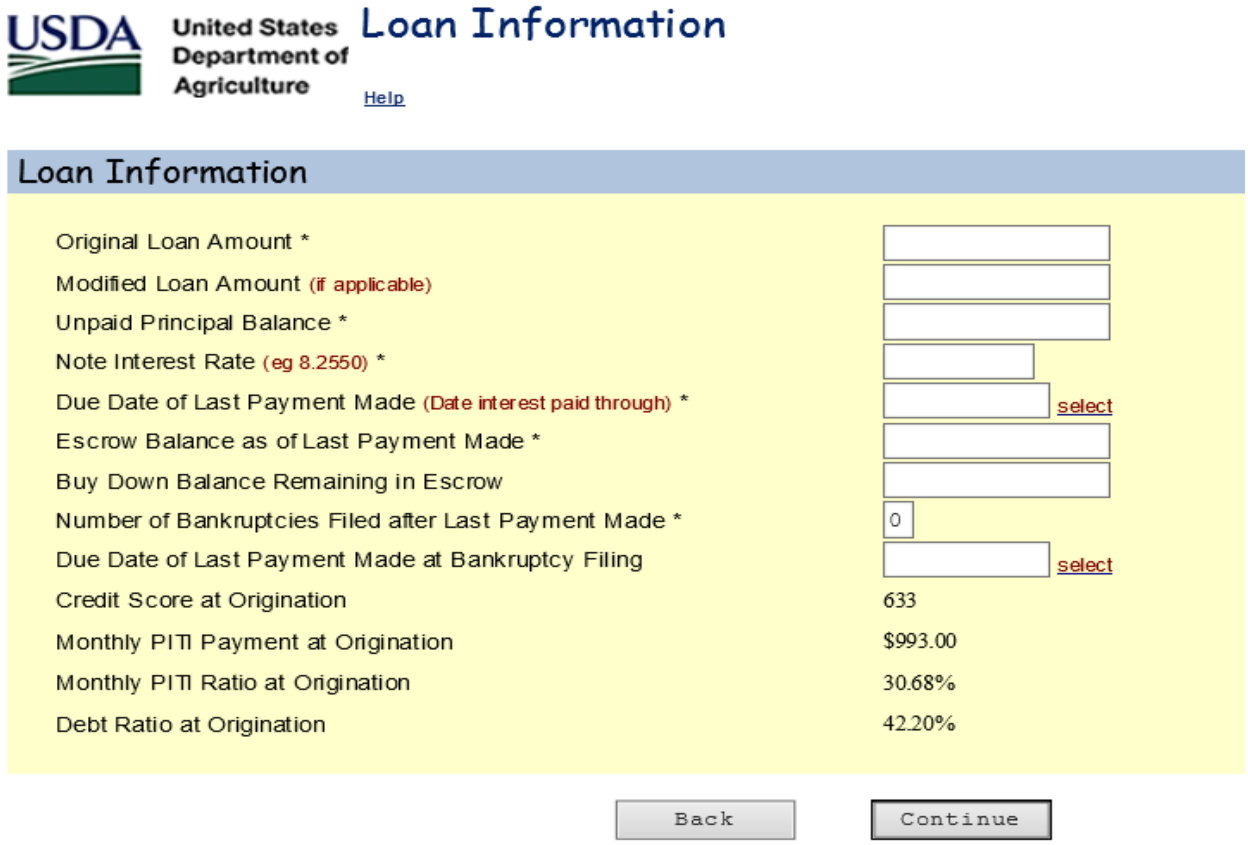
Payee * Servicing Lender ○ Holding Lender ○

A Payee address will auto-populate based on the selection of Servicing Lender or Holding Lender.

Complete all required fields and select 'Continue'.

Back | Add Co Borrower | Continue

Complete the 'Loan Information' section.

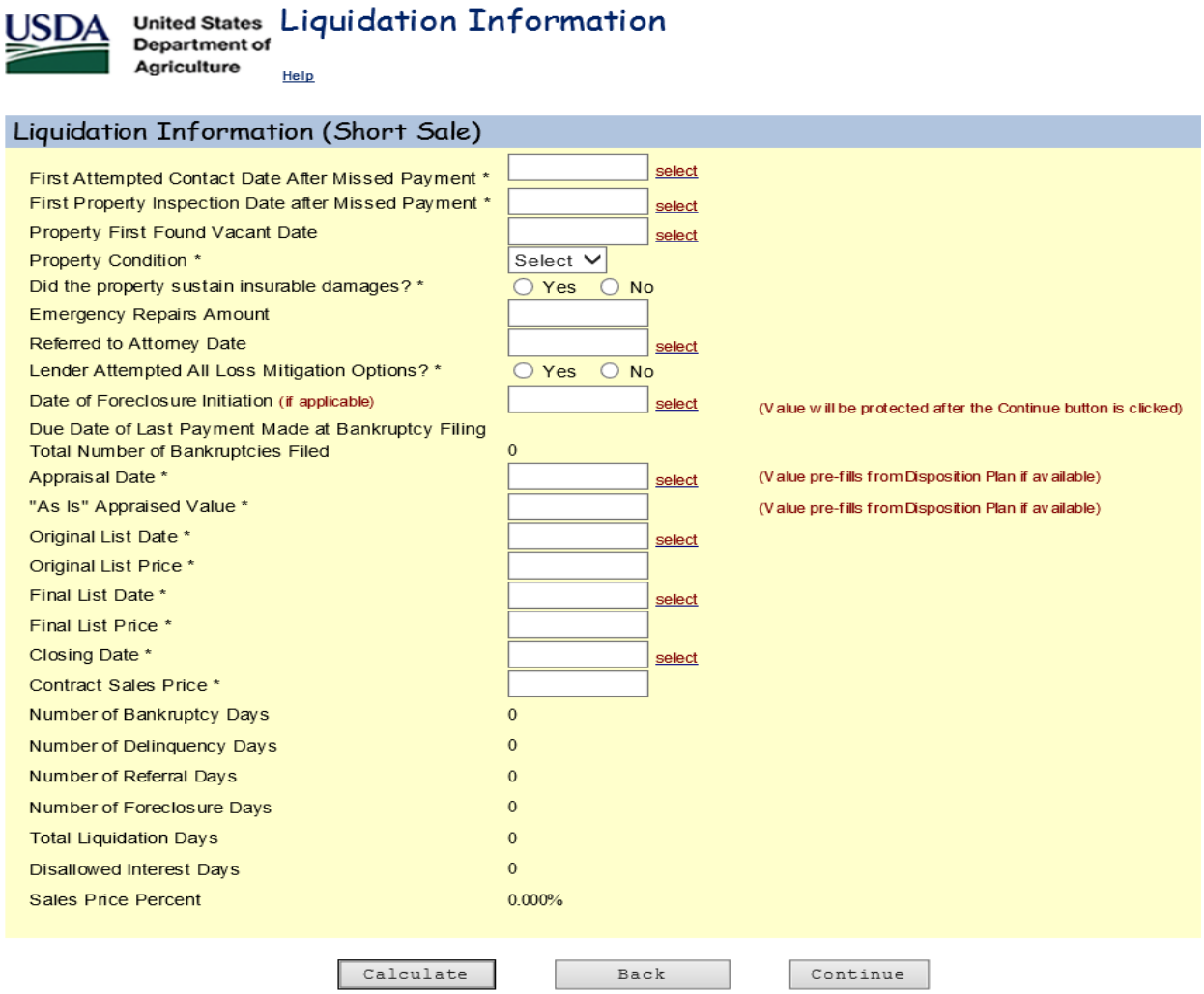


Helpful Hints:

- If the loan has been modified and the system will not accept the Modified Loan Amount, this means the modification has not been added to the system. In this case, the Customer Service Center (CSC) should be notified to assist in adding the Loan Modification to the system. They can be reached toll free at 866-550-5887 or via e-mail RDLossMitExceptions@usda.gov .
- The Unpaid Principal Balance should be the balance at the time the borrower made the last payment.
- The Escrow Balance as of Last Payment Made should be the escrow balance at the time the borrower's last payment posted. It does not matter if this balance is positive or negative; but should be the balance from the last payment posted.
- If there is a Bankruptcy that falls within the parameters of the Loss Claim, it must be indicated on this screen in order for the appropriate fields to open on the following screens for specific Bankruptcy information to be input.

Once all fields are completed, select 'Continue'.

Complete the 'Liquidation Information' section.



USDA United States Department of Agriculture

Liquidation Information

Help

Liquidation Information (Short Sale)

First Attempted Contact Date After Missed Payment *	select	
First Property Inspection Date after Missed Payment *	select	
Property First Found Vacant Date	select	
Property Condition *	Select	
Did the property sustain insurable damages? *	Yes No	
Emergency Repairs Amount		
Referred to Attorney Date	select	
Lender Attempted All Loss Mitigation Options? *	Yes No	
Date of Foreclosure Initiation (if applicable)	select	(Value will be protected after the Continue button is clicked)
Due Date of Last Payment Made at Bankruptcy Filing		
Total Number of Bankruptcies Filed	0	
Appraisal Date *	select	(Value pre-fills from Disposition Plan if available)
"As Is" Appraised Value *		(Value pre-fills from Disposition Plan if available)
Original List Date *	select	
Original List Price *		
Final List Date *	select	
Final List Price *		
Closing Date *	select	
Contract Sales Price *		
Number of Bankruptcy Days	0	
Number of Delinquency Days	0	
Number of Referral Days	0	
Number of Foreclosure Days	0	
Total Liquidation Days	0	
Disallowed Interest Days	0	
Sales Price Percent	0.000%	

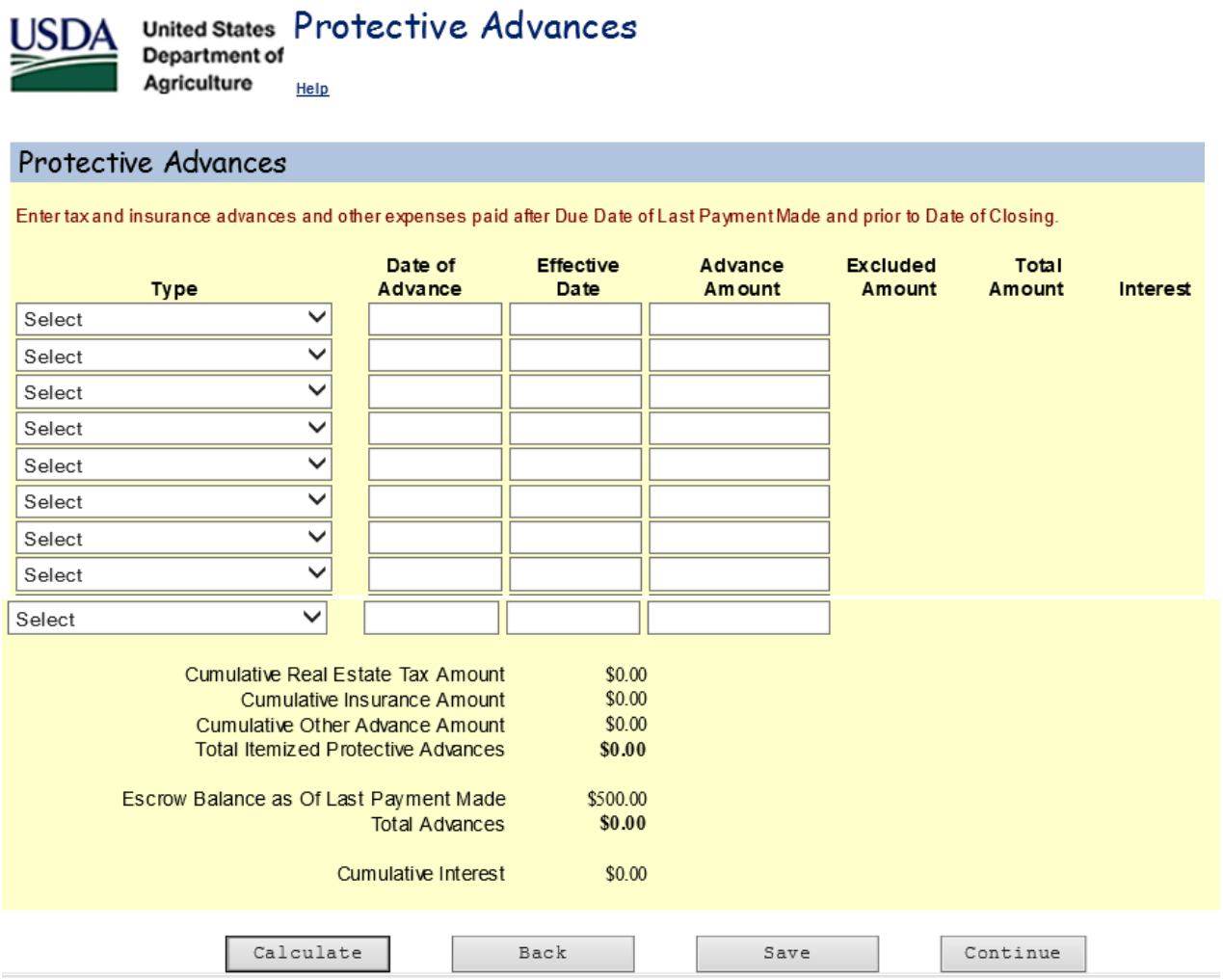
Calculate Back Continue

Helpful Hints:

- The First Attempted Contact Date is relevant to the Missed Payment; not the Due Date of Last Payment Made. i.e. If the Due Date of Last Payment Made was 08/01/19; that means the missed payment would be the 09/01/19 payment. Contact should be made within 25 days of the 09/01/19 payment to avoid penalty on the Loss Claim.
- The same applies to the First Property Inspection; however, the timeframe is different. The inspection should be completed within 65 days of the Missed Payment.
- If the property sustained damages that resulted in hazard claim proceeds being received, the radio button next to 'Did the property sustain insurable damages?' should indicate 'Yes'. This will ensure that the appropriate documents are requested on the Loss Claim Confirmation Page.

Once all fields are completed, select 'Continue'.

Complete the 'Protective Advances' section.



The Protective Advances are disbursements made from the Escrow account; this includes Real Estate Taxes, Insurance, and Forceplaced Insurance. In order to be able to claim the advances, they must fall within the claimable timeframe. On this claim type, Protective Advances can be claimed from the Due Date of Last Payment Made through the Date of Short Sale Closing. If the Protective Advances fall before or after the claimable timeframe, they are not reimbursable on the Loss Claim.

Once all fields are completed, select 'Save' and then 'Continue'.

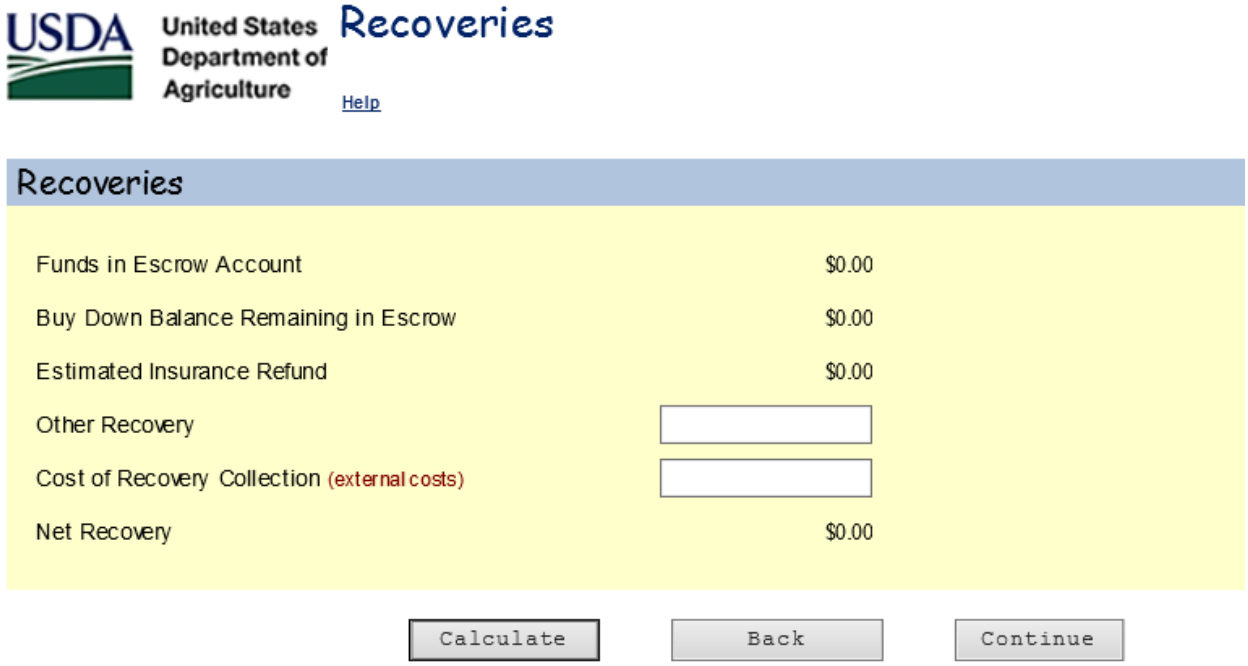
Complete the 'Lender's Liquidation Costs' section.

The expenses placed in these fields should be expense incurred within the claimable timeframe. On this claim type, this is from the Due Date of Last Payment Made through the Date of Short Sale Closing.

Chapter 18 of the HB – 3555 SFH Guaranteed Loan Program Technical Handbook provides information on the Acceptable State Liquidation Costs and Fees, as well as Maximum Property Preservation Allowances.

Once all fields are completed, select 'Continue'.

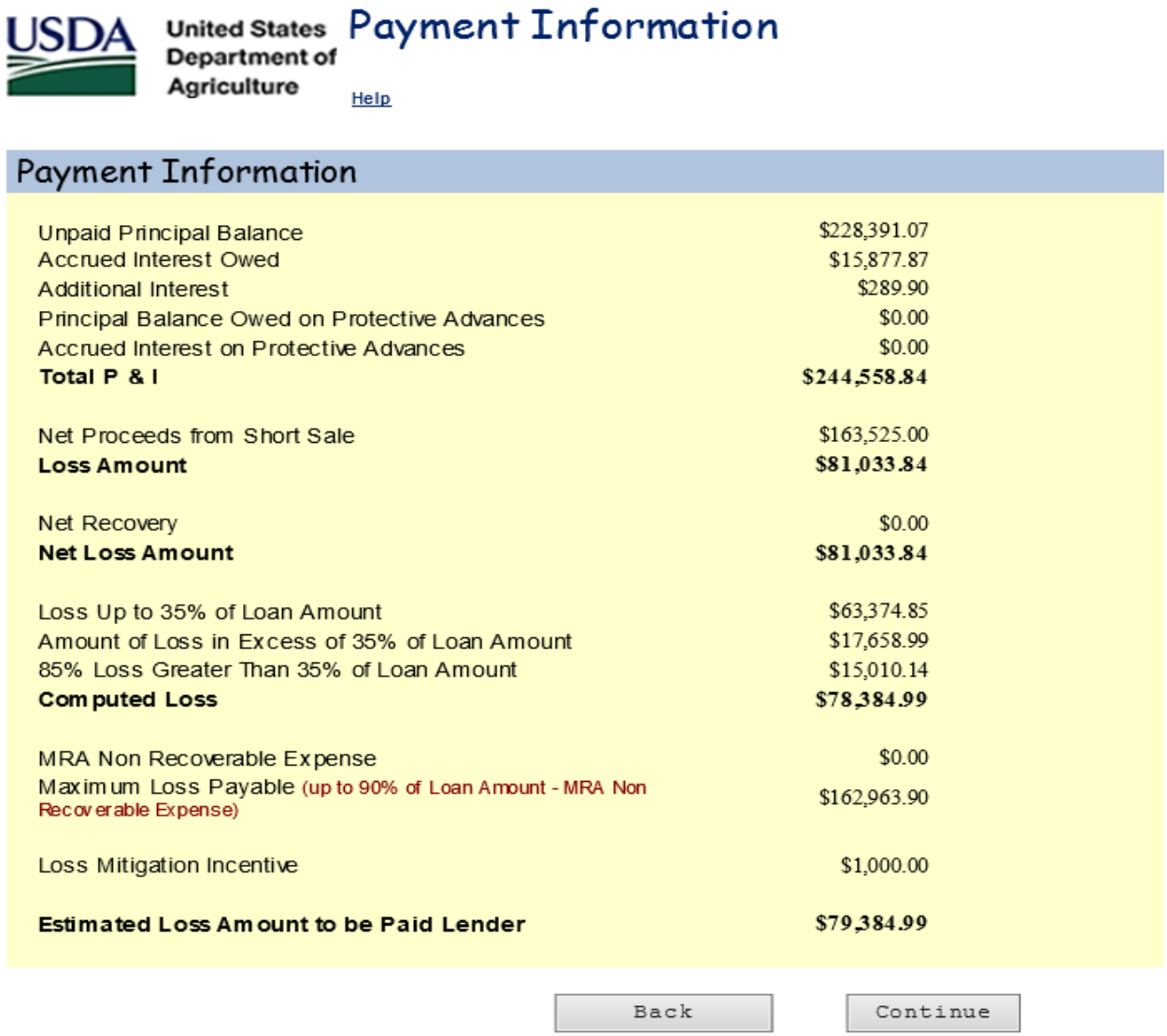
Complete the 'Recoveries' section.



The 'Other Recovery' field should be utilized to report any additional funds that have been received on the loan. This includes but is not limited to tax credits, insurance refunds, unapplied funds, hazard claim proceeds, and interest on escrow.

Once all fields are completed, select 'Continue'.

The 'Payment Information' section is an overview of the Estimated Loss Amount to be paid to the Lender. This screen is only for review, there are no fields to input or alter.



USDA United States Department of Agriculture

Payment Information

Help

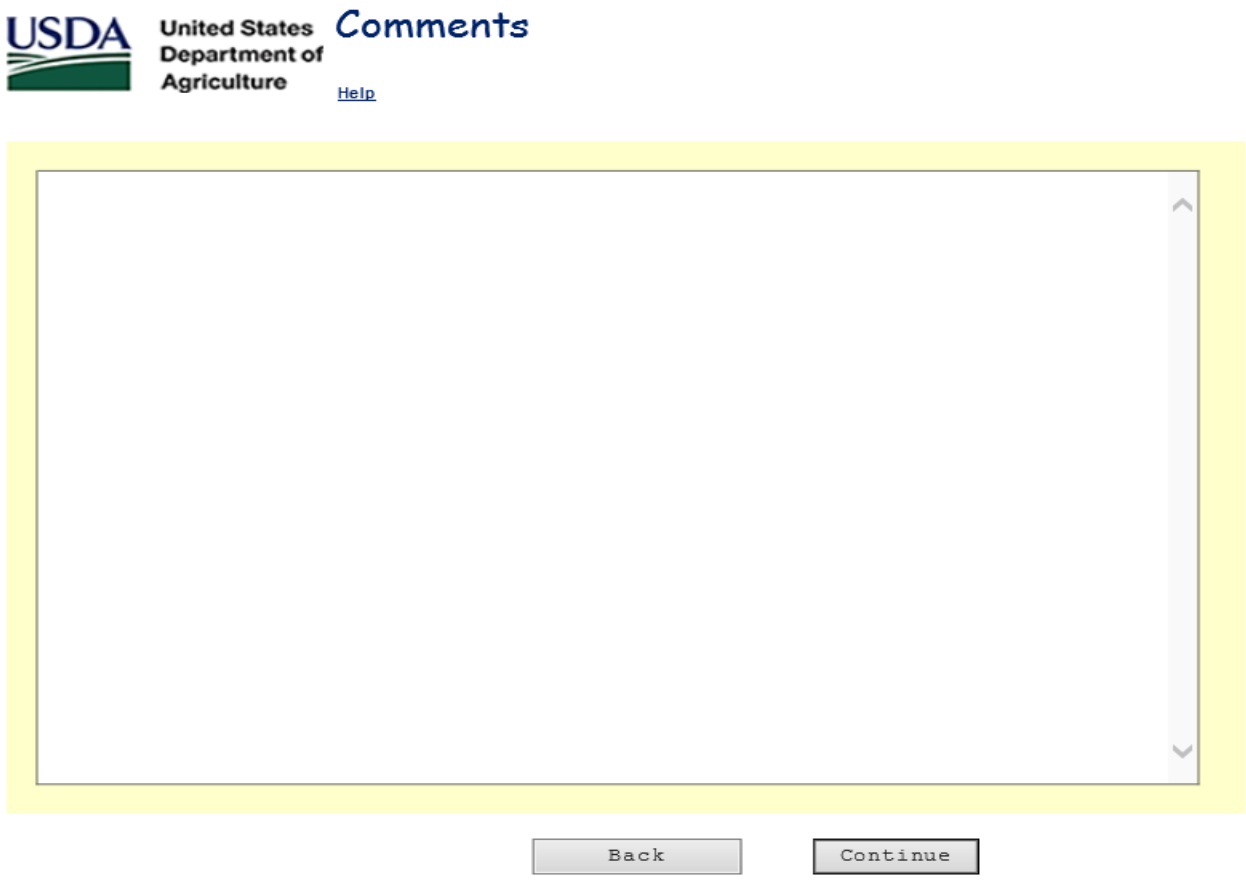
Payment Information

Unpaid Principal Balance	$228,391.07
Accrued Interest Owed	$15,877.87
Additional Interest	$289.90
Principal Balance Owed on Protective Advances	$0.00
Accrued Interest on Protective Advances	$0.00
Total P & I	**$244,558.84**
Net Proceeds from Short Sale	$163,525.00
Loss Amount	**$81,033.84**
Net Recovery	$0.00
Net Loss Amount	**$81,033.84**
Loss Up to 35% of Loan Amount	$63,374.85
Amount of Loss in Excess of 35% of Loan Amount	$17,658.99
85% Loss Greater Than 35% of Loan Amount	$15,010.14
Computed Loss	**$78,384.99**
MRA Non Recoverable Expense	$0.00
Maximum Loss Payable (up to 90% of Loan Amount - MRA Non Recoverable Expense)	$162,963.90
Loss Mitigation Incentive	$1,000.00
Estimated Loss Amount to be Paid Lender	**$79,384.99**

Back Continue

Once reviewed, select 'Continue'.

Input comments in the ‘Comment Section’.



The comment section is optional; however, it is a great tool to inform the Customer Service Center of additional information relevant to the processing of the Loss Claim.

Once comments are input, select ‘Continue’.

The 'Review Loss Claim' section is a complete overview of the Loss Claim. This screen is only for review, there are no fields to input or alter; it provides a view of the Loss Claim information entered on all the prior Loss Claim pages and gives the user an opportunity to verify accuracy of inputs before submitting claim for payment.

USDA United States Department of Agriculture

Review Loss Claim

Help

Claim Information (Short Sale)

Date of Claim 08/24/2020

Borrower Information

Borrower

Borrower ID [redacted]
Name [redacted]
Phone Number [redacted]
Borrower Address [redacted]
Property Address [redacted]
Last Known Mailing Address [redacted]

Lender Information

Claim Contact Name [redacted]
Claim Contact Phone [redacted]
Claim Contact Email Address [redacted]

Originating Lender

Lender ID [redacted]
USDA Assigned Branch Number [redacted]
Name [redacted]

Servicing Lender

Lender ID [redacted]
USDA Assigned Branch Number [redacted]
Name [redacted]
REO Contact Name
REO Contact Phone
REO Contact Fax
REO Contact E-mail Address
Lender Loan Number [redacted]

Holding Lender

Lender ID [redacted]
USDA Assigned Branch Number [redacted]
Name [redacted]
REO Contact Name
REO Contact Phone
REO Contact Fax
REO Contact E-mail Address

Payee Servicing Lender ◉ Holding Lender ○

Address [redacted]

Loan Information

Original Loan Amount	$181,071.00
Modified Loan Amount	$235,867.04
Unpaid Principal Balance	$228,391.07
Note Interest Rate	3.625%
Due Date of Last Payment Made	11/01/2017
Due Date of Last Payment Made at Bankruptcy Filing	
Credit Score at Origination	564
PITI Payment at Origination	$1,296.02
PITI Ratio at Origination	32.44%
Debt Ratio at Origination	36.58%

Liquidation Information

Liquidation Method	Short Sale
First Attempted Contact Date after Missed Payment	12/02/2017
First Property Inspection Date after Missed Payment	12/18/2017
Property First Found Vacant Date	
Property Condition	Fair
Did the property sustain insurable damages?	No
Emergency Repairs Amount	$0.00
Referred to Attorney Date	06/13/2018
Lender attempted all loss mitigation options?	Yes
Date of Foreclosure Initiation	08/28/2018
Total Number of Bankruptcies Filed after Last Payment Made	0
Appraisal Date	10/10/2019
"As Is" Appraised Value	$161,000.00
Original List Date	02/18/2019
Original List Price	$174,900.00
Final List Date	08/22/2019
Final List Price	$160,500.00
Closing Date	11/15/2019
Contract Sales Price	$165,000.00
Number of Bankruptcy Days	0
Number of Delinquency Days	224
Number of Referral Days	76
Number of Foreclosure Days	444
Total Liquidation Days	744
Disallowed Interest Days	44

Protective Advances

Cumulative Real Estate Tax Amount	$500.00
Cumulative Insurance Amount	$0.00
Cumulative Other Advance Amount	$0.00
Total Itemized Protective Advances	**$500.00**
Escrow Balance as of Last Payment Made	$500.00
Total Advances	**$0.00**

Lender's Liquidation Costs

Foreclosure Attorney/Trustee Fee	$975.00
Foreclosure Attorney/Trustee Cost	$500.00
Eviction Expenses	$0.00
Cash for Keys	$0.00
Bankruptcy Fees	$0.00
Bankruptcy Costs	$0.00
Property Inspections	$0.00
Utility Expenses	$0.00
Property Preservation	$0.00
Property Maintenance	$0.00
Pre-Authorized Repairs	$0.00
Short Sale Closing Costs	$0.00
Appraisal or BPO Expense	$0.00
Others	$0.00
Total Expense	**$1,475.00**
Broker Commission	0.00% $0.00

Recoveries

Funds in Escrow Account	$0.00
Buy Down Balance Remaining in Escrow	$0.00
Other Recovery	$0.00
Estimated Insurance Refund	$0.00
Cost of Recovery Collection	$0.00

Payment Information

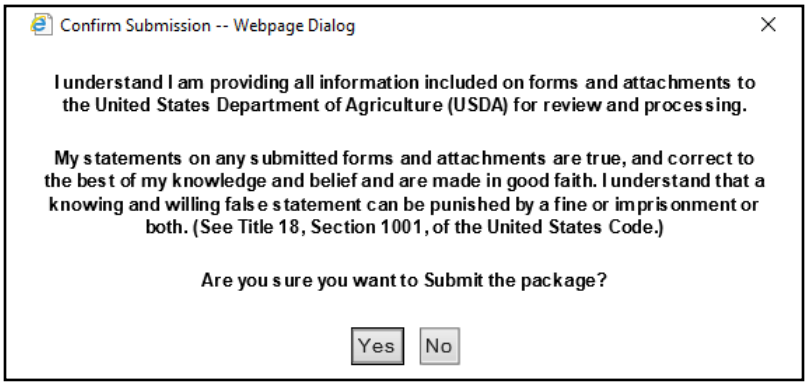
Unpaid Principal Balance	$228,391.07
Accrued Interest Owed	$15,877.87
Additional Interest	$289.90
Principal Owed on Protective Advances	$0.00
Accrued Interest on Protective Advances	$0.00
Total P & I	**$244,558.84**
Net Proceeds From Short Sale	$163,525.00
Loss Amount	**$81,033.84**
Net Recovery	$0.00
Net Loss Amount	**$81,033.84**
Loss Up to 35% of Loan Amount	$63,374.85
Amount of Loss in Excess of 35% of Loan Amount	$17,658.99
85% of Loss Greater Than 35% of Loan Amount	$15,010.14
Computed Loss	**$78,384.99**
MRA Non Recoverable Expense	$0.00
Maximum Loss Payable (up to 90% of Loan Amount - MRA Non Recoverable Expenses)	$162,963.90
Loss Mitigation Incentive	$1,000.00
Estimated Loss Amount to be Paid Lender	**$79,384.99**

Print Back Submit

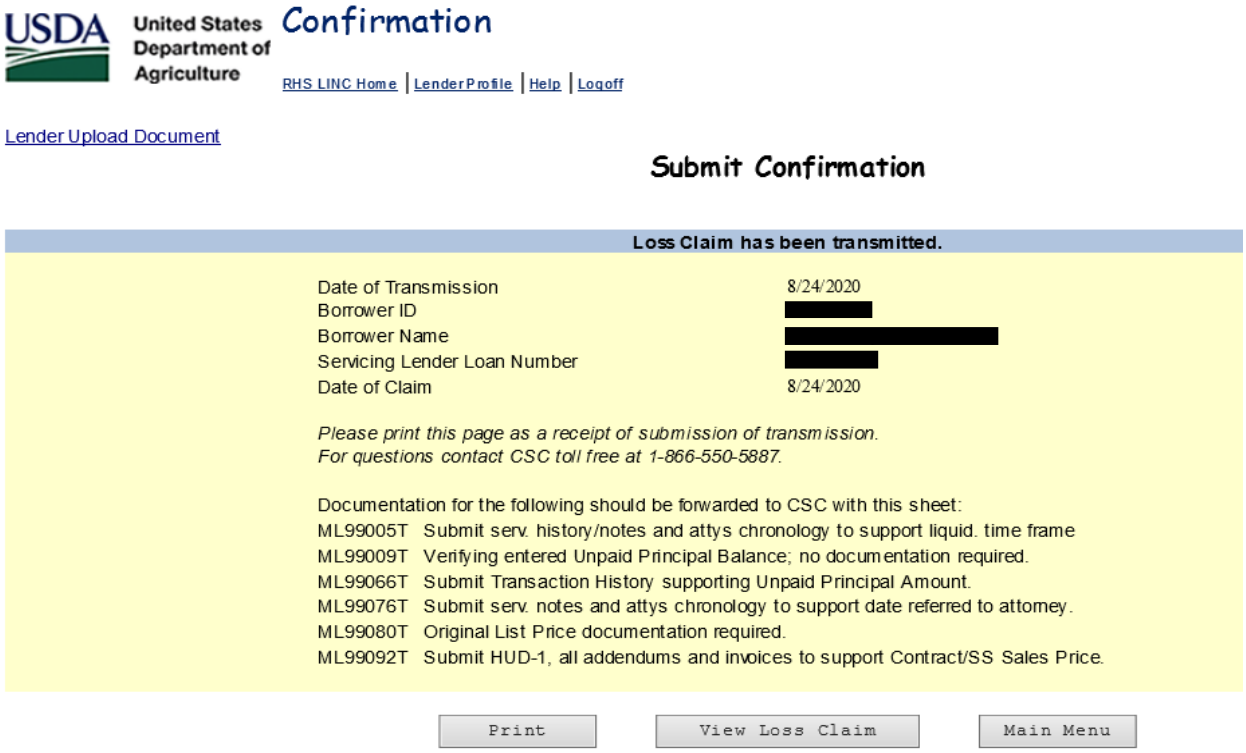
If there are any items that need to be changed/adjusted, select 'Back' until the appropriate section is displayed. From here, you can make changes/adjustments to the necessary section and continue on through the Loss Claim screens.

If all of the information displayed is accurate, select 'Submit'.

A pop-up box will display with a disclaimer and asking, 'Are you sure you want to Submit the package?' select 'Yes' to proceed.



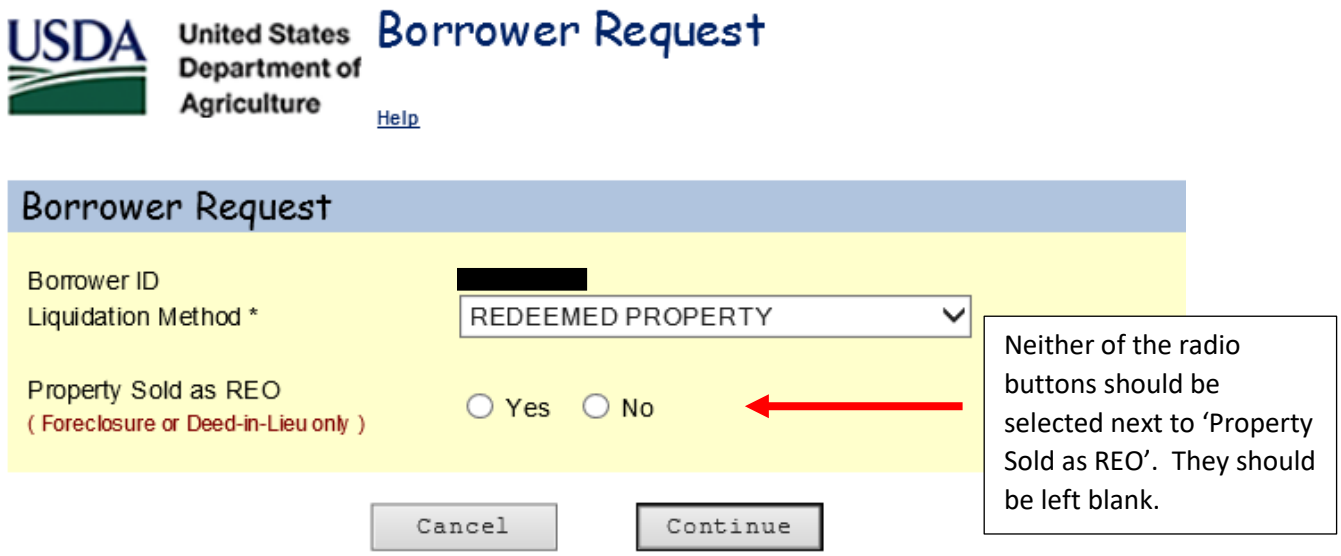
The Loss Claim Confirmation Page (displayed below) will indicate that 'The Loss Claim has been transmitted'; this confirms the input process is complete in LINC. A copy of this page should be retained for records and is critical in the document upload process. If the below page does not display, please refer to 'Loss Claim Input Errors & Frequently Asked Questions' on pages 99-107 of this guide on how to troubleshoot system compatibility.



Please refer to 'Uploading Documentation for a Loss Claim' on pages 89-94 of this guide for how to complete the document upload process and submit the Loss Claim to the Customer Service Center.

Redeemed Property

Select 'Redeemed Property' from the drop-down menu and select 'Continue'. Neither of the radio buttons should be selected next to 'Property Sold as REO'.



From here the 'General Information' screen will display; see below.

USDA United States Department of Agriculture

General Information

Help

Claim Information

Date of Claim 08/21/2020

Borrower Information

Borrower
Borrower ID
Name
Borrower Address

Phone Number *
Property Address * ☐ Same as borrower
Unit
City *
State * ALABAMA Zip Code * -

Last Known Mailing Address * ☐ Same as borrower
Unit
City *
State * ALABAMA Zip Code * -

Most of the borrower's information will auto-populate in these fields.

Lender Information

Claim Contact Name * Last First
Claim Contact Phone * Extension
Claim E-mail Address *

Originating Lender
Lender ID
USDA Assigned Branch Number
Name

Servicing Lender
Lender ID
USDA Assigned Branch Number
Name
REO Contact Name Last First
REO Contact Phone Extension
REO Contact Fax
REO Contact E-mail Address
Lender Loan Number *

Holding Lender
Lender ID *
USDA Assigned Branch Number * List
Name
REO Contact Name Last First
REO Contact Phone Extension
REO Contact Fax
REO Contact E-mail Address

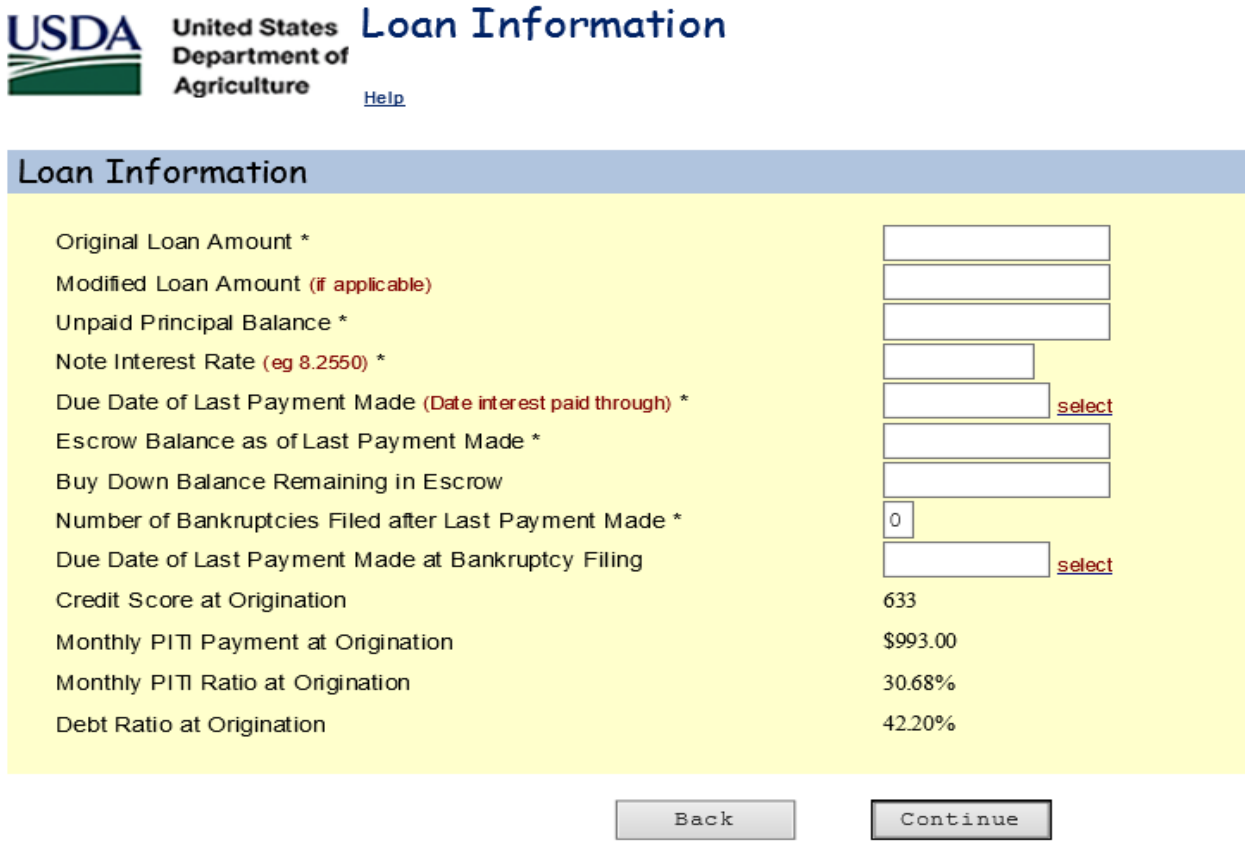
Payee * Servicing Lender ○ Holding Lender ○

A Payee address will auto-populate based on the selection of Servicing Lender or Holding Lender.

Complete all required fields and select 'Continue'.

Back | Add Co Borrower | Continue

Complete the 'Loan Information' section.

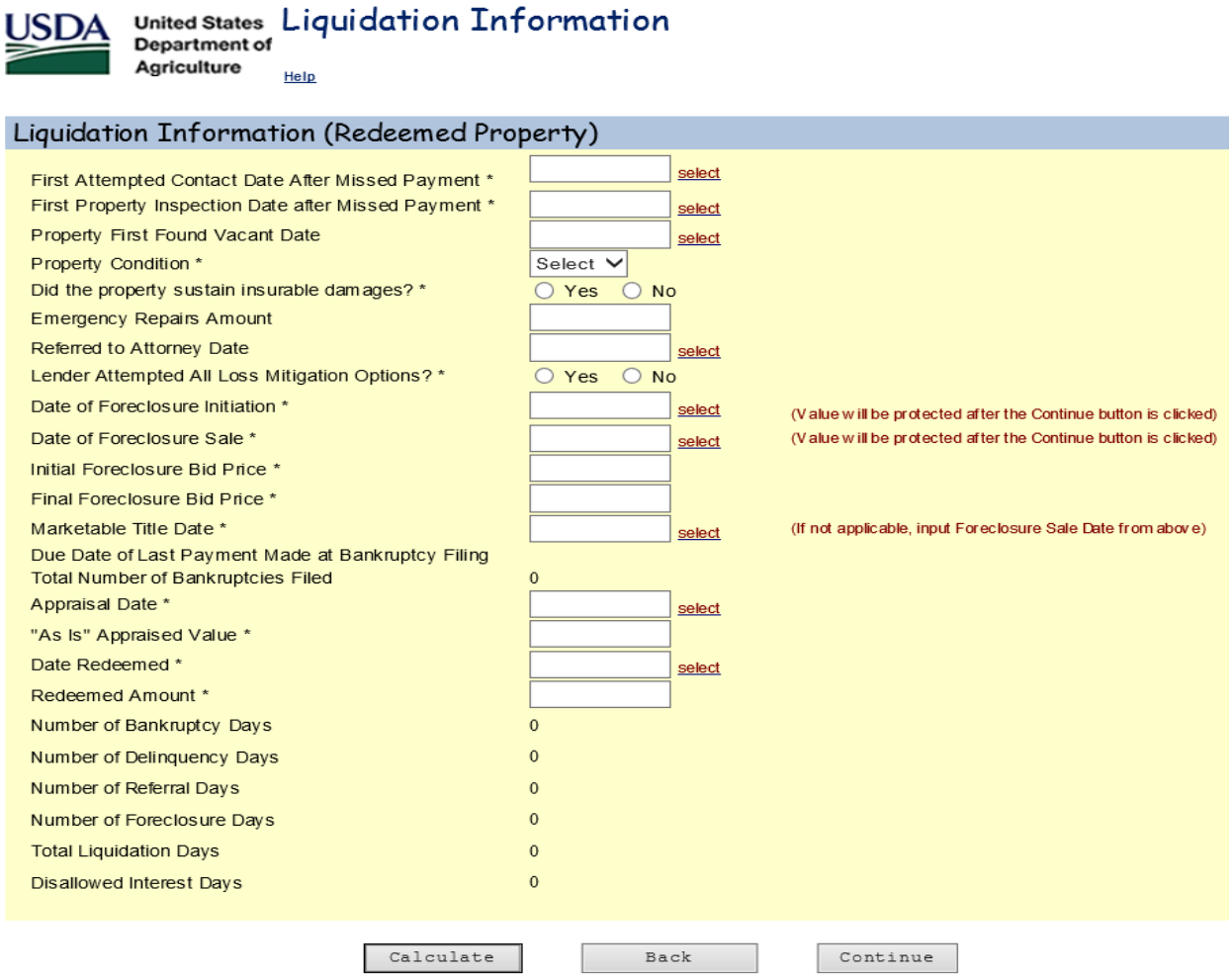


Helpful Hints:

- If the loan has been modified and the system will not accept the Modified Loan Amount, this means the modification has not been added to the system. In this case, the Customer Service Center (CSC) should be notified to assist in adding the Loan Modification to the system. They can be reached toll free at 866-550-5887 or via e-mail RDLossMitExceptions@usda.gov.
- The Unpaid Principal Balance should be the balance at the time the borrower made the last payment.
- The Escrow Balance as of Last Payment Made should be the escrow balance at the time the borrower's last payment posted. It does not matter if this balance is positive or negative; but should be the balance from the last payment posted.
- If there is a Bankruptcy that falls within the parameters of the Loss Claim, it must be indicated on this screen in order for the appropriate fields to open on the following screens for specific Bankruptcy information to be input.

Once all fields are completed, select 'Continue'.

Complete the 'Liquidation Information' section.



USDA United States Department of Agriculture

Liquidation Information

Help

Liquidation Information (Redeemed Property)

First Attempted Contact Date After Missed Payment *		select	
First Property Inspection Date after Missed Payment *		select	
Property First Found Vacant Date		select	
Property Condition *	Select		
Did the property sustain insurable damages? *	○ Yes ○ No		
Emergency Repairs Amount			
Referred to Attorney Date		select	
Lender Attempted All Loss Mitigation Options? *	○ Yes ○ No		
Date of Foreclosure Initiation *		select	(Value will be protected after the Continue button is clicked)
Date of Foreclosure Sale *		select	(Value will be protected after the Continue button is clicked)
Initial Foreclosure Bid Price *			
Final Foreclosure Bid Price *			
Marketable Title Date *		select	(If not applicable, input Foreclosure Sale Date from above)
Due Date of Last Payment Made at Bankruptcy Filing			
Total Number of Bankruptcies Filed	0		
Appraisal Date *		select	
"As Is" Appraised Value *			
Date Redeemed *		select	
Redeemed Amount *			
Number of Bankruptcy Days	0		
Number of Delinquency Days	0		
Number of Referral Days	0		
Number of Foreclosure Days	0		
Total Liquidation Days	0		
Disallowed Interest Days	0		

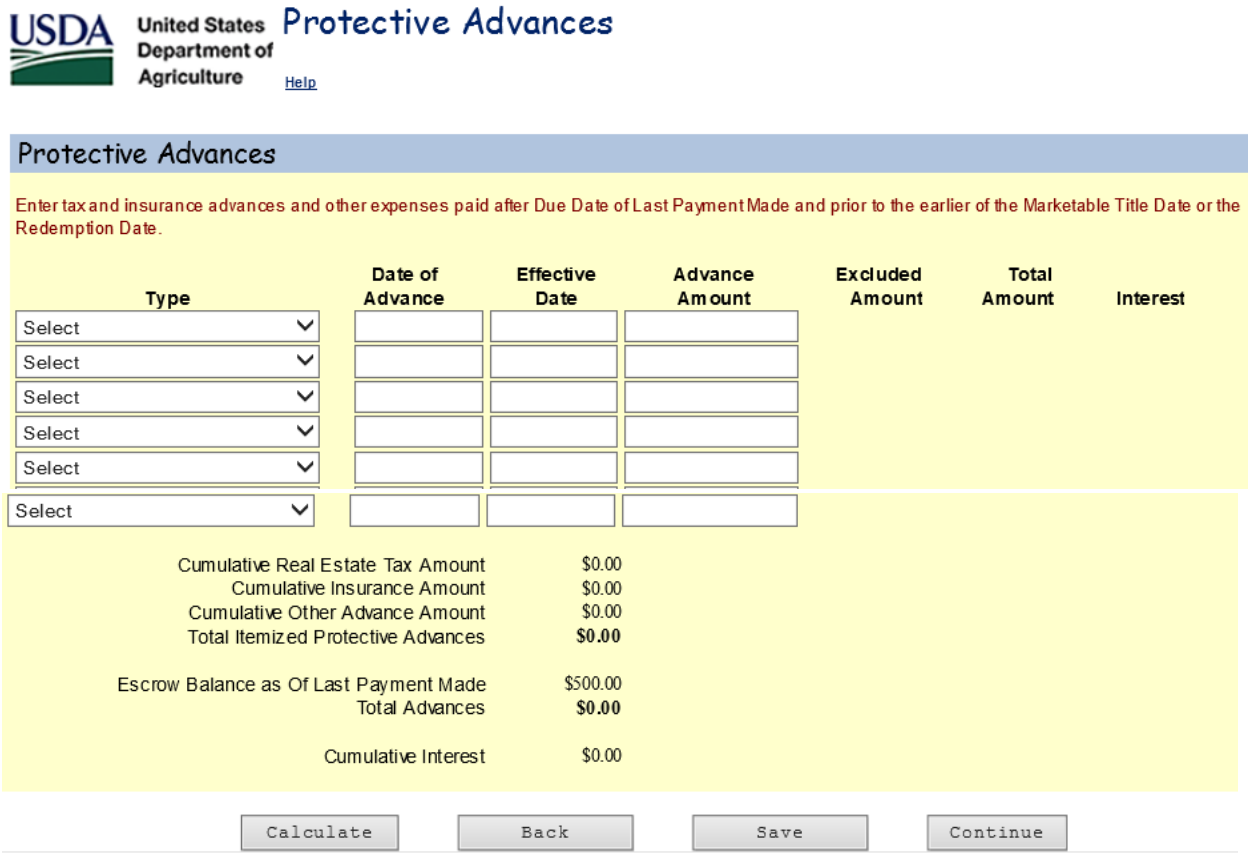
Calculate Back Continue

Helpful Hints:

- The First Attempted Contact Date is relevant to the Missed Payment; not the Due Date of Last Payment Made. i.e. If the Due Date of Last Payment Made was 08/01/19; that means the missed payment would be the 09/01/19 payment. Contact should be made within 25 days of the 09/01/19 payment to avoid penalty on the Loss Claim.
- The same applies to the First Property Inspection; however, the timeframe is different. The inspection should be completed within 65 days of the Missed Payment.
- If the property sustained damages that resulted in hazard claim proceeds being received, the radio button next to 'Did the property sustain insurable damages?' should indicate 'Yes'. This will ensure that the appropriate documents are requested on the Loss Claim Confirmation Page.

Once all fields are completed, select 'Continue'.

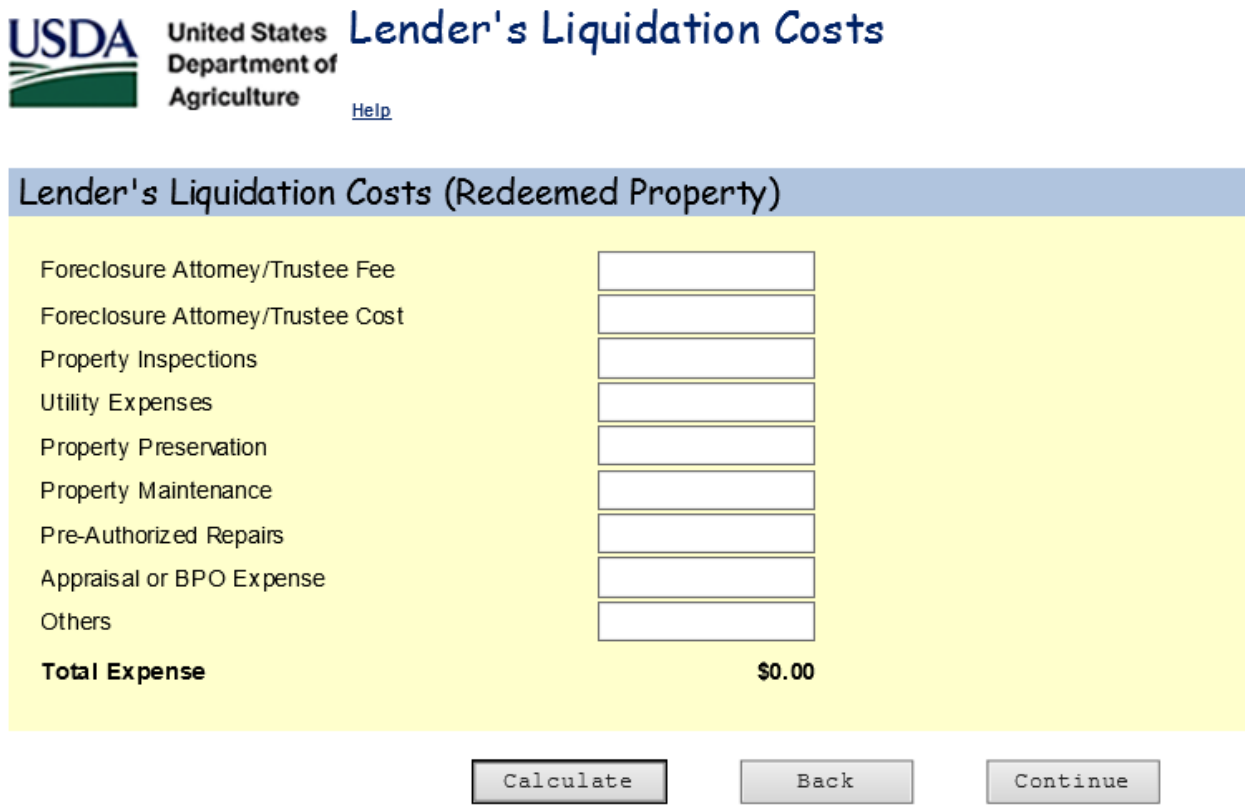
Complete the 'Protective Advances' section.



The Protective Advances are disbursements made from the Escrow account; this includes Real Estate Taxes, Insurance, and Forceplaced Insurance. In order to be able to claim the advances, they must fall within the claimable timeframe. On this claim type, Protective Advances can be claimed from the Due Date of Last Payment Made through Marketable Title Date or the Date Redeemed (whichever is earlier). If the Protective Advances fall before or after the claimable timeframe, they are not reimbursable on the Loss Claim.

Once all fields are completed, select 'Save' and then 'Continue'.

Complete the 'Lender's Liquidation Costs' section.



The expenses placed in these fields should be expense incurred within the claimable timeframe. On this claim type, this is from the Due Date of Last Payment Made through Marketable Title Date or the Date Redeemed (whichever is earlier).

Chapter 18 of the HB – 3555 SFH Guaranteed Loan Program Technical Handbook provides information on the Acceptable State Liquidation Costs and Fees, as well as Maximum Property Preservation Allowances.

Once all fields are completed, select 'Continue'.

Complete the ‘Recoveries’ section.

The ‘Other Recovery’ field should be utilized to report any additional funds that have been received on the loan. This includes but is not limited to tax credits, insurance refunds, unapplied funds, hazard claim proceeds, and interest on escrow.

This claim type also has a separate field for Redemption Interest Earned; interest paid as part of the final Redemption Amount, should be reflected in this field.

Once all fields are completed, select ‘Continue’.

The 'Payment Information' section is an overview of the Estimated Loss Amount to be paid to the Lender. This screen is only for review, there are no fields to input or alter.

USDA United States Department of Agriculture

Payment Information

Help

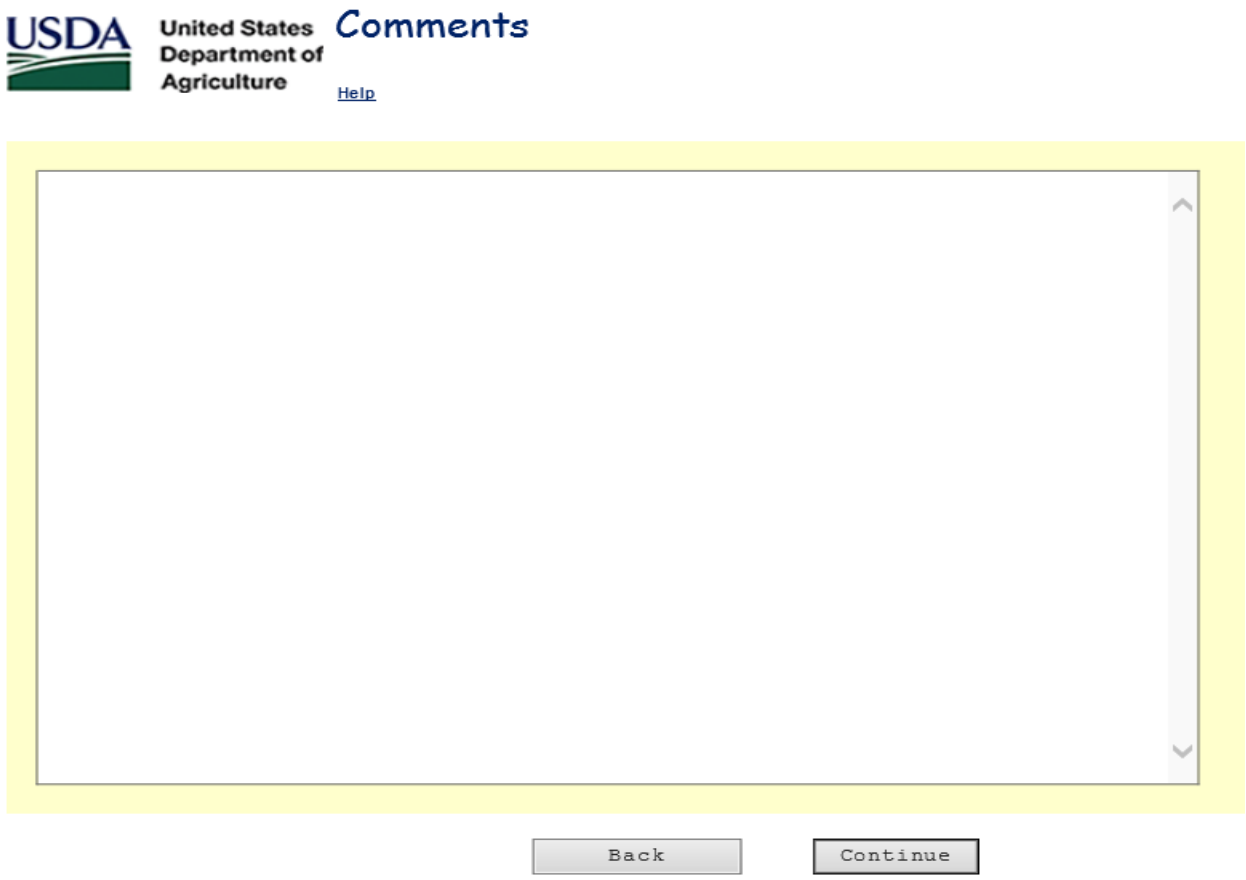
Payment Information

Unpaid Principal Balance	$87,110.63
Accrued Interest Owed	$3,232.64
Additional Interest	$0.00
Principal Balance Owed on Protective Advances	$0.00
Accrued Interest on Protective Advances	$0.00
Total P & I	**$90,343.27**
Net Proceeds from Redeemed Property	$93,713.89
Loss Amount	**($3,370.62)**
Net Recovery	$0.00
Net Loss Amount	**($3,370.62)**
Loss Up to 35% of Loan Amount	$0.00
Amount of Loss in Excess of 35% of Loan Amount	$0.00
85% Loss Greater Than 35% of Loan Amount	$0.00
Computed Loss	**$0.00**
MRA Non Recoverable Expense	$0.00
Maximum Loss Payable (up to 90% of Loan Amount - MRA Non Recoverable Expense)	$90,106.16
Estimated Loss Amount to be Paid Lender	**$0.00**

Back Continue

Once reviewed, select 'Continue'.

Input comments in the ‘Comment Section’.



The comment section is optional; however, it is a great tool to inform the Customer Service Center of additional information relevant to the processing of the Loss Claim.

Once comments are input, select ‘Continue’.

The 'Review Loss Claim' section is a complete overview of the Loss Claim. This screen is only for review, there are no fields to input or alter; it provides a view of the Loss Claim information entered on all the prior Loss Claim pages and gives the user an opportunity to verify accuracy of inputs before submitting claim for payment.

USDA United States Department of Agriculture

Review Loss Claim

Help

Claim Information (Redeemed Property)

Date of Claim 08/25/2020

Borrower Information

Borrower
- Borrower ID [redacted]
- Name [redacted]
- Phone Number [redacted]
- Borrower Address [redacted]
- Property Address [redacted]
- Last Known Mailing Address [redacted]

Co Borrower (1)
- Borrower ID [redacted]
- Name [redacted]
- Phone Number
- Last Known Mailing Address [redacted]

Lender Information

Claim Contact Name [redacted]
Claim Contact Phone [redacted]
Claim Contact Email Address [redacted]

Originating Lender
- Lender ID [redacted]
- USDA Assigned Branch Number [redacted]
- Name [redacted]

Servicing Lender
- Lender ID [redacted]
- USDA Assigned Branch Number [redacted]
- Name [redacted]
- REO Contact Name
- REO Contact Phone
- REO Contact Fax
- REO Contact E-mail Address
- Lender Loan Number [redacted]

Holding Lender
- Lender ID [redacted]
- USDA Assigned Branch Number [redacted]
- Name [redacted]
- REO Contact Name
- REO Contact Phone
- REO Contact Fax
- REO Contact E-mail Address

Payee Servicing Lender ◉ Holding Lender ○
- Address [redacted]

Loan Information

Original Loan Amount	$104,040.00
Modified Loan Amount	$100,117.96
Unpaid Principal Balance	$87,110.63
Note Interest Rate	4.500%
Due Date of Last Payment Made	05/01/2019
Due Date of Last Payment Made at Bankruptcy Filing	
Credit Score at Origination	680
PITI Payment at Origination	$772.73
PITI Ratio at Origination	15.02%
Debt Ratio at Origination	34.83%

Liquidation Information

Liquidation Method	Redeemed Property
First Attempted Contact Date after Missed Payment	06/02/2019
First Property Inspection Date after Missed Payment	06/10/2019
Property First Found Vacant Date	
Property Condition	Good
Emergency Repairs Amount	$0.00
Referred to Attorney Date	10/04/2019
Lender attempted all loss mitigation options?	Yes
Date of Foreclosure Initiation	11/01/2019
Date of Foreclosure Sale	12/20/2019
Initial Foreclosure Bid Price	$92,857.00
Final Foreclosure Bid Price	$92,857.00
Marketable Title Date	06/22/2020
Total Number of Bankruptcies Filed after Last Payment Made	0
Redeemed Amount	$94,863.89
Date Redeemed	02/26/2020
Number of Bankruptcy Days	0
Number of Delinquency Days	156
Number of Referral Days	28
Number of Foreclosure Days	49
Total Liquidation Days	233
Disallowed Interest Days	0

Protective Advances

Cumulative Real Estate Tax Amount	$0.00
Cumulative Insurance Amount	$0.00
Cumulative Other Advance Amount	$0.00
Total Itemized Protective Advances	**$0.00**
Escrow Balance as of Last Payment Made	$0.00
Total Advances	**$0.00**

Lender's Liquidation Costs

Foreclosure Attorney/Trustee Fee	$950.00
Foreclosure Attorney/Trustee Cost	$200.00
Bankruptcy Fees	$0.00
Bankruptcy Costs	$0.00
Property Inspections	$0.00
Utility Expenses	$0.00
Property Preservation	$0.00
Property Maintenance	$0.00
Pre-Authorized Repairs	$0.00
Appraisal or BPO Expense	$0.00
Others	$0.00
Total Expense	**$1,150.00**

Recoveries

Funds in Escrow Account	$0.00
Buy Down Balance Remaining in Escrow	$0.00
Other Recovery	$0.00
Estimated Insurance Refund	$0.00
Redemption Interest Earned	$0.00
Cost of Recovery Collection	$0.00

Payment Information

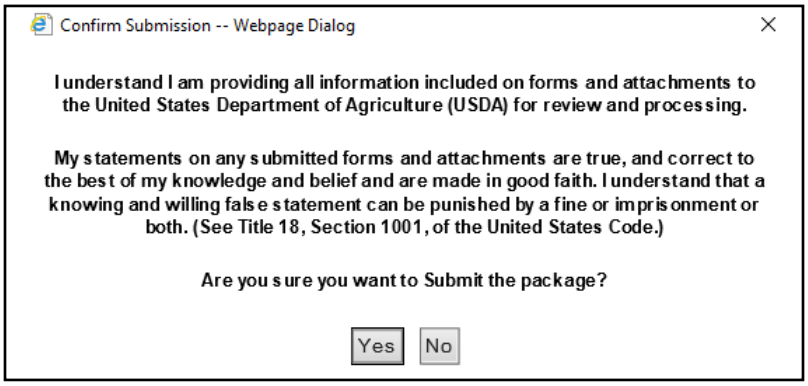
Unpaid Principal Balance	$87,110.63
Accrued Interest Owed	$3,232.64
Additional Interest	$0.00
Principal Owed on Protective Advances	$0.00
Accrued Interest on Protective Advances	$0.00
Total P & I	**$90,343.27**
Net Proceeds from Redeemed Property	$93,713.89
Loss Amount	**($3,370.62)**
Net Recovery	$0.00
Net Loss Amount	**($3,370.62)**
Loss Up to 35% of Loan Amount	$0.00
Amount of Loss in Excess of 35% of Loan Amount	$0.00
85% of Loss Greater Than 35% of Loan Amount	$0.00
Computed Loss	**$0.00**
MRA Non Recoverable Expense	$0.00
Maximum Loss Payable (up to 90% of Loan Amount - MRA Non Recoverable Expenses)	$90,106.16
Estimated Loss Amount to be Paid Lender	**$0.00**

Print Back Submit

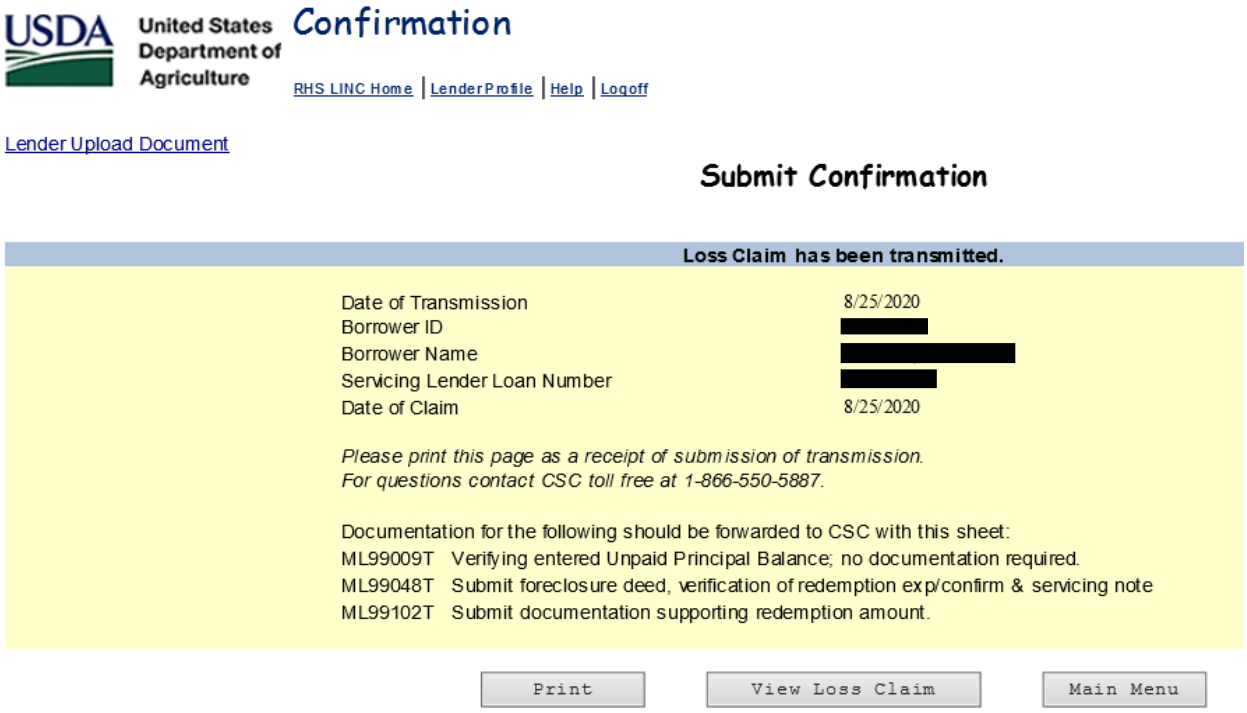
If there are any items that need to be changed/adjusted, select 'Back' until the appropriate section is displayed. From here, you can make changes/adjustments to the necessary section and continue on through the Loss Claim screens.

If all of the information displayed is accurate, select 'Submit'.

A pop-up box will display with a disclaimer and asking, 'Are you sure you want to Submit the package?' select 'Yes' to proceed.



The Loss Claim Confirmation Page (displayed below) will indicate that 'The Loss Claim has been transmitted'; this confirms the input process is complete in LINC. A copy of this page should be retained for records and is critical in the document upload process. If the below page does not display, please refer to 'Loss Claim Input Errors & Frequently Asked Questions' on pages 99-107 of this guide on how to troubleshoot system compatibility.



Please refer to 'Uploading Documentation for a Loss Claim' on pages 89-94 of this guide for how to complete the document upload process and submit the Loss Claim to the Customer Service Center.

Short Sale during the Redemption

Select 'Short Sale During Redemption' from the drop-down menu and select 'Continue'. Neither of the radio buttons should be selected next to 'Property Sold as REO'.

From here the 'General Information' screen will display; see below.

USDA United States Department of Agriculture

General Information

Help

Claim Information

Date of Claim 08/21/2020

Borrower Information

Borrower
Borrower ID
Name
Borrower Address

Phone Number *
Property Address * ☐ Same as borrower
Unit
City *
State * ALABAMA Zip Code * -

Last Known Mailing Address * ☐ Same as borrower
Unit
City *
State * ALABAMA Zip Code * -

Most of the borrower's information will auto-populate in these fields.

Lender Information

Claim Contact Name * Last First
Claim Contact Phone * Extension
Claim E-mail Address *

Originating Lender
Lender ID
USDA Assigned Branch Number
Name

Servicing Lender
Lender ID
USDA Assigned Branch Number
Name
REO Contact Name Last First
REO Contact Phone Extension
REO Contact Fax
REO Contact E-mail Address
Lender Loan Number *

Holding Lender
Lender ID *
USDA Assigned Branch Number * List
Name
REO Contact Name Last First
REO Contact Phone Extension
REO Contact Fax
REO Contact E-mail Address

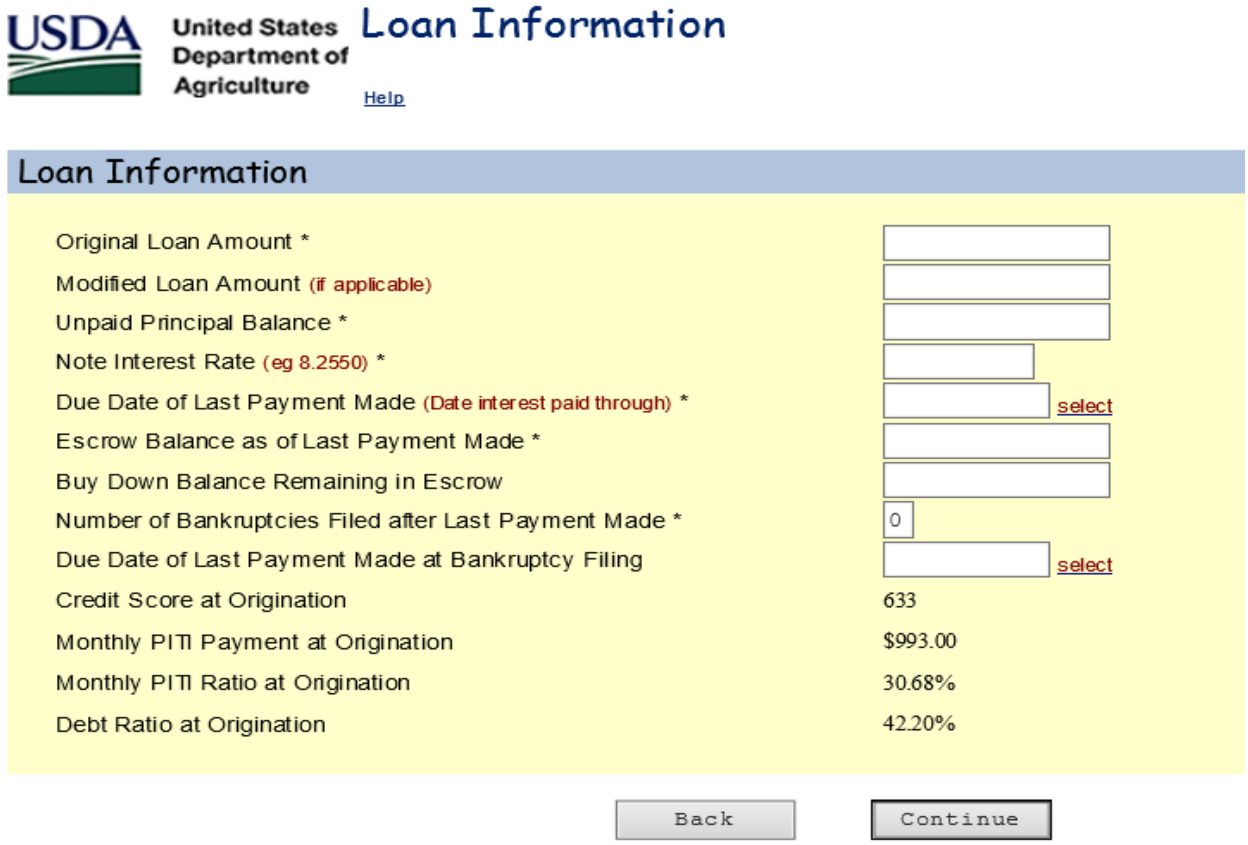
Payee * Servicing Lender ○ Holding Lender ○

A Payee address will auto-populate based on the selection of Servicing Lender or Holding Lender.

Complete all required fields and select 'Continue'.

Back | Add Co Borrower | Continue

Complete the 'Loan Information' section.

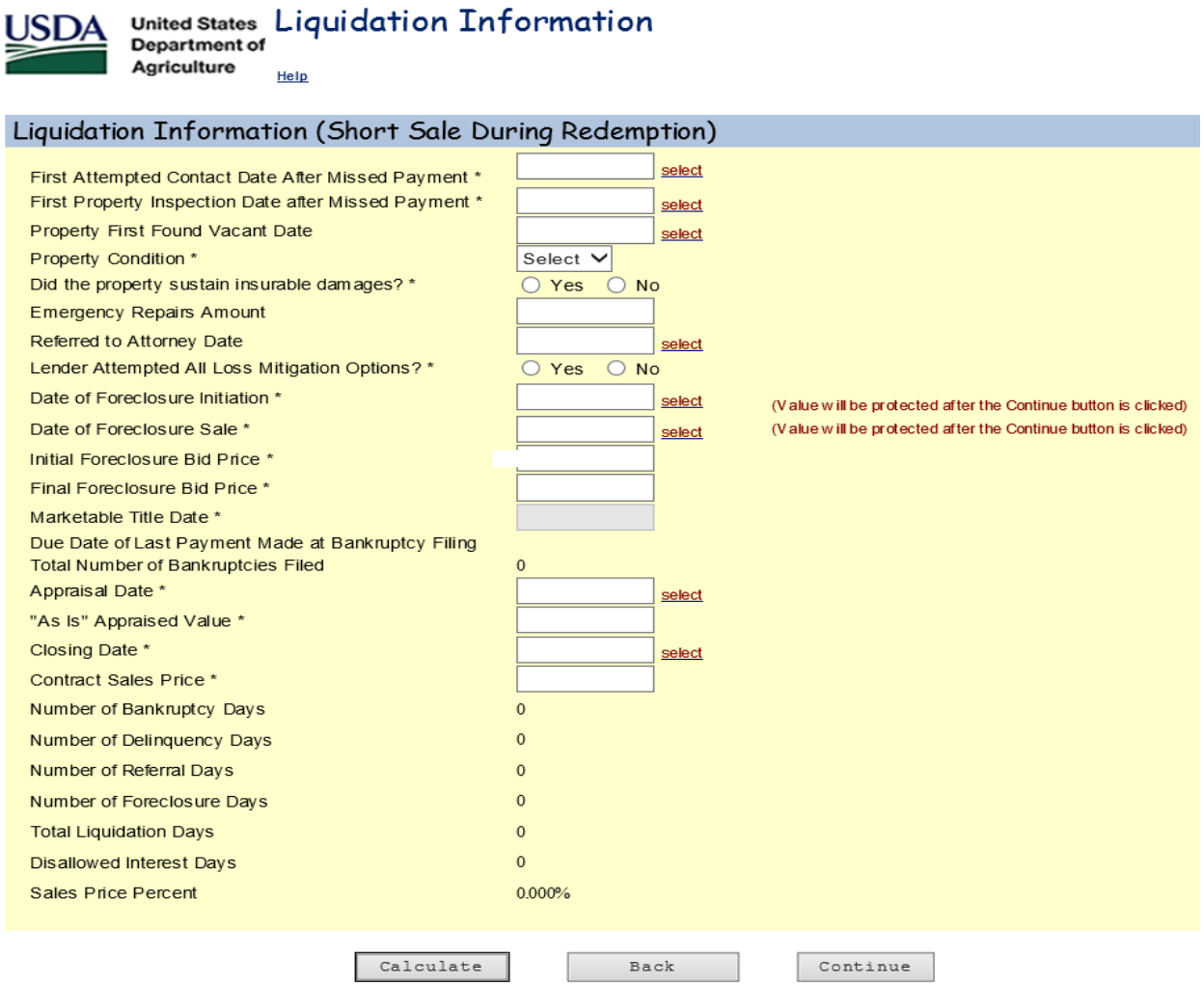


Helpful Hints:

- If the loan has been modified and the system will not accept the Modified Loan Amount, this means the modification has not been added to the system. In this case, the Customer Service Center (CSC) should be notified to assist in adding the Loan Modification to the system. They can be reached toll free at 866-550-5887 or via e-mail RDLossMitExceptions@usda.gov .
- The Unpaid Principal Balance should be the balance at the time the borrower made the last payment.
- The Escrow Balance as of Last Payment Made should be the escrow balance at the time the borrower's last payment posted. It does not matter if this balance is positive or negative; but should be the balance from the last payment posted.
- If there is a Bankruptcy that falls within the parameters of the Loss Claim, it must be indicated on this screen in order for the appropriate fields to open on the following screens for specific Bankruptcy information to be input.

Once all fields are completed, select 'Continue'.

Complete the 'Liquidation Information' section.



USDA United States Department of Agriculture

Liquidation Information

Help

Liquidation Information (Short Sale During Redemption)

First Attempted Contact Date After Missed Payment *		select
First Property Inspection Date after Missed Payment *		select
Property First Found Vacant Date		select
Property Condition *	Select	
Did the property sustain insurable damages? *	○ Yes ○ No	
Emergency Repairs Amount		
Referred to Attorney Date		select
Lender Attempted All Loss Mitigation Options? *	○ Yes ○ No	
Date of Foreclosure Initiation *		select (Value will be protected after the Continue button is clicked)
Date of Foreclosure Sale *		select (Value will be protected after the Continue button is clicked)
Initial Foreclosure Bid Price *		
Final Foreclosure Bid Price *		
Marketable Title Date *		
Due Date of Last Payment Made at Bankruptcy Filing		
Total Number of Bankruptcies Filed	0	
Appraisal Date *		select
"As Is" Appraised Value *		
Closing Date *		select
Contract Sales Price *		
Number of Bankruptcy Days	0	
Number of Delinquency Days	0	
Number of Referral Days	0	
Number of Foreclosure Days	0	
Total Liquidation Days	0	
Disallowed Interest Days	0	
Sales Price Percent	0.000%	

Calculate Back Continue

Helpful Hints:

- The First Attempted Contact Date is relevant to the Missed Payment; not the Due Date of Last Payment Made. i.e. If the Due Date of Last Payment Made was 08/01/19; that means the missed payment would be the 09/01/19 payment. Contact should be made within 25 days of the 09/01/19 payment to avoid penalty on the Loss Claim.
- The same applies to the First Property Inspection; however, the timeframe is different. The inspection should be completed within 65 days of the Missed Payment.
- If the property sustained damages that resulted in hazard claim proceeds being received, the radio button next to 'Did the property sustain insurable damages?' should indicate 'Yes'. This will ensure that the appropriate documents are requested on the Loss Claim Confirmation Page.

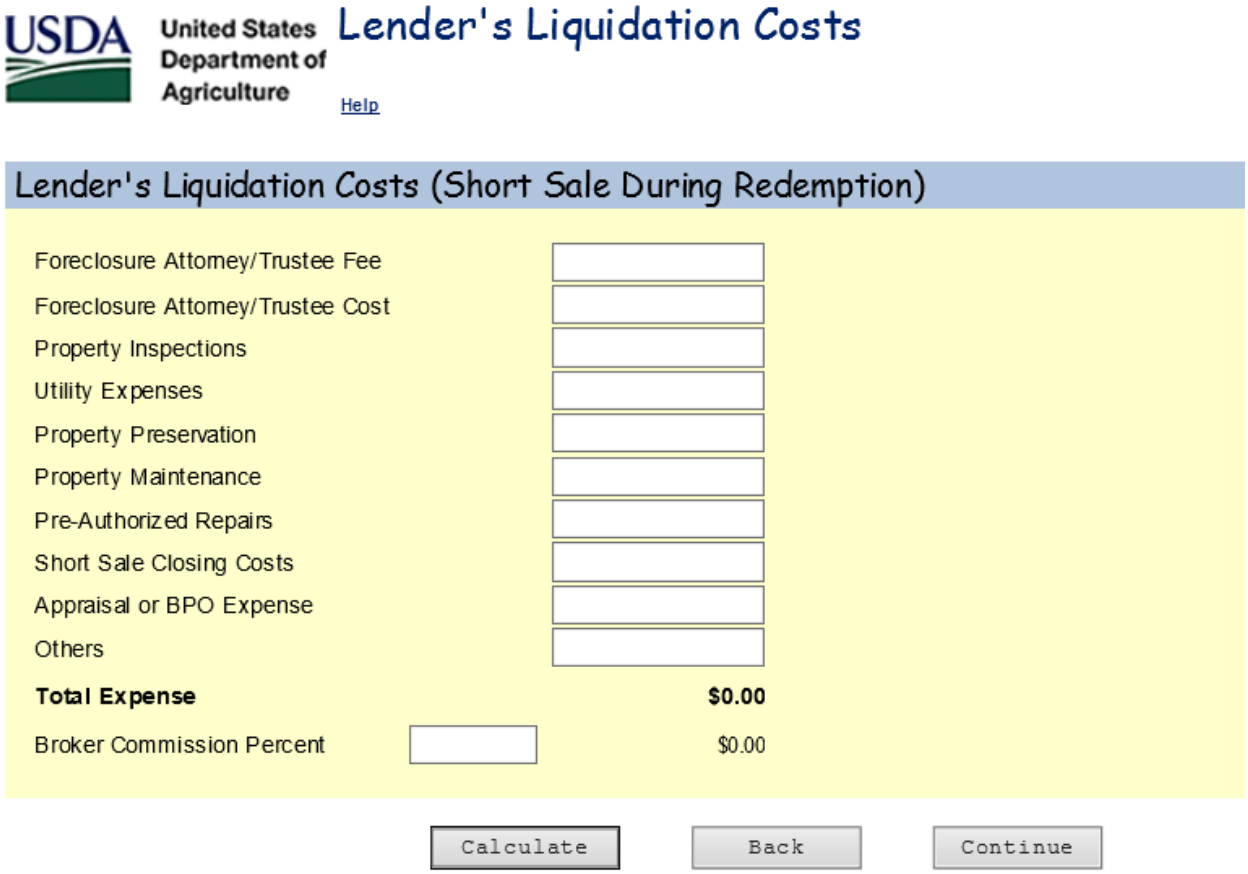
Once all fields are completed, select 'Continue'.

Complete the 'Protective Advances' section.

The Protective Advances are disbursements made from the Escrow account; this includes Real Estate Taxes, Insurance, and Forceplaced Insurance. In order to be able to claim the advances, they must fall within the claimable timeframe. On this claim type, Protective Advances can be claimed from the Due Date of Last Payment Made through the Date of Short Sale Closing. If the Protective Advances fall before or after the claimable timeframe, they are not reimbursable on the Loss Claim.

Once all fields are completed, select 'Save' and then 'Continue'.

Complete the 'Lender's Liquidation Costs' section.

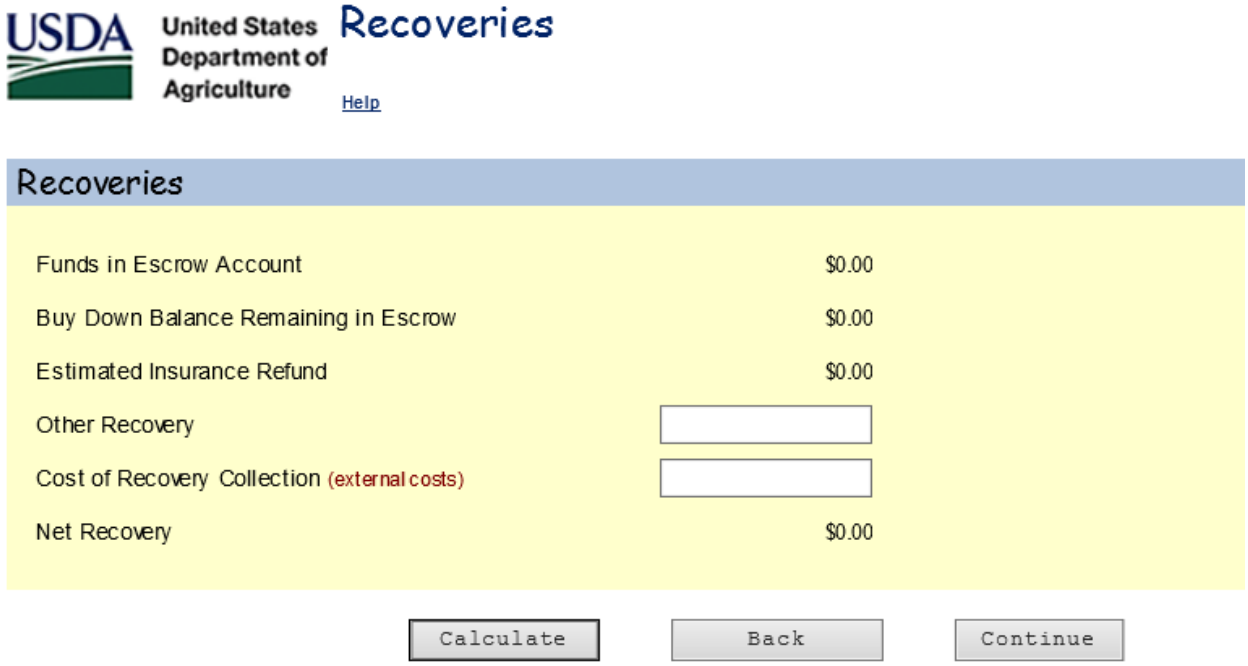


The expenses placed in these fields should be expense incurred within the claimable timeframe. On this claim type, this is from the Due Date of Last Payment Made through the Date of Short Sale Closing.

Chapter 18 of the HB – 3555 SFH Guaranteed Loan Program Technical Handbook provides information on the Acceptable State Liquidation Costs and Fees, as well as Maximum Property Preservation Allowances.

Once all fields are completed, select 'Continue'.

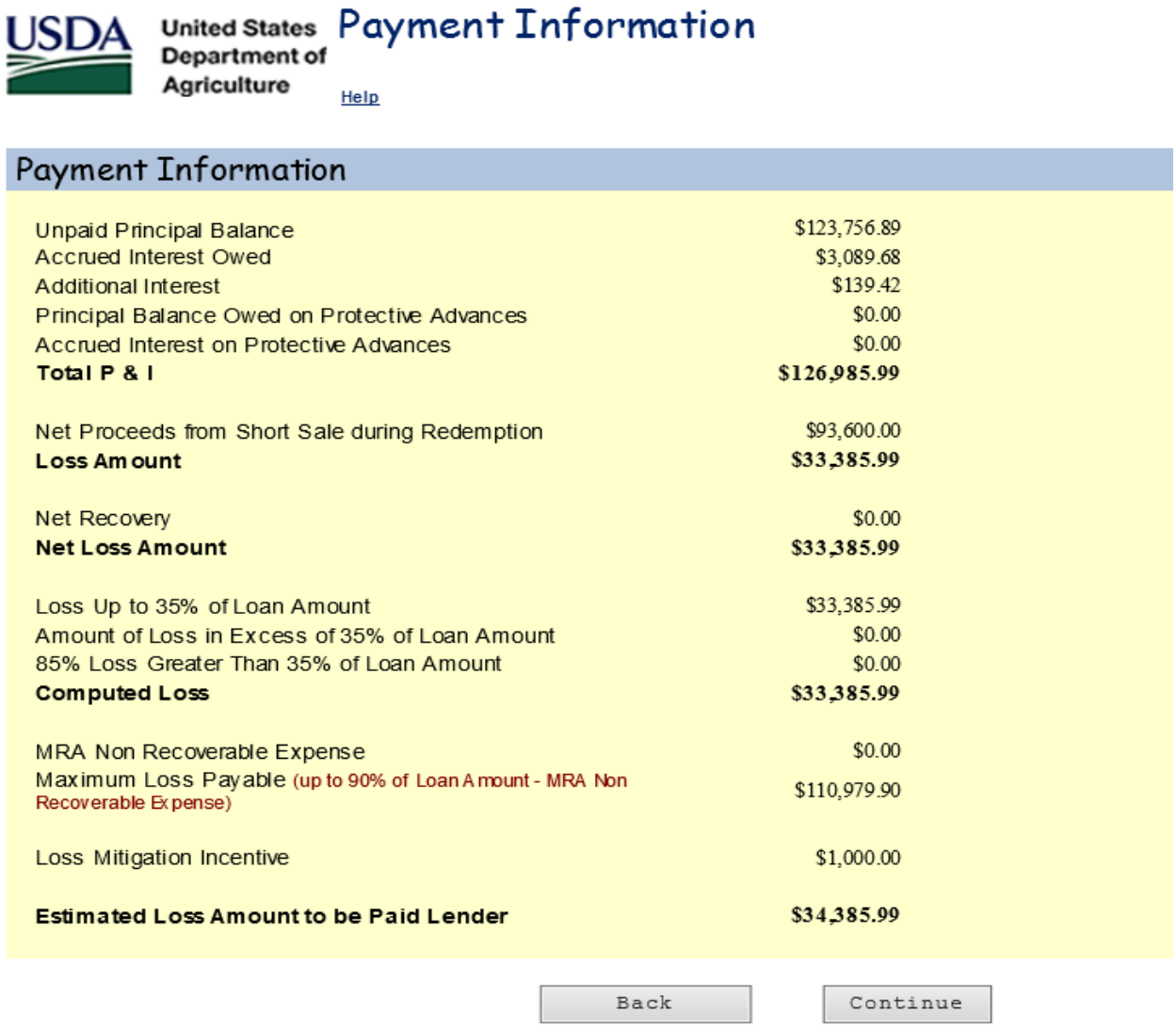
Complete the 'Recoveries' section.



The 'Other Recovery' field should be utilized to report any additional funds that have been received on the loan. This includes but is not limited to tax credits, insurance refunds, unapplied funds, hazard claim proceeds, and interest on escrow.

Once all fields are completed, select 'Continue'.

The 'Payment Information' section is an overview of the Estimated Loss Amount to be paid to the Lender. This screen is only for review, there are no fields to input or alter.



USDA United States Department of Agriculture

Payment Information

Help

Payment Information

Unpaid Principal Balance	$123,756.89
Accrued Interest Owed	$3,089.68
Additional Interest	$139.42
Principal Balance Owed on Protective Advances	$0.00
Accrued Interest on Protective Advances	$0.00
Total P & I	**$126,985.99**
Net Proceeds from Short Sale during Redemption	$93,600.00
Loss Amount	**$33,385.99**
Net Recovery	$0.00
Net Loss Amount	**$33,385.99**
Loss Up to 35% of Loan Amount	$33,385.99
Amount of Loss in Excess of 35% of Loan Amount	$0.00
85% Loss Greater Than 35% of Loan Amount	$0.00
Computed Loss	**$33,385.99**
MRA Non Recoverable Expense	$0.00
Maximum Loss Payable (up to 90% of Loan Amount - MRA Non Recoverable Expense)	$110,979.90
Loss Mitigation Incentive	$1,000.00
Estimated Loss Amount to be Paid Lender	**$34,385.99**

Back Continue

Once reviewed, select 'Continue'.

Input comments in the ‘Comment Section’.

The comment section is optional; however, it is a great tool to inform the Customer Service Center of additional information relevant to the processing of the Loss Claim.

Once comments are input, select ‘Continue’.

The 'Review Loss Claim' section is a complete overview of the Loss Claim. This screen is only for review, there are no fields to input or alter; it provides a view of the Loss Claim information entered on all the prior Loss Claim pages and gives the user an opportunity to verify accuracy of inputs before submitting claim for payment.

USDA United States Department of Agriculture

Review Loss Claim

Help

Claim Information (Short Sale During Redemption)

Date of Claim 08/25/2020

Borrower Information

Borrower

Borrower ID [redacted]
Name [redacted]
Phone Number [redacted]
Borrower Address [redacted]
Property Address [redacted]
Last Known Mailing Address [redacted]

Co Borrower (1)

Borrower ID [redacted]
Name [redacted]
Phone Number
Last Known Mailing Address [redacted]

Lender Information

Claim Contact Name [redacted]
Claim Contact Phone [redacted]
Claim Contact Email Address [redacted]

Originating Lender

Lender ID [redacted]
USDA Assigned Branch Number [redacted]
Name [redacted]

Servicing Lender

Lender ID [redacted]
USDA Assigned Branch Number [redacted]
Name [redacted]
REO Contact Name
REO Contact Phone
REO Contact Fax
REO Contact E-mail Address
Lender Loan Number [redacted]

Holding Lender

Lender ID [redacted]
USDA Assigned Branch Number [redacted]
Name [redacted]
REO Contact Name
REO Contact Phone
REO Contact Fax
REO Contact E-mail Address

Payee Servicing Lender ◉ Holding Lender ○

Address [redacted]

Loan Information

Original Loan Amount	$123,311.00
Modified Loan Amount	$127,989.69
Unpaid Principal Balance	$123,756.89
Note Interest Rate	3.750%
Due Date of Last Payment Made	10/01/2016
Due Date of Last Payment Made at Bankruptcy Filing	
Credit Score at Origination	644
PITI Payment at Origination	$758.83
PITI Ratio at Origination	22.58%
Debt Ratio at Origination	31.81%

Liquidation Information

Liquidation Method	Short Sale During Redemption
First Attempted Contact Date after Missed Payment	11/02/2016
First Property Inspection Date after Missed Payment	11/18/2016
Property First Found Vacant Date	10/08/2019
Property Condition	Good
Emergency Repairs Amount	$0.00
Referred to Attorney Date	01/01/2017
Lender attempted all loss mitigation options?	Yes
Date of Foreclosure Initiation	03/01/2017
Date of Foreclosure Sale	05/01/2017
Initial Foreclosure Bid Price	$95,000.00
Final Foreclosure Bid Price	$95,000.00
Marketable Title Date	
Total Number of Bankruptcies Filed after Last Payment Made	0
Closing Date	06/01/2017
Contract Sales Price	$95,000.00
Number of Bankruptcy Days	0
Number of Delinquency Days	92
Number of Referral Days	59
Number of Foreclosure Days	61
Total Liquidation Days	212
Disallowed Interest Days	0

Protective Advances

Cumulative Real Estate Tax Amount	$0.00
Cumulative Insurance Amount	$0.00
Cumulative Other Advance Amount	$0.00
Total Itemized Protective Advances	**$0.00**
Escrow Balance as of Last Payment Made	$0.00
Total Advances	**$0.00**

Lender's Liquidation Costs

Foreclosure Attorney/Trustee Fee	$900.00
Foreclosure Attorney/Trustee Cost	$500.00
Bankruptcy Fees	$0.00
Bankruptcy Costs	$0.00
Property Inspections	$0.00
Utility Expenses	$0.00
Property Preservation	$0.00
Property Maintenance	$0.00
Pre-Authorized Repairs	$0.00
Short Sale Closing Costs	$0.00
Appraisal or BPO Expense	$0.00
Others	$0.00
Total Expense	**$1,400.00**
Broker Commission	0.00% $0.00

Recoveries

Funds in Escrow Account	$0.00
Buy Down Balance Remaining in Escrow	$0.00
Other Recovery	$0.00
Estimated Insurance Refund	$0.00
Cost of Recovery Collection	$0.00

Payment Information

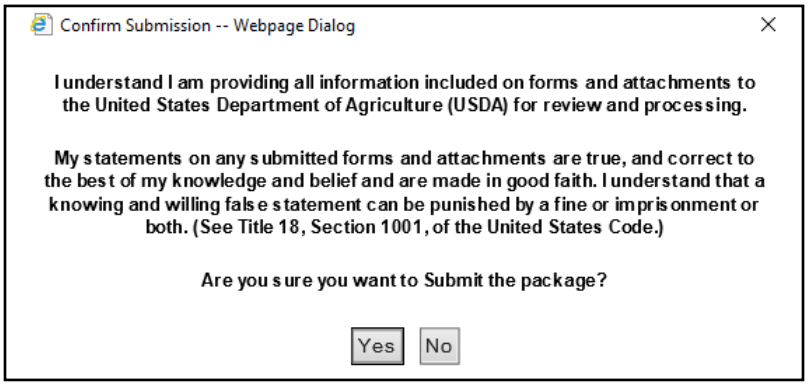
Unpaid Principal Balance	$123,756.89
Accrued Interest Owed	$3,089.68
Additional Interest	$139.42
Principal Owed on Protective Advances	$0.00
Accrued Interest on Protective Advances	$0.00
Total P & I	**$126,985.99**
Net Proceeds from Short Sale during Redemption	$93,600.00
Loss Amount	**$33,385.99**
Net Recovery	$0.00
Net Loss Amount	**$33,385.99**
Loss Up to 35% of Loan Amount	$33,385.99
Amount of Loss in Excess of 35% of Loan Amount	$0.00
85% of Loss Greater Than 35% of Loan Amount	$0.00
Computed Loss	**$33,385.99**
MRA Non Recoverable Expense	$0.00
Maximum Loss Payable (up to 90% of Loan Amount - MRA Non Recoverable Expenses)	$110,979.90
Loss Mitigation Incentive	$1,000.00
Estimated Loss Amount to be Paid Lender	**$34,385.99**

Print Back Submit

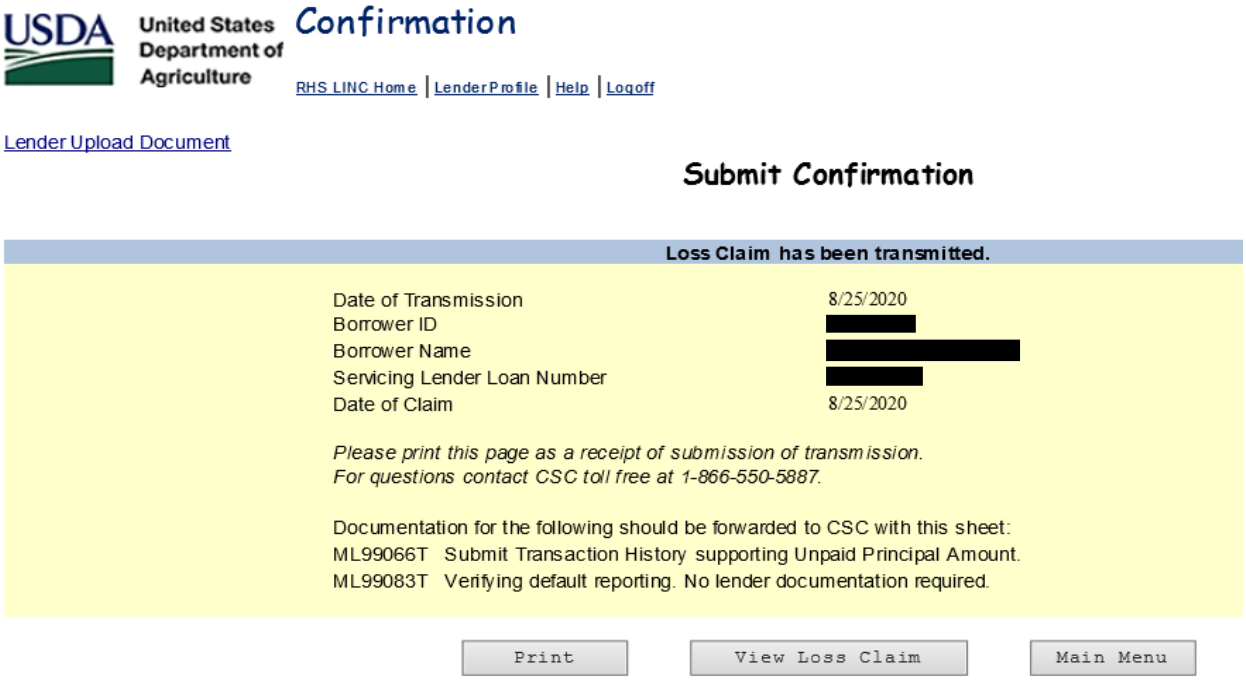
If there are any items that need to be changed/adjusted, select 'Back' until the appropriate section is displayed. From here, you can make changes/adjustments to the necessary section and continue on through the Loss Claim screens.

If all of the information displayed is accurate, select 'Submit'.

A pop-up box will display with a disclaimer and asking, 'Are you sure you want to Submit the package?' select 'Yes' to proceed.



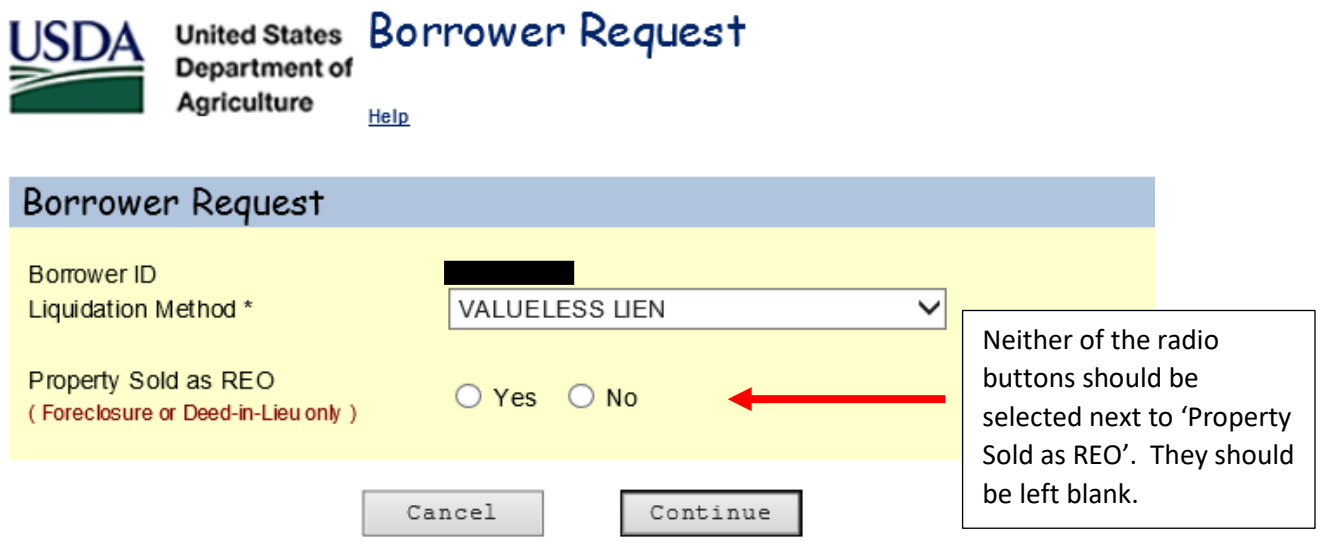
The Loss Claim Confirmation Page (displayed below) will indicate that 'The Loss Claim has been transmitted'; this confirms the input process is complete in LINC. A copy of this page should be retained for records and is critical in the document upload process. If the below page does not display, please refer to 'Loss Claim Input Errors & Frequently Asked Questions' on pages 99-107 of this guide on how to troubleshoot system compatibility.



Please refer to 'Uploading Documentation for a Loss Claim' on pages 89-94 of this guide for how to complete the document upload process and submit the Loss Claim to the Customer Service Center.

Valueless Lien

Select 'Valueless Lien' from the drop-down menu and select 'Continue'. Neither of the radio buttons should be selected next to 'Property Sold as REO'.



All Valueless Liens must be reviewed and authorized by the Customer Service Center.

From here the 'General Information' screen will display; see below.

USDA United States Department of Agriculture

General Information

Help

Claim Information

Date of Claim 08/21/2020

Borrower Information

Borrower
Borrower ID
Name
Borrower Address

Phone Number *
Property Address * ☐ Same as borrower
Unit
City *
State * ALABAMA Zip Code * -

Last Known Mailing Address * ☐ Same as borrower
Unit
City *
State * ALABAMA Zip Code * -

Most of the borrower's information will auto-populate in these fields.

Lender Information

Claim Contact Name * Last First
Claim Contact Phone * Extension
Claim E-mail Address *

Originating Lender
Lender ID
USDA Assigned Branch Number
Name

Servicing Lender
Lender ID
USDA Assigned Branch Number
Name
REO Contact Name Last First
REO Contact Phone Extension
REO Contact Fax
REO Contact E-mail Address
Lender Loan Number *

Holding Lender
Lender ID *
USDA Assigned Branch Number * List
Name
REO Contact Name Last First
REO Contact Phone Extension
REO Contact Fax
REO Contact E-mail Address

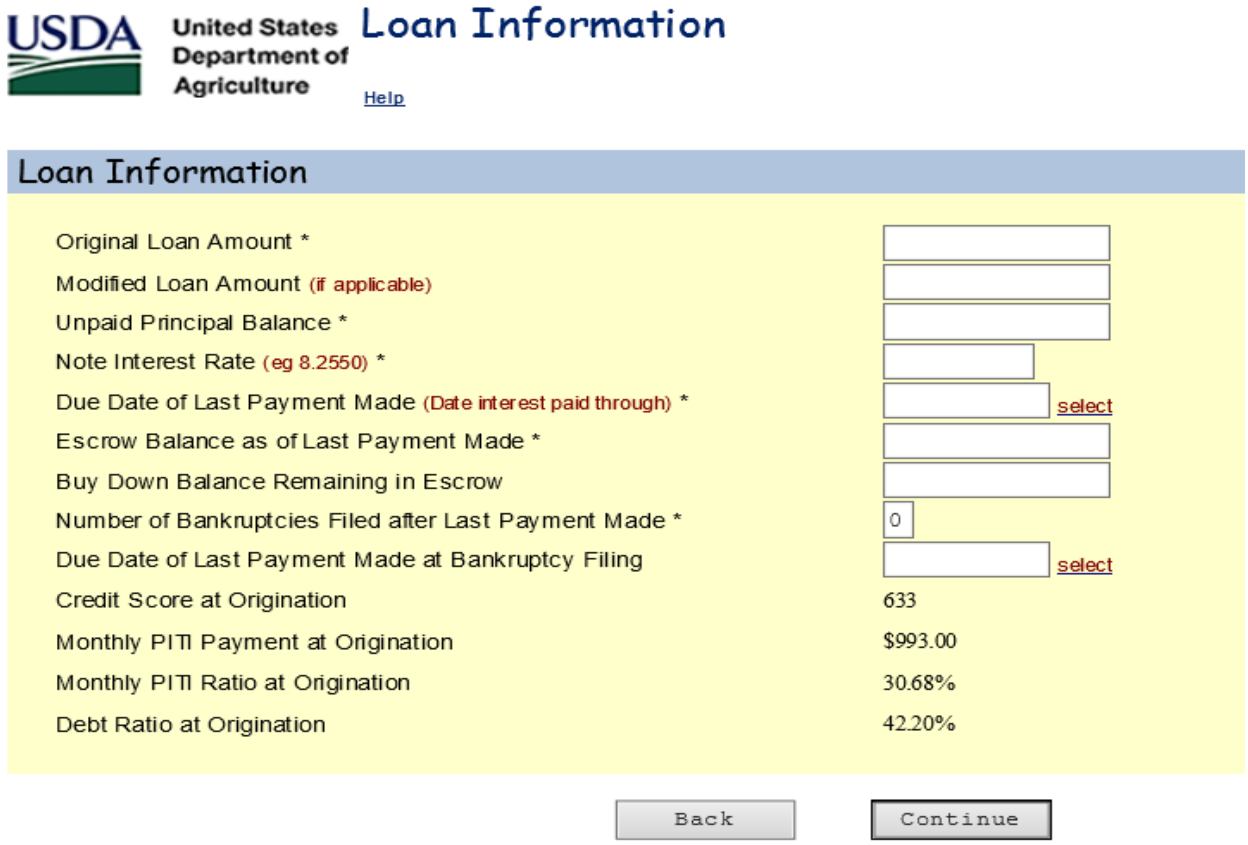
Payee * Servicing Lender ○ Holding Lender ○

A Payee address will auto-populate based on the selection of Servicing Lender or Holding Lender.

Complete all required fields and select 'Continue'.

Back | Add Co Borrower | Continue

Complete the 'Loan Information' section.

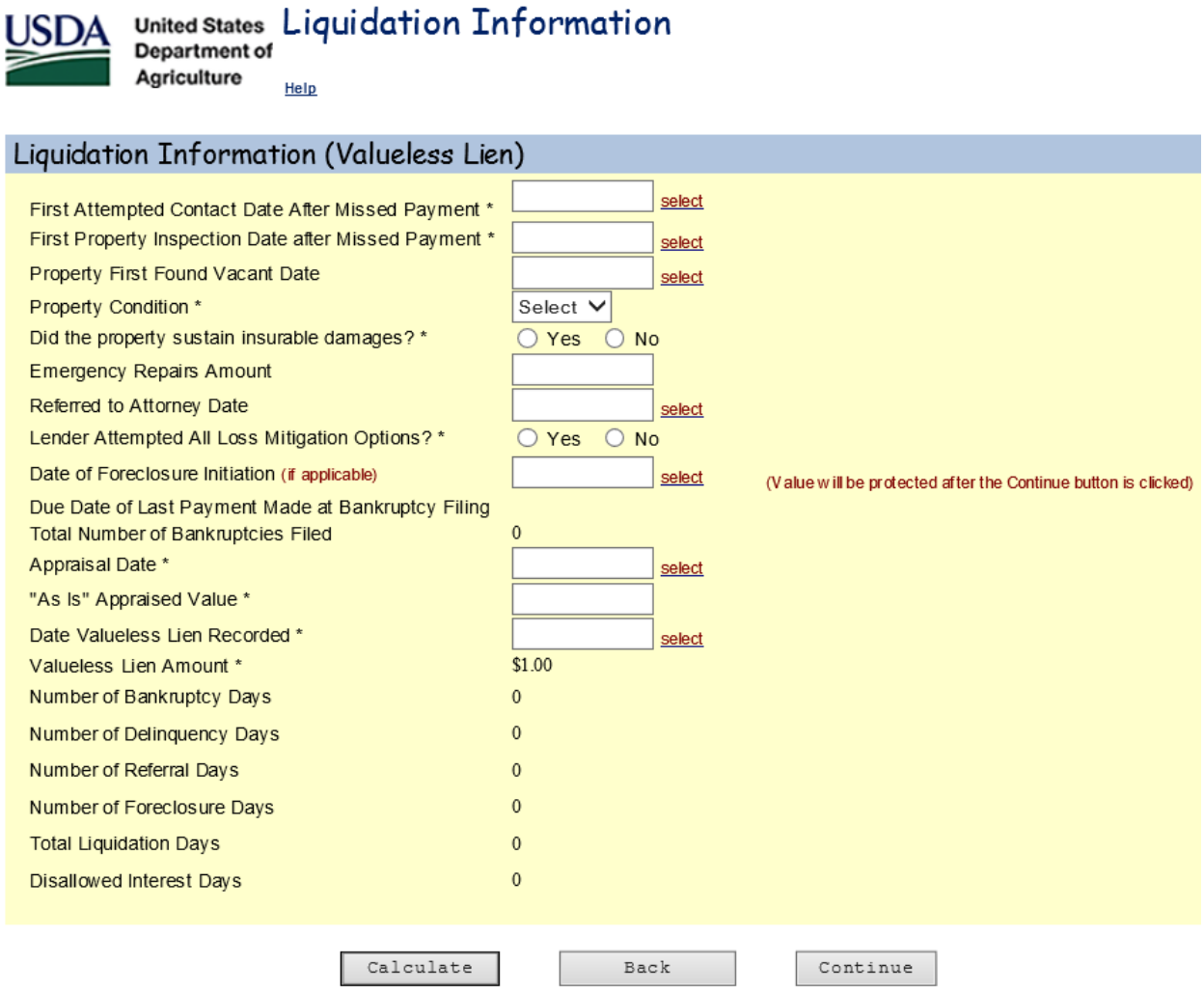


Helpful Hints:

- If the loan has been modified and the system will not accept the Modified Loan Amount, this means the modification has not been added to the system. In this case, the Customer Service Center (CSC) should be notified to assist in adding the Loan Modification to the system. They can be reached toll free at 866-550-5887 or via e-mail RDLossMitExceptions@usda.gov.
- The Unpaid Principal Balance should be the balance at the time the borrower made the last payment.
- The Escrow Balance as of Last Payment Made should be the escrow balance at the time the borrower's last payment posted. It does not matter if this balance is positive or negative; but should be the balance from the last payment posted.
- If there is a Bankruptcy that falls within the parameters of the Loss Claim, it must be indicated on this screen in order for the appropriate fields to open on the following screens for specific Bankruptcy information to be input.

Once all fields are completed, select 'Continue'.

Complete the 'Liquidation Information' section.



USDA United States Department of Agriculture

Liquidation Information

Help

Liquidation Information (Valueless Lien)

First Attempted Contact Date After Missed Payment *		select
First Property Inspection Date after Missed Payment *		select
Property First Found Vacant Date		select
Property Condition *	Select	
Did the property sustain insurable damages? *	○ Yes ○ No	
Emergency Repairs Amount		
Referred to Attorney Date		select
Lender Attempted All Loss Mitigation Options? *	○ Yes ○ No	
Date of Foreclosure Initiation (if applicable)		select (Value will be protected after the Continue button is clicked)
Due Date of Last Payment Made at Bankruptcy Filing		
Total Number of Bankruptcies Filed	0	
Appraisal Date *		select
"As Is" Appraised Value *		
Date Valueless Lien Recorded *		select
Valueless Lien Amount *	$1.00	
Number of Bankruptcy Days	0	
Number of Delinquency Days	0	
Number of Referral Days	0	
Number of Foreclosure Days	0	
Total Liquidation Days	0	
Disallowed Interest Days	0	

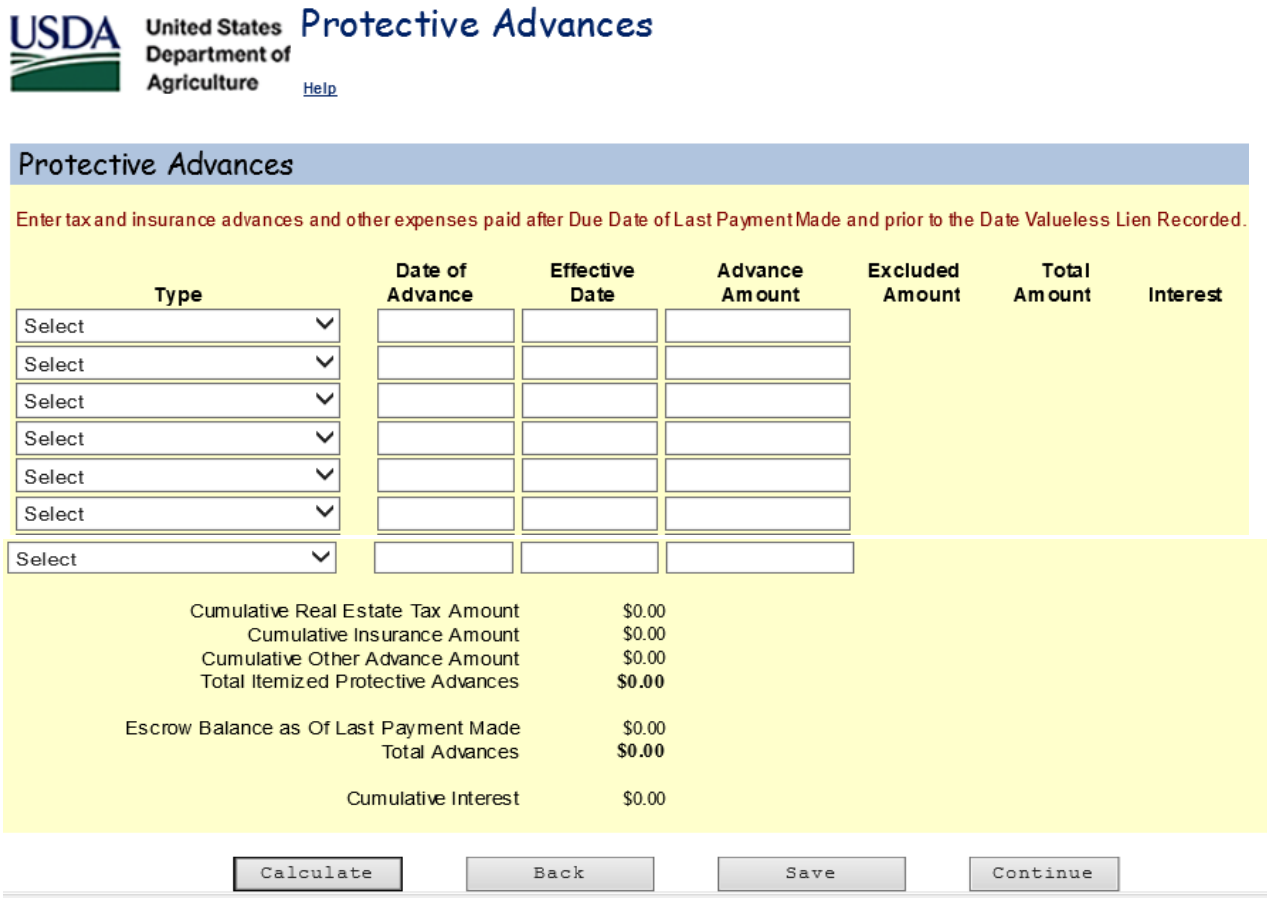
Calculate Back Continue

Helpful Hints:

- The First Attempted Contact Date is relevant to the Missed Payment; not the Due Date of Last Payment Made. i.e. If the Due Date of Last Payment Made was 08/01/19; that means the missed payment would be the 09/01/19 payment. Contact should be made within 25 days of the 09/01/19 payment to avoid penalty on the Loss Claim.
- The same applies to the First Property Inspection; however, the timeframe is different. The inspection should be completed within 65 days of the Missed Payment.
- If the property sustained damages that resulted in hazard claim proceeds being received, the radio button next to 'Did the property sustain insurable damages?' should indicate 'Yes'. This will ensure that the appropriate documents are requested on the Loss Claim Confirmation Page.

Once all fields are completed, select 'Continue'.

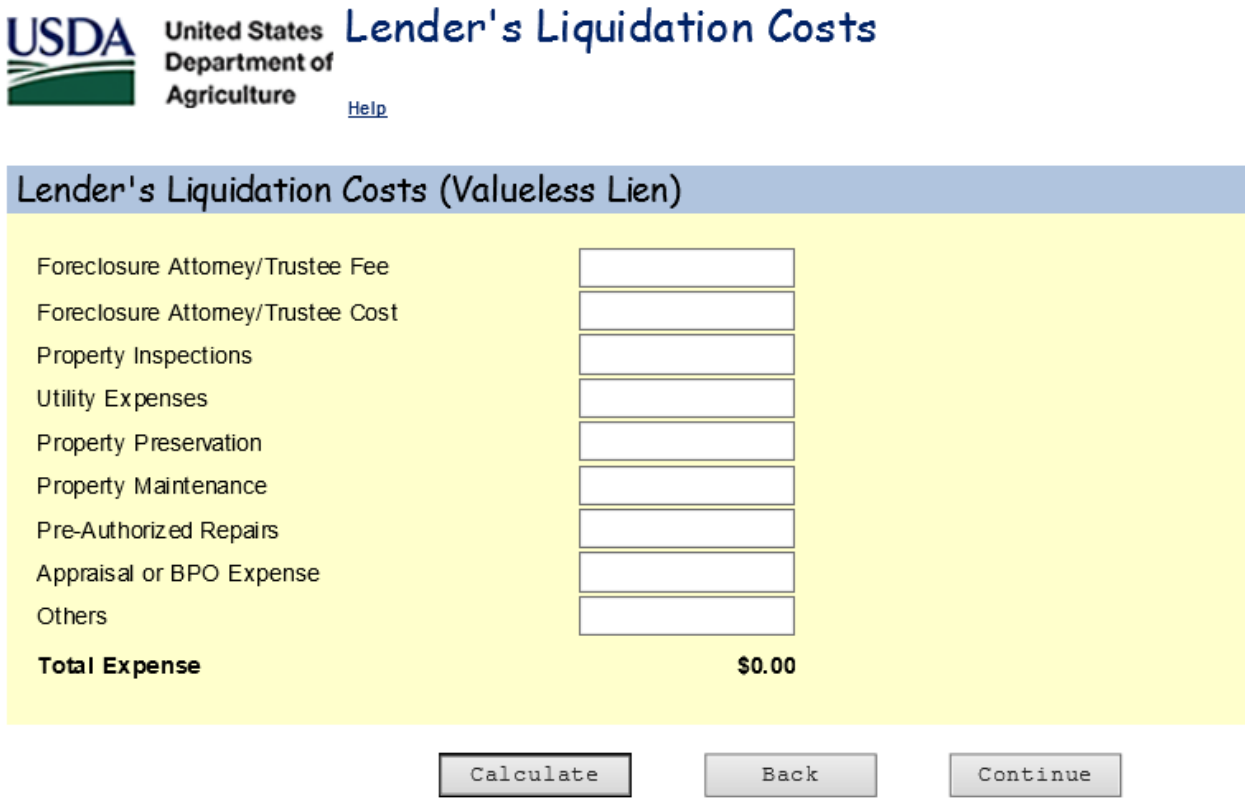
Complete the 'Protective Advances' section.



The Protective Advances are disbursements made from the Escrow account; this includes Real Estate Taxes, Insurance, and Forceplaced Insurance. In order to be able to claim the advances, they must fall within the claimable timeframe. On this claim type, Protective Advances can be claimed from the Due Date of Last Payment Made through the Date Valueless Lien Recorded. If the Protective Advances fall before or after the claimable timeframe, they are not reimbursable on the Loss Claim.

Once all fields are completed, select 'Save' and then 'Continue'.

Complete the ‘Lender’s Liquidation Costs’ section.

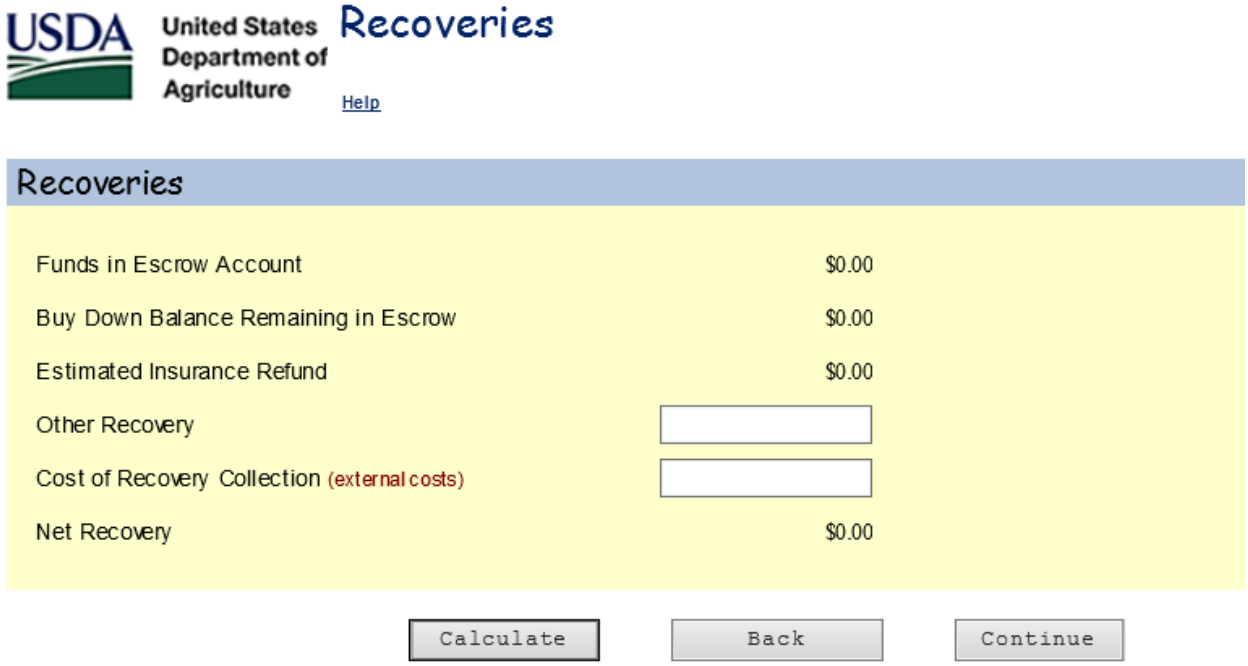


The expenses placed in these fields should be expense incurred within the claimable timeframe. On this claim type, this is from the Due Date of Last Payment Made through the Date Valueless Lien Recorded.

Chapter 18 of the HB – 3555 SFH Guaranteed Loan Program Technical Handbook provides information on the Acceptable State Liquidation Costs and Fees, as well as Maximum Property Preservation Allowances.

Once all fields are completed, select ‘Continue’.

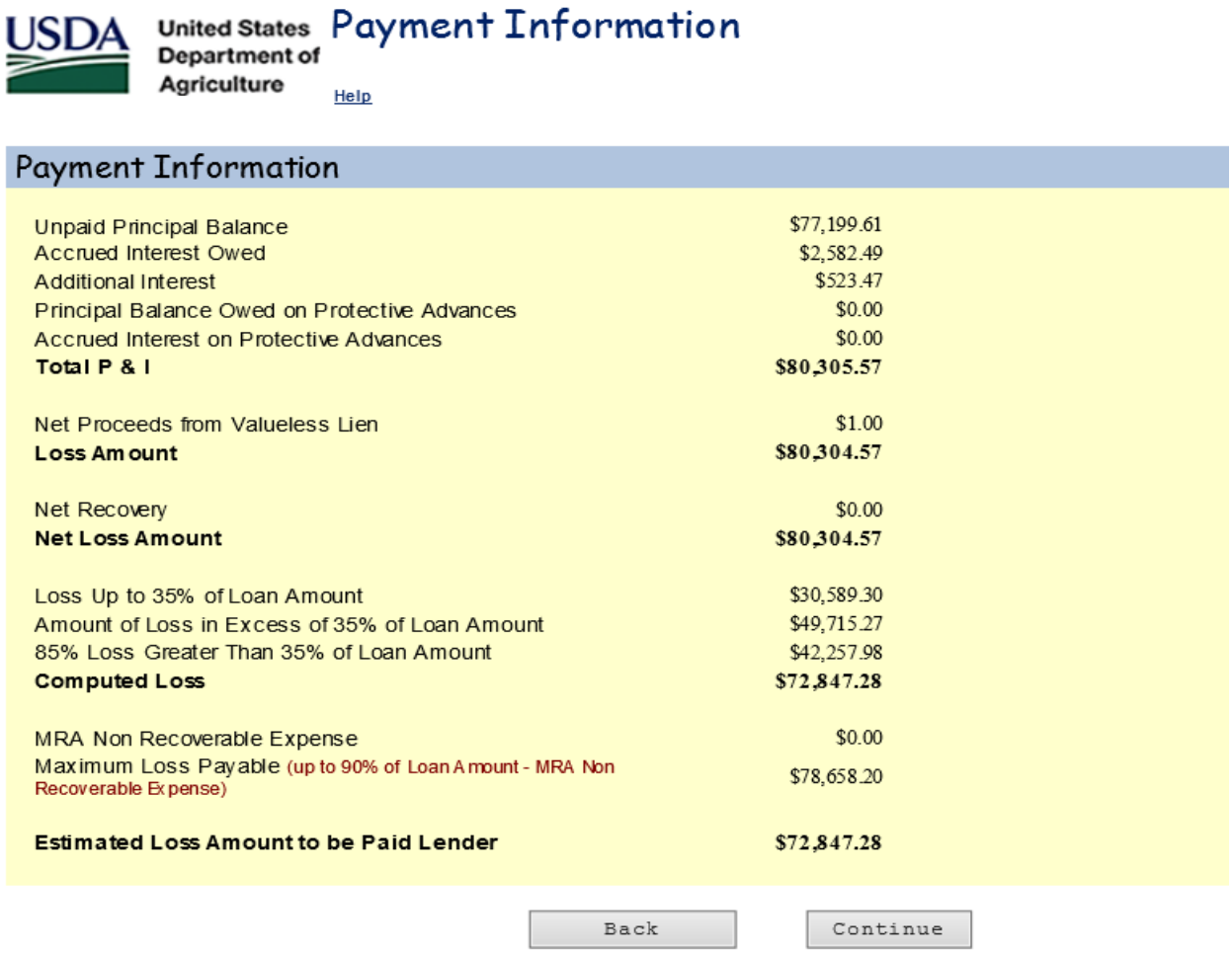
Complete the 'Recoveries' section.



The 'Other Recovery' field should be utilized to report any additional funds that have been received on the loan. This includes but is not limited to tax credits, insurance refunds, unapplied funds, hazard claim proceeds, and interest on escrow.

Once all fields are completed, select 'Continue'.

The 'Payment Information' section is an overview of the Estimated Loss Amount to be paid to the Lender. This screen is only for review, there are no fields to input or alter.



USDA United States Department of Agriculture

Payment Information

Help

Payment Information

Unpaid Principal Balance	$77,199.61
Accrued Interest Owed	$2,582.49
Additional Interest	$523.47
Principal Balance Owed on Protective Advances	$0.00
Accrued Interest on Protective Advances	$0.00
Total P & I	**$80,305.57**
Net Proceeds from Valueless Lien	$1.00
Loss Amount	**$80,304.57**
Net Recovery	$0.00
Net Loss Amount	**$80,304.57**
Loss Up to 35% of Loan Amount	$30,589.30
Amount of Loss in Excess of 35% of Loan Amount	$49,715.27
85% Loss Greater Than 35% of Loan Amount	$42,257.98
Computed Loss	**$72,847.28**
MRA Non Recoverable Expense	$0.00
Maximum Loss Payable (up to 90% of Loan Amount - MRA Non Recoverable Expense)	$78,658.20
Estimated Loss Amount to be Paid Lender	**$72,847.28**

Back Continue

Once reviewed, select 'Continue'.

Input comments in the ‘Comment Section’.

The comment section is optional; however, it is a great tool to inform the Customer Service Center of additional information relevant to the processing of the Loss Claim.

Once comments are input, select ‘Continue’.

The 'Review Loss Claim' section is a complete overview of the Loss Claim. This screen is only for review, there are no fields to input or alter; it provides a view of the Loss Claim information entered on all the prior Loss Claim pages and gives the user an opportunity to verify accuracy of inputs before submitting claim for payment.

USDA United States Department of Agriculture

Review Loss Claim

Help

Claim Information (Valueless Lien)

Date of Claim 08/26/2020

Borrower Information

Borrower

Borrower ID [redacted]
Name [redacted]
Phone Number [redacted]
Borrower Address [redacted]
Property Address [redacted]
Last Known Mailing Address [redacted]

Co Borrower (1)

Borrower ID [redacted]
Name [redacted]
Phone Number
Last Known Mailing Address [redacted]

Lender Information

Claim Contact Name [redacted]
Claim Contact Phone [redacted]
Claim Contact Email Address [redacted]

Originating Lender

Lender ID [redacted]
USDA Assigned Branch Number [redacted]
Name [redacted]

Servicing Lender

Lender ID [redacted]
USDA Assigned Branch Number [redacted]
Name [redacted]
REO Contact Name
REO Contact Phone
REO Contact Fax
REO Contact E-mail Address
Lender Loan Number [redacted]

Holding Lender

Lender ID [redacted]
USDA Assigned Branch Number [redacted]
Name [redacted]
REO Contact Name
REO Contact Phone
REO Contact Fax
REO Contact E-mail Address

Payee Servicing Lender ◉ Holding Lender ○
Address [redacted]

Loan Information

Original Loan Amount	$87,398.00
Modified Loan Amount	$0.00
Unpaid Principal Balance	$77,199.61
Note Interest Rate	5.500%
Due Date of Last Payment Made	08/01/2017
Due Date of Last Payment Made at Bankruptcy Filing	
Credit Score at Origination	663
PITI Payment at Origination	$592.50
PITI Ratio at Origination	14.41%
Debt Ratio at Origination	34.05%

Liquidation Information

Liquidation Method	Valueless Lien
First Attempted Contact Date after Missed Payment	09/07/2017
First Property Inspection Date after Missed Payment	10/07/2017
Property First Found Vacant Date	
Property Condition	Fair
Emergency Repairs Amount	$0.00
Referred to Attorney Date	10/20/2018
Lender attempted all loss mitigation options?	Yes
Date of Foreclosure Initiation	11/20/2018
Total Number of Bankruptcies Filed after Last Payment Made	0
Valueless Lien Amount	$1.00
Date Valueless Lien Recorded	12/01/2018
Number of Bankruptcy Days	0
Number of Delinquency Days	445
Number of Referral Days	31
Number of Foreclosure Days	11
Total Liquidation Days	487
Disallowed Interest Days	265

Protective Advances

Cumulative Real Estate Tax Amount	$0.00
Cumulative Insurance Amount	$0.00
Cumulative Other Advance Amount	$0.00
Total Itemized Protective Advances	**$0.00**
Escrow Balance as of Last Payment Made	$0.00
Total Advances	**$0.00**

Lender's Liquidation Costs

Foreclosure Attorney/Trustee Fee	$0.00
Foreclosure Attorney/Trustee Cost	$0.00
Bankruptcy Fees	$0.00
Bankruptcy Costs	$0.00
Property Inspections	$0.00
Utility Expenses	$0.00
Property Preservation	$0.00
Property Maintenance	$0.00
Pre-Authorized Repairs	$0.00
Appraisal or BPO Expense	$0.00
Others	$0.00
Total Expense	**$0.00**

Recoveries

Funds in Escrow Account	$0.00
Buy Down Balance Remaining in Escrow	$0.00
Other Recovery	$0.00
Estimated Insurance Refund	$0.00
Cost of Recovery Collection	$0.00

Payment Information

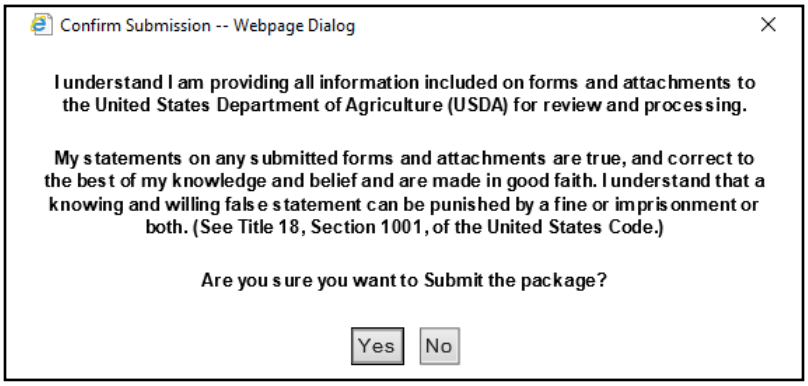
Unpaid Principal Balance	$77,199.61
Accrued Interest Owed	$2,582.49
Additional Interest	$523.47
Principal Owed on Protective Advances	$0.00
Accrued Interest on Protective Advances	$0.00
Total P & I	**$80,305.57**
Net Proceeds from Valueless Lien	$1.00
Loss Amount	**$80,304.57**
Net Recovery	$0.00
Net Loss Amount	**$80,304.57**
Loss Up to 35% of Loan Amount	$30,589.30
Amount of Loss in Excess of 35% of Loan Amount	$49,715.27
85% of Loss Greater Than 35% of Loan Amount	$42,257.98
Computed Loss	**$72,847.28**
MRA Non Recoverable Expense	$0.00
Maximum Loss Payable (up to 90% of Loan Amount - MRA Non Recoverable Expenses)	$78,658.20
Estimated Loss Amount to be Paid Lender	**$72,847.28**

Print Back Submit

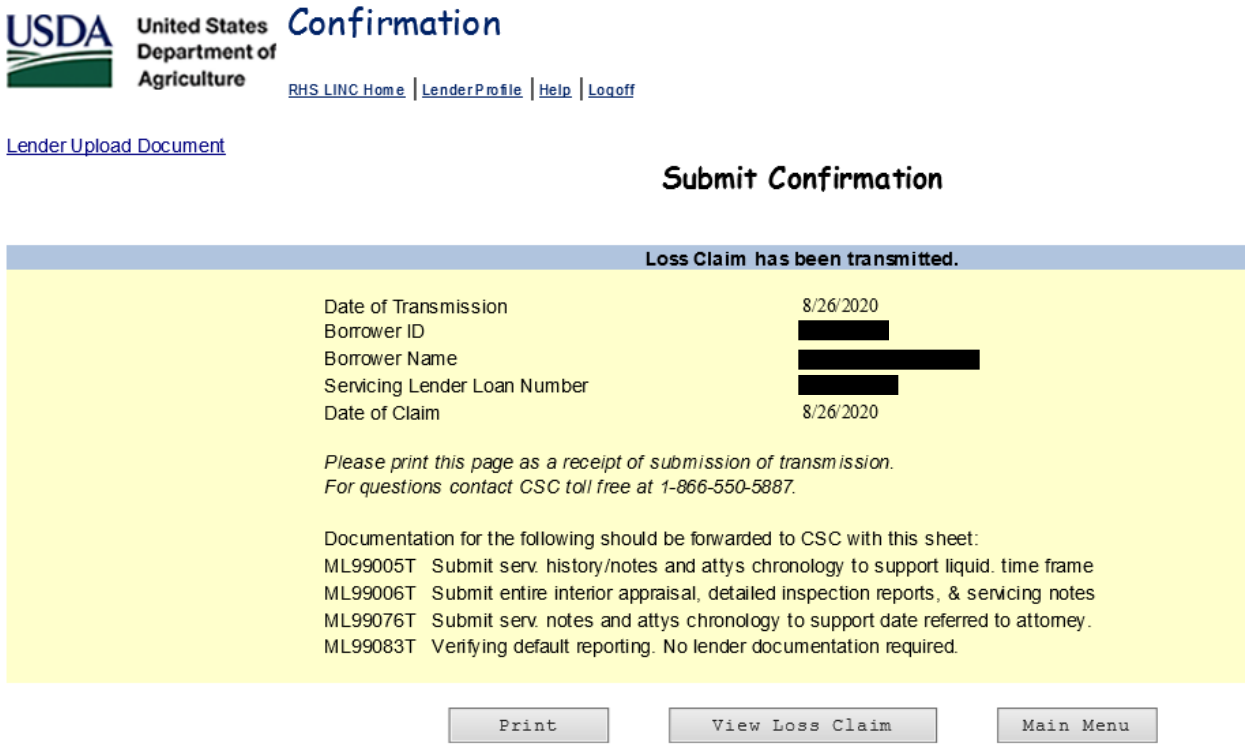
If there are any items that need to be changed/adjusted, select 'Back' until the appropriate section is displayed. From here, you can make changes/adjustments to the necessary section and continue on through the Loss Claim screens.

If all of the information displayed is accurate, select 'Submit'.

A pop-up box will display with a disclaimer and asking, 'Are you sure you want to Submit the package?' select 'Yes' to proceed.



The Loss Claim Confirmation Page (displayed below) will indicate that 'The Loss Claim has been transmitted'; this confirms the input process is complete in LINC. A copy of this page should be retained for records and is critical in the document upload process. If the below page does <u>not</u> display, please refer to 'Loss Claim Input Errors & Frequently Asked Questions' on pages 99-107 of this guide on how to troubleshoot system compatibility.



Please refer to 'Uploading Documentation for a Loss Claim' on pages 89-94 of this guide for how to complete the document upload process and submit the Loss Claim to the Customer Service Center.

Uploading Documentation for a Loss Claim

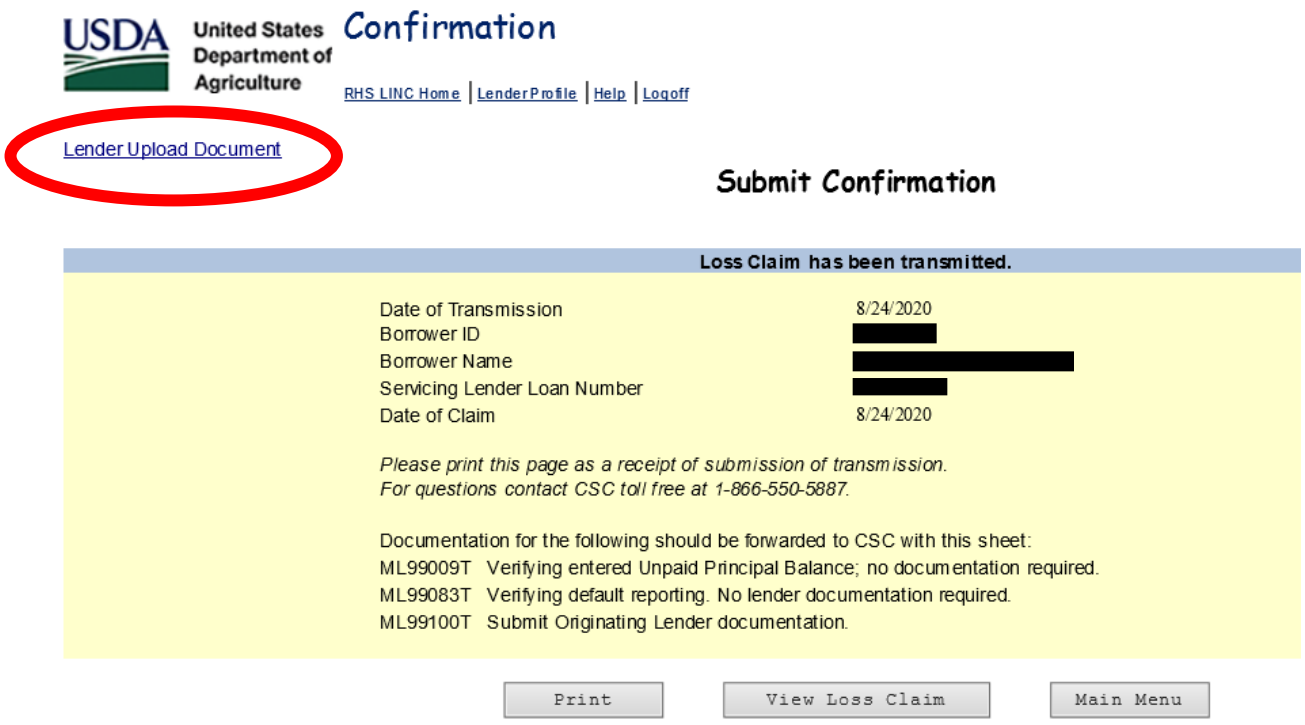
All Loss Claims must be submitted electronically through the USDA Lender Interactive Network Connection (LINC) system.

Once the Loss Claim has been successfully input and a Loss Claim Confirmation Page has been generated; documentation will have to be uploaded through the LINC system. The document upload process is how the Customer Service Center (CSC) receives a transaction for Loss Claim processing.

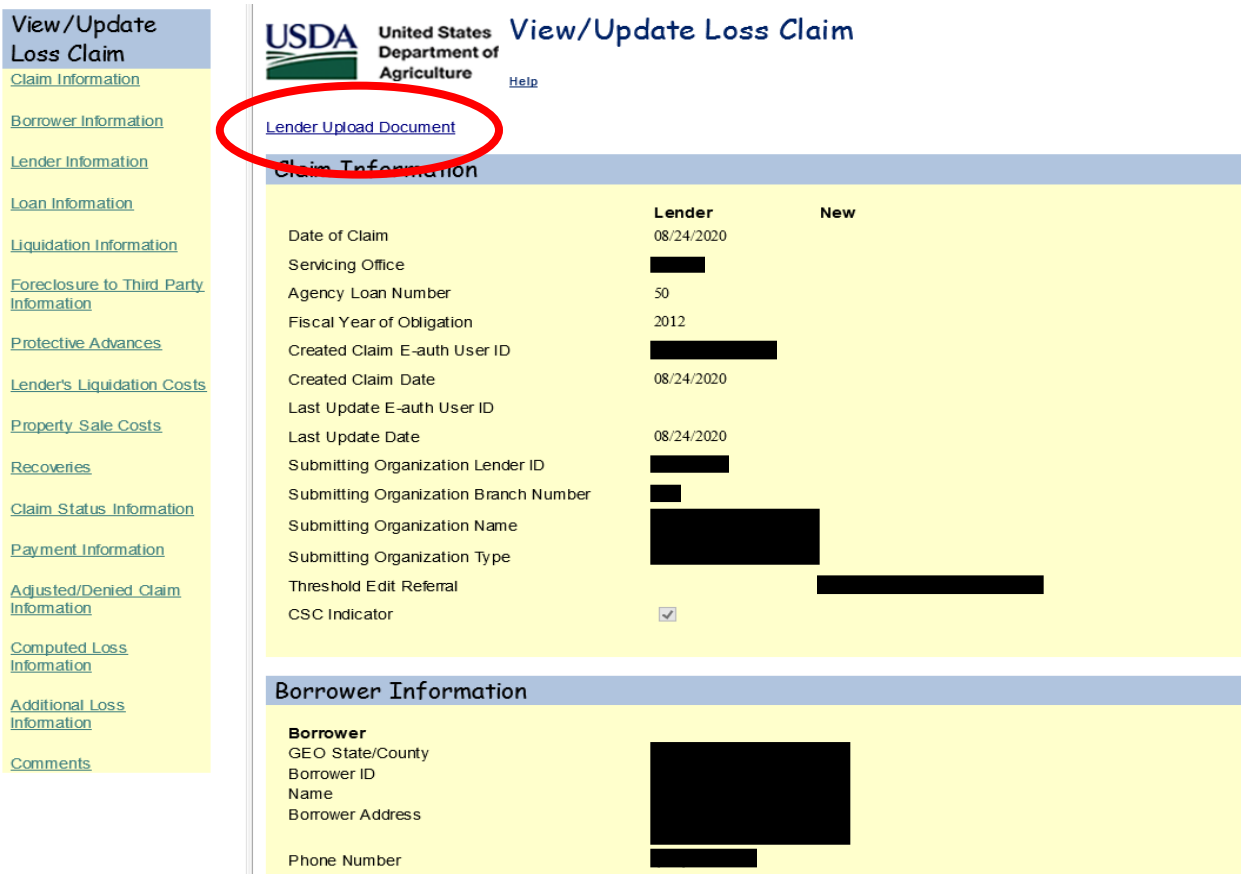
Chapter 19 of the HB – 3555 SFH Guaranteed Loan Program Technical Handbook provides information on the allowable timeframe to submit each claim type.

The user can begin the upload process from the Loss Claim Confirmation Page at the time of input or from the View/Update Loss Claim.

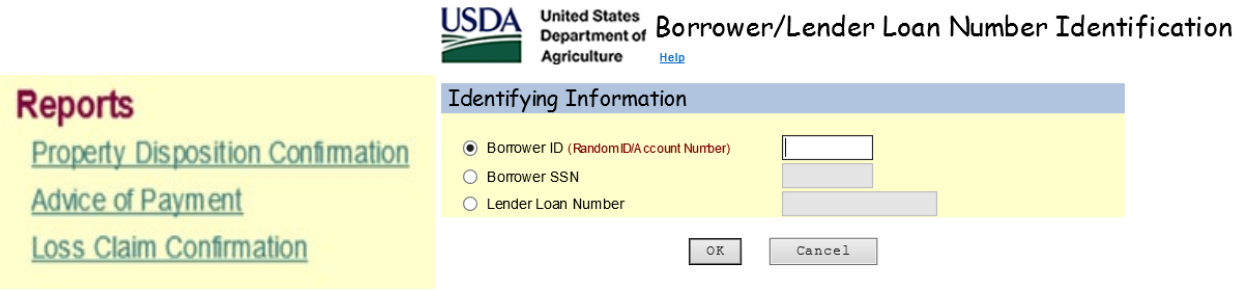
From the Loss Claim Confirmation Page, select the hyperlink 'Lender Upload Document' from the upper left-hand corner of the confirmation page.



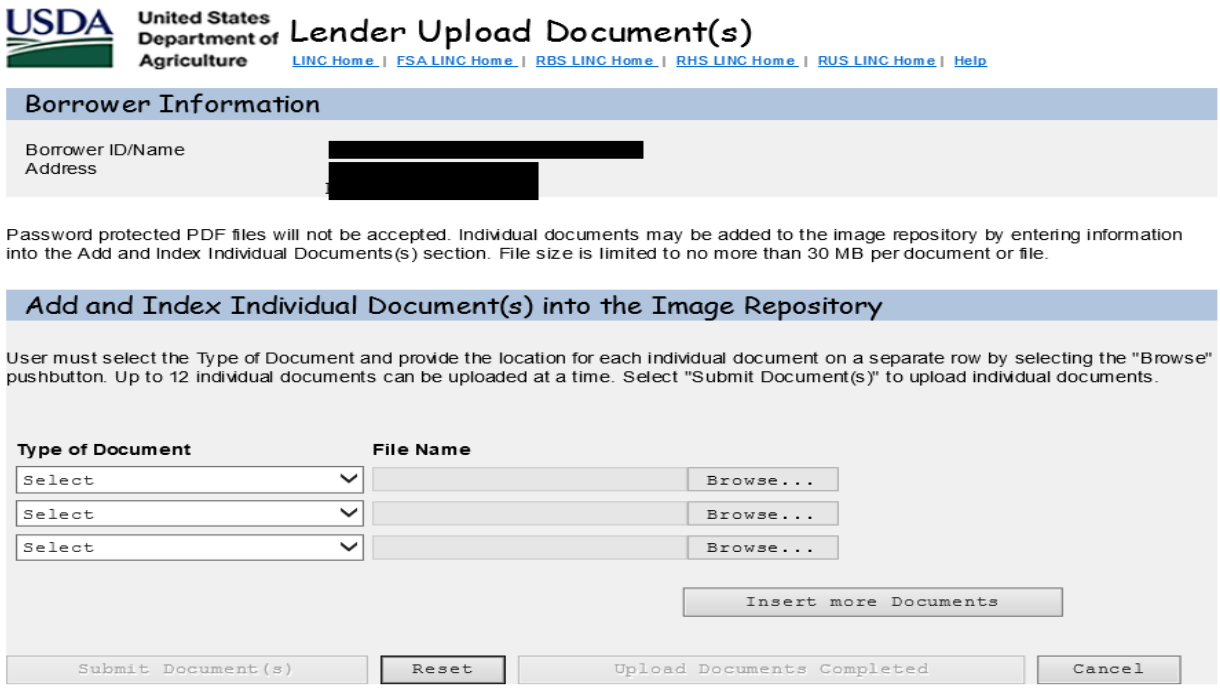
From the View/Update Loss Claim screen, select the hyperlink 'Lender Upload Document' from the upper left-hand corner of the page.



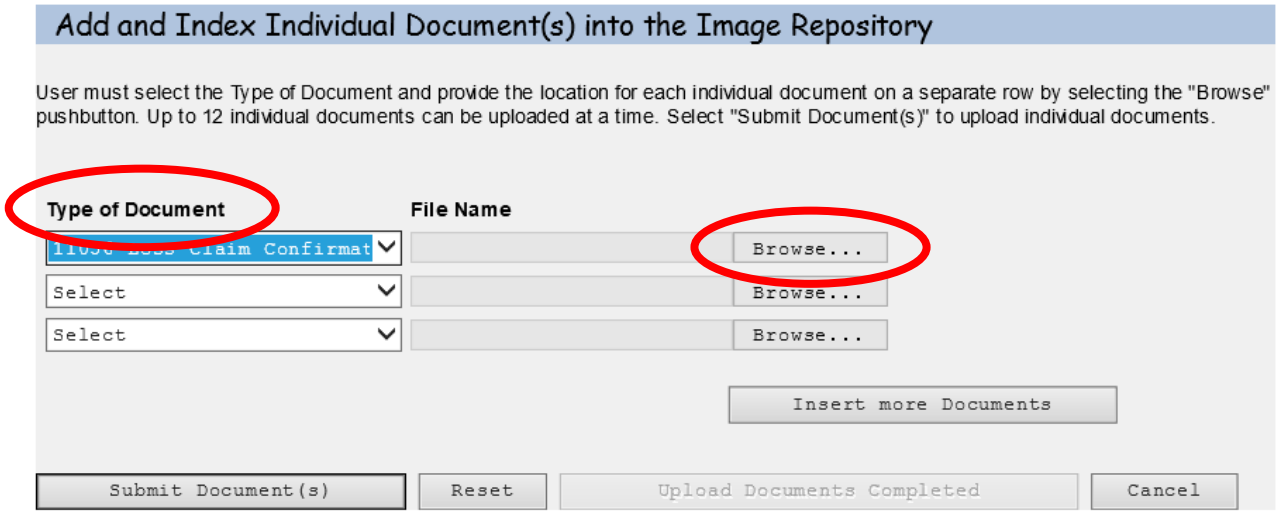
If user has logged out of LINC, the Loss Claim Confirmation Page can be accessed on the Lender Loss Claim Administration screen; under the heading 'Reports' the user can select 'Loss Claim Confirmation'. The user will be prompted to input the Borrower ID, Borrower SSN, or Lender Loan Number and select 'OK'. The Loss Claim Confirmation Page will display, and the steps above can be followed.



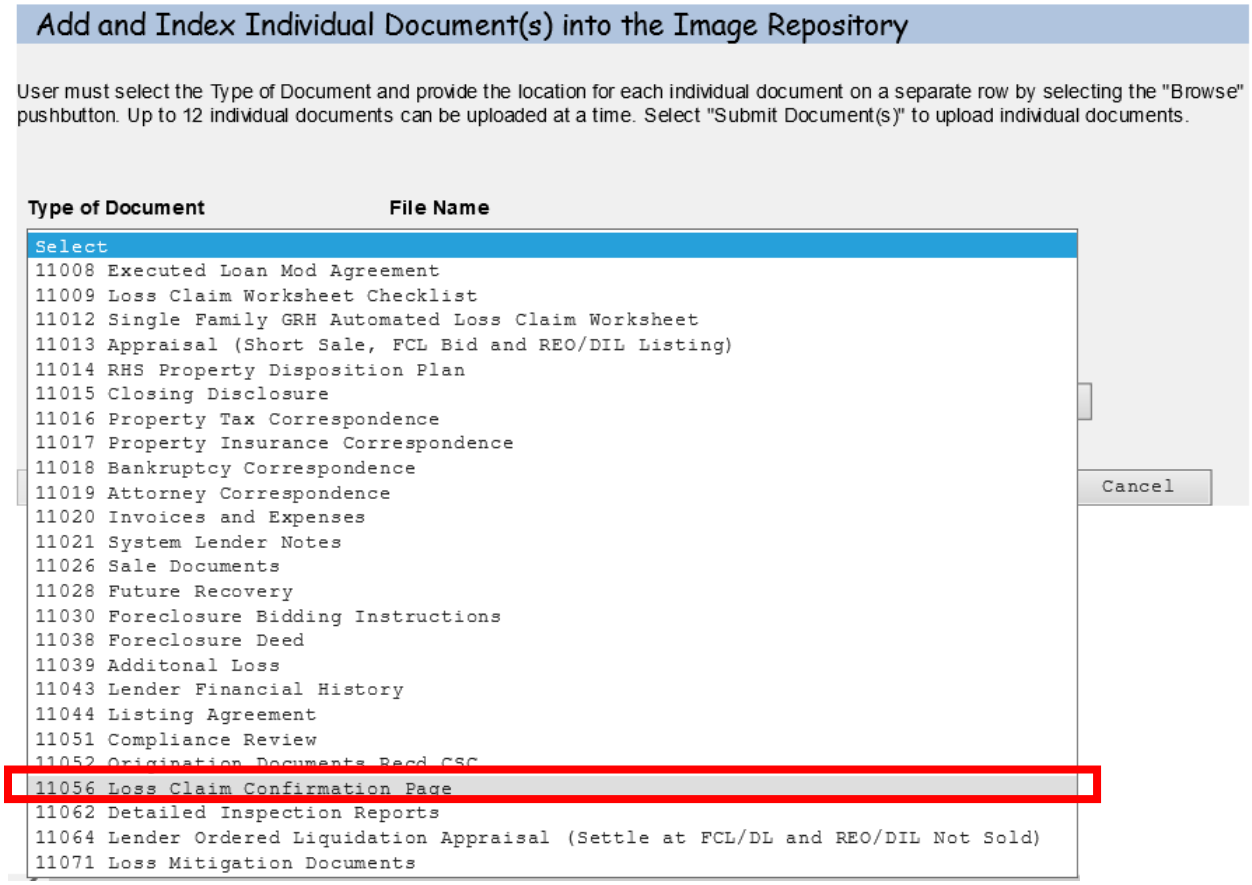
The Lender Upload Document screen will display.



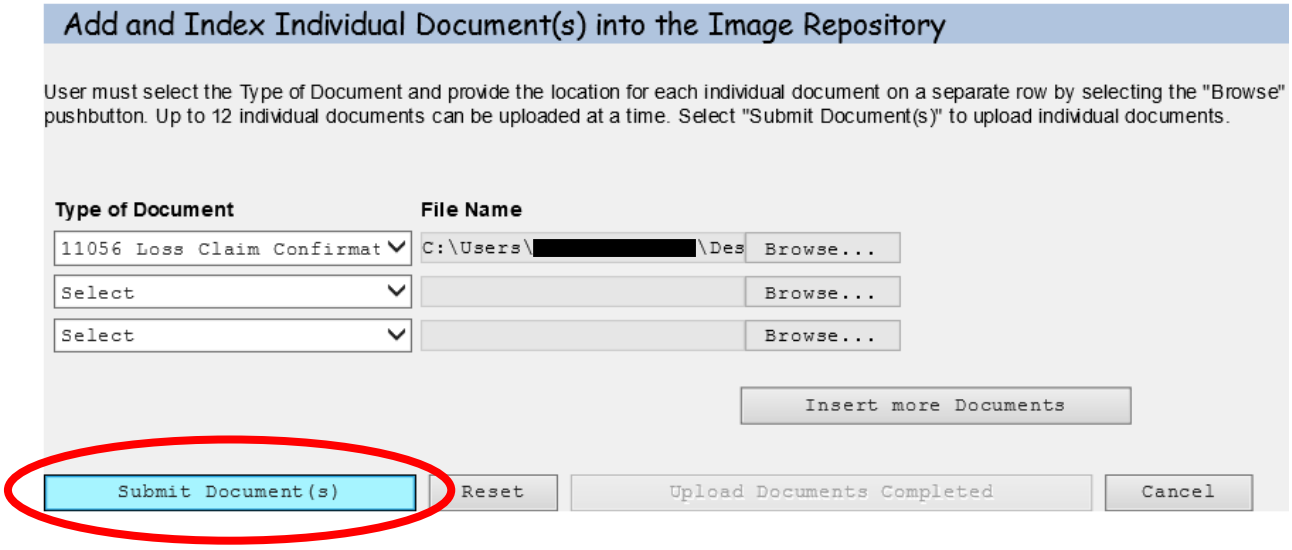
The user will have to select the 'Type of Document' from the drop-down menu and select 'Browse' to attach the file they wish to upload for the document type selected. The 11056-Loss Claim Confirmation Page should be the first document uploaded; this document is required to properly open the transaction for the Customer Service Center to process the Loss Claim.



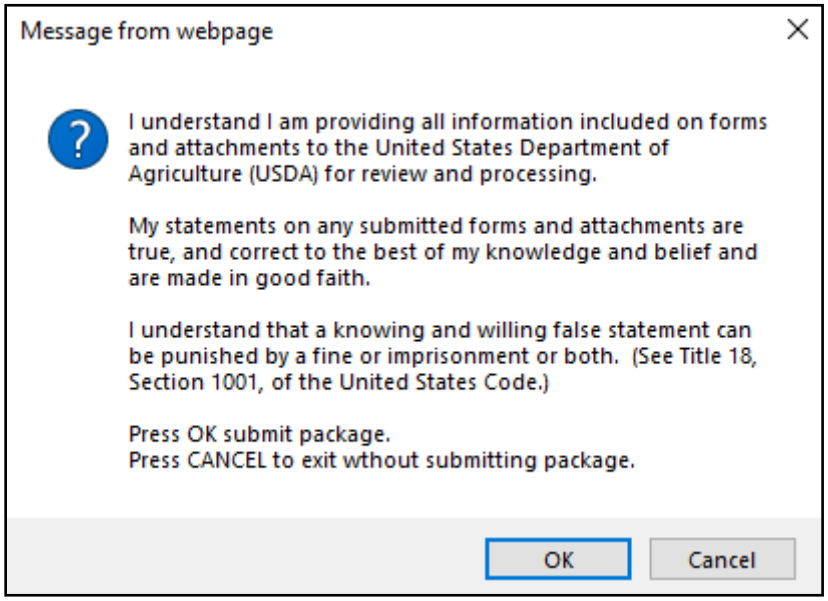
Below is a list of the document types that will display from the 'Type of Document' drop-down menu.



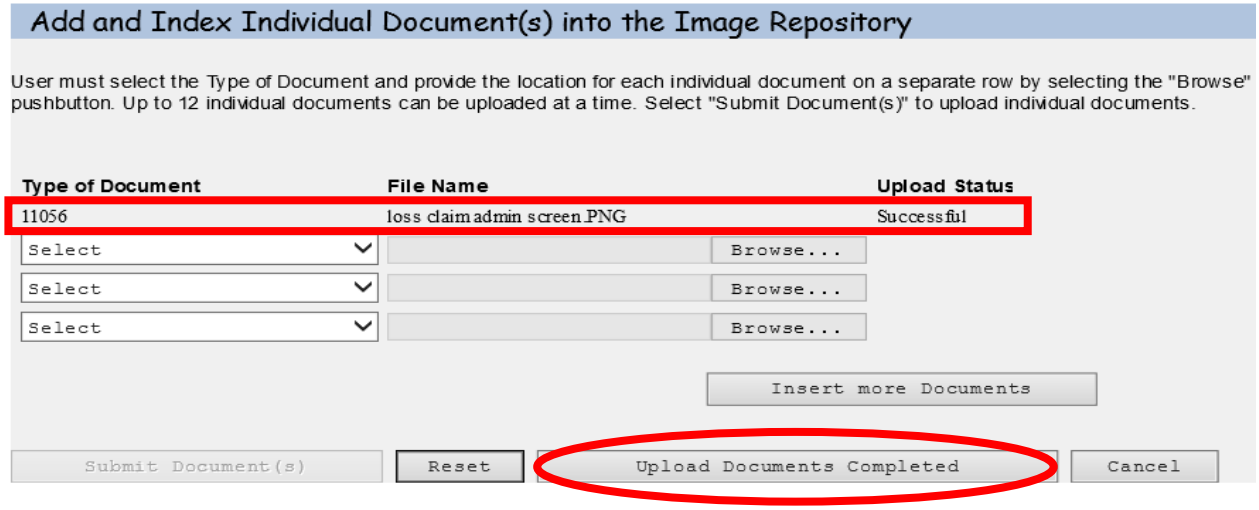
Once the 'Type of Document' is selected and a file has been attached, select 'Submit Document(s)'.



The user will receive the pop-up message below confirming they want to upload the document. If correct document is attached the user can select 'OK'; if the user wishes to change the document they can select 'Cancel'.

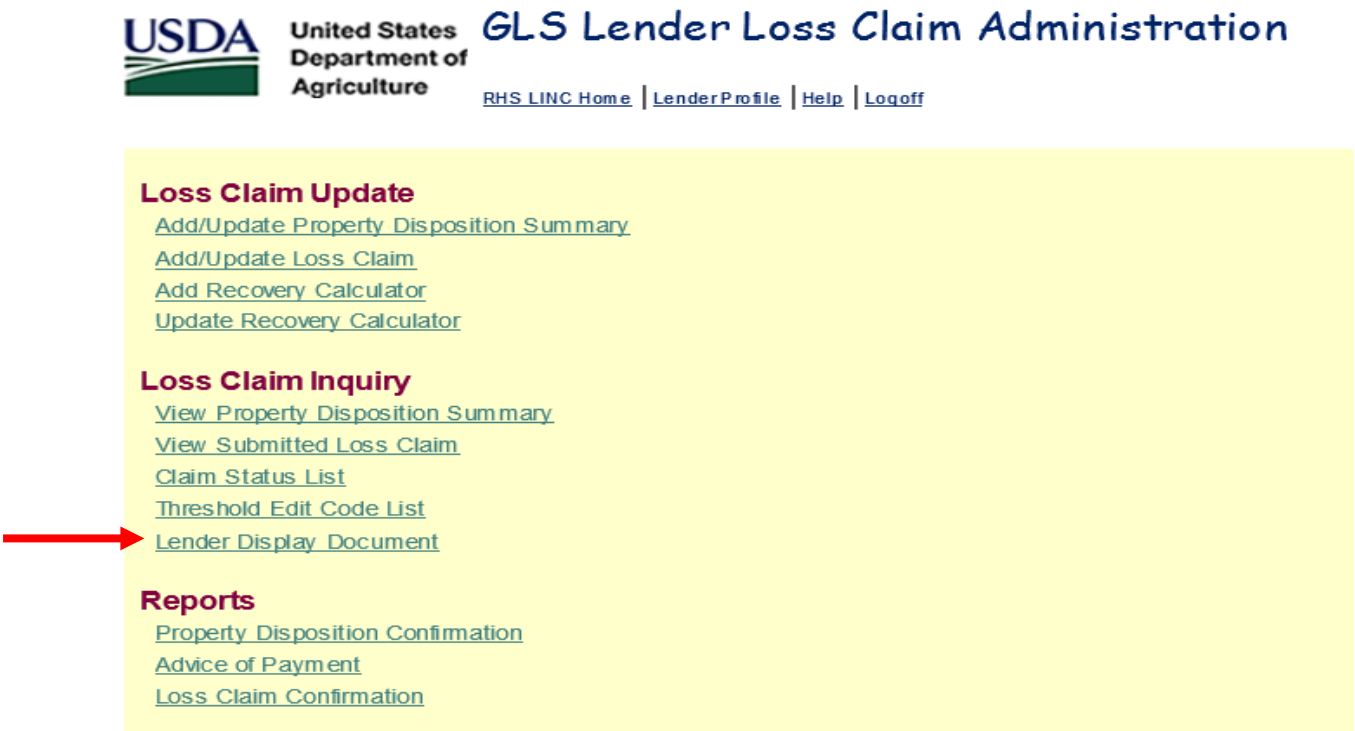


The screen will display that the document upload was successful. The user can continue to the next line, select another document type, and continue uploading documentation for the Loss Claim. The Loss Claim Confirmation Page provides a list of the documents that are required for that specific Loss Claim.

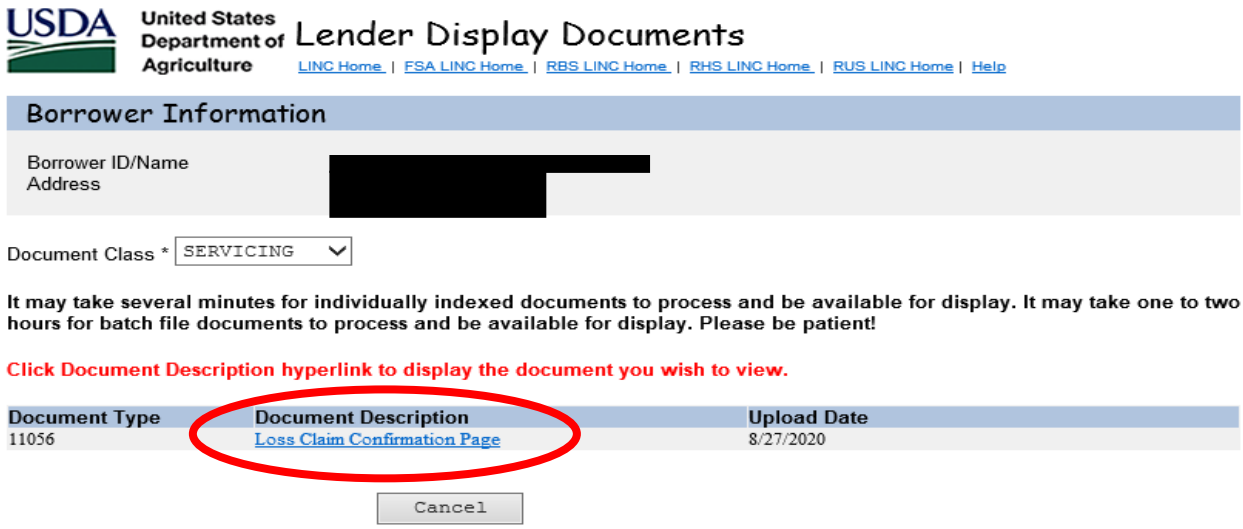


When all of the documents have been uploaded, user can select 'Upload Documents Complete' and will be returned to the Lender Loss Claim Administration screen.

To view the complete set of documents uploaded through the system, select 'Lender Display Document' from the Loss Claim Inquiry menu.



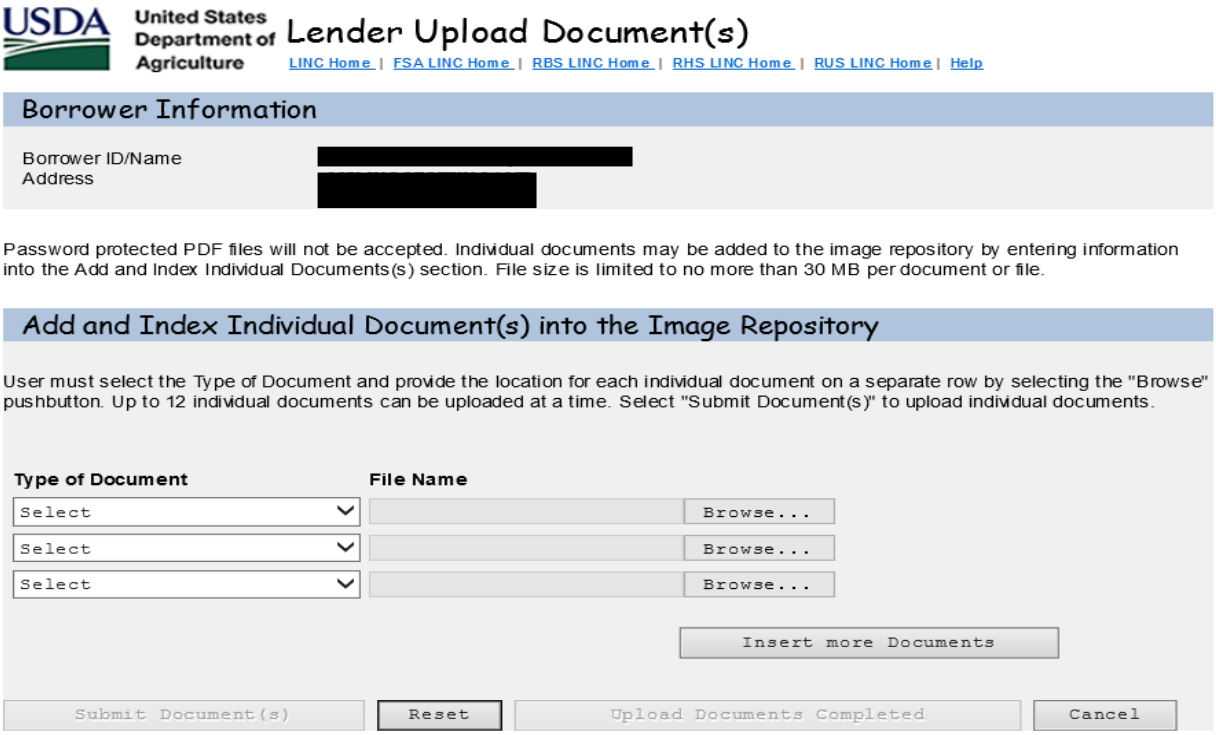
The user will be prompted to input the Borrower ID, Borrower SSN, or Lender Loan Number and select 'OK'. The 'Lender Display Document' screen will display and show all of the documents that were uploaded. The hyperlink of the document can be selected to view the associated document.



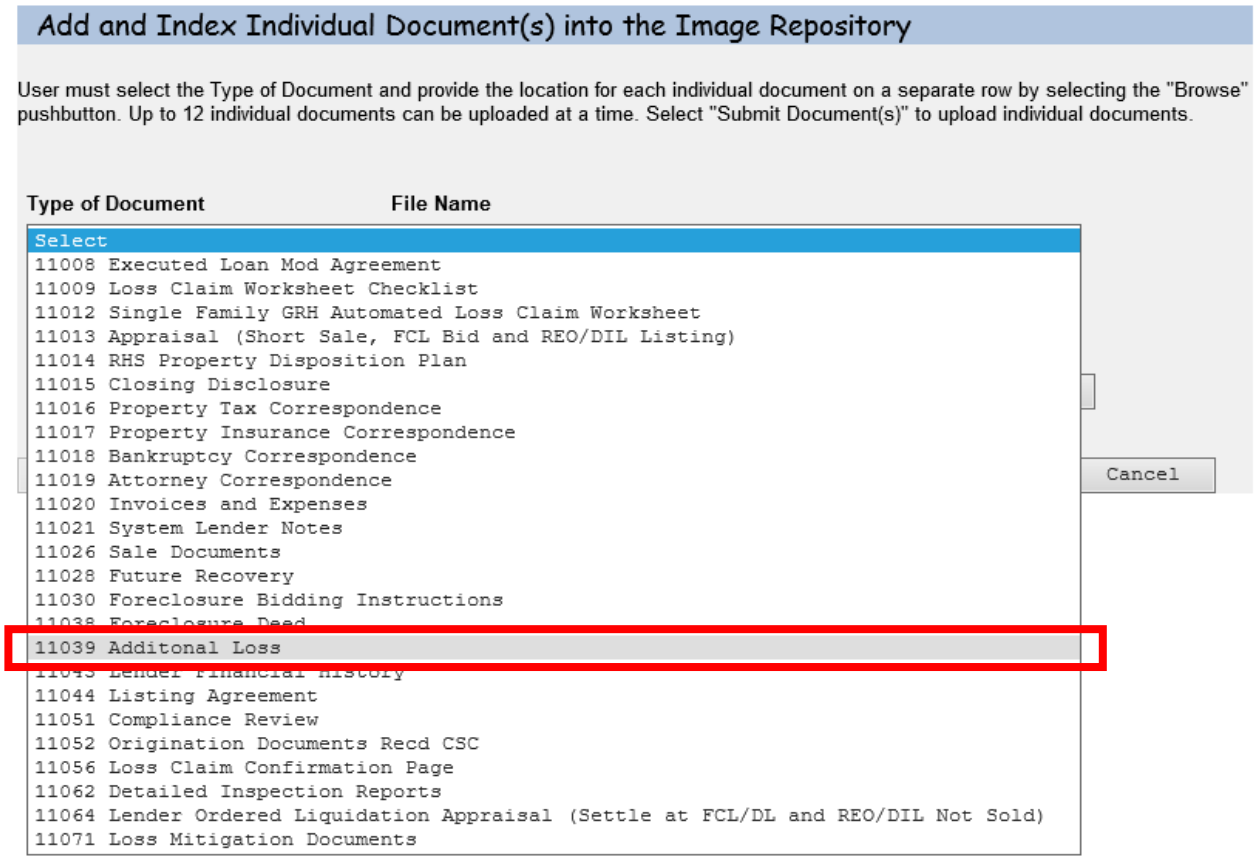
Uploading Documentation for a Supplemental Claim

Once the Loss Claim has been paid; the Lender has 6 months from the date of claim payment to make a request for a Supplemental Claim. The request should be submitted electronically through the USDA LINC system. The user can begin the upload process from the Loss Claim Confirmation Page or from the View/Update Loss Claim screen. The previous pages show how to access the 'Lender Upload Document' hyperlink from the respective pages.

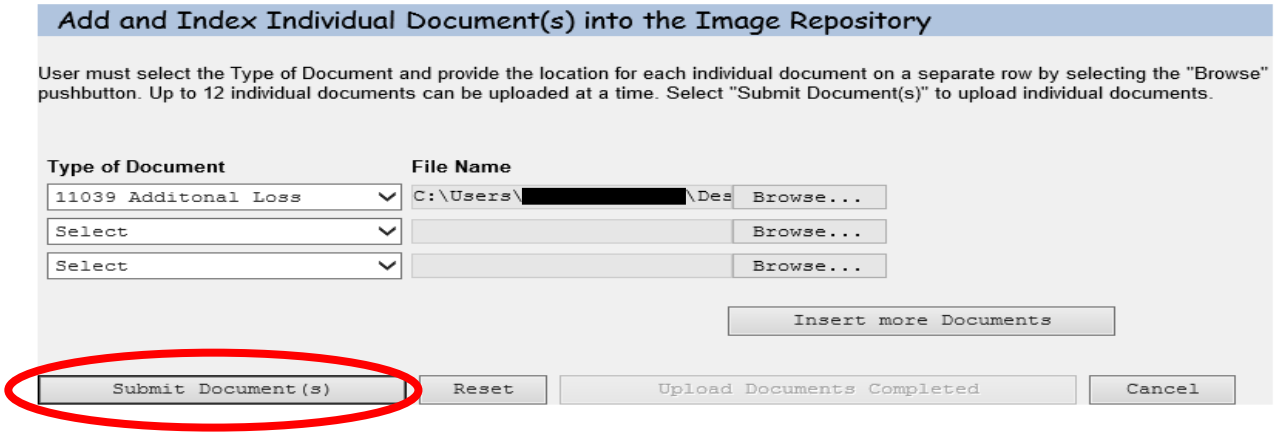
Once the hyperlink for 'Lender Upload Document' is selected, the Lender Upload Document screen will display.



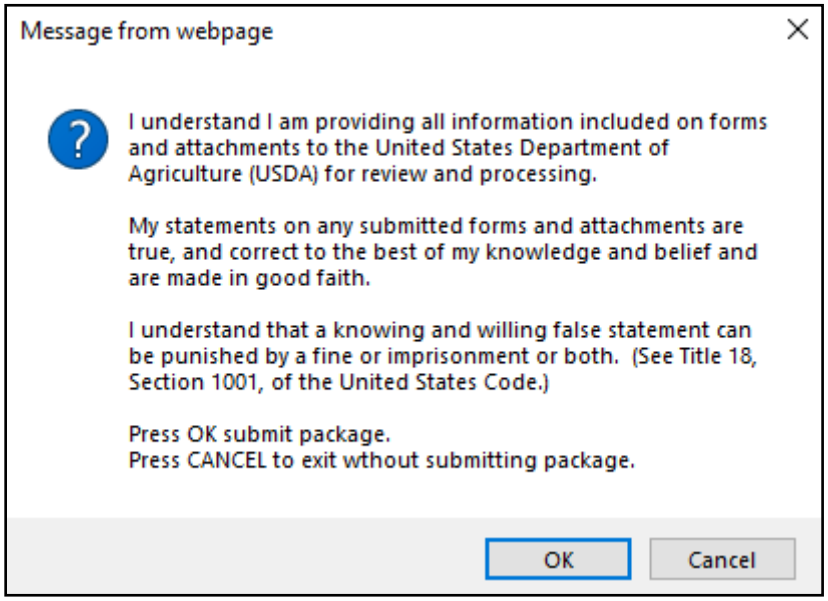
The user will have to select the 'Type of Document' from the drop-down menu and select 'Browse' to attach the file they wish to upload for the document type selected. The 11039-Additional Loss should be the first document uploaded; this document is required to properly open a transaction for Supplemental Claim processing for the Customer Service Center.



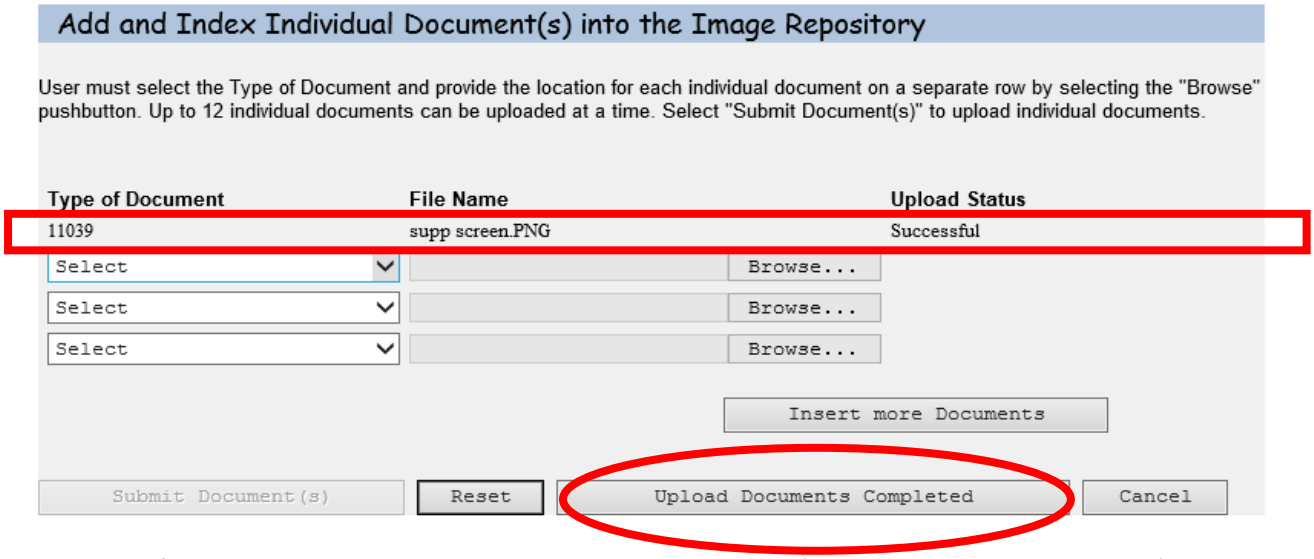
Once the 'Type of Document' is selected and a file has been attached, select 'Submit Document(s)'.



The user will receive the pop-up message below confirming they want to upload the document. If correct document is attached the user can select 'OK'; if the user wishes to change the document they can select 'Cancel'.

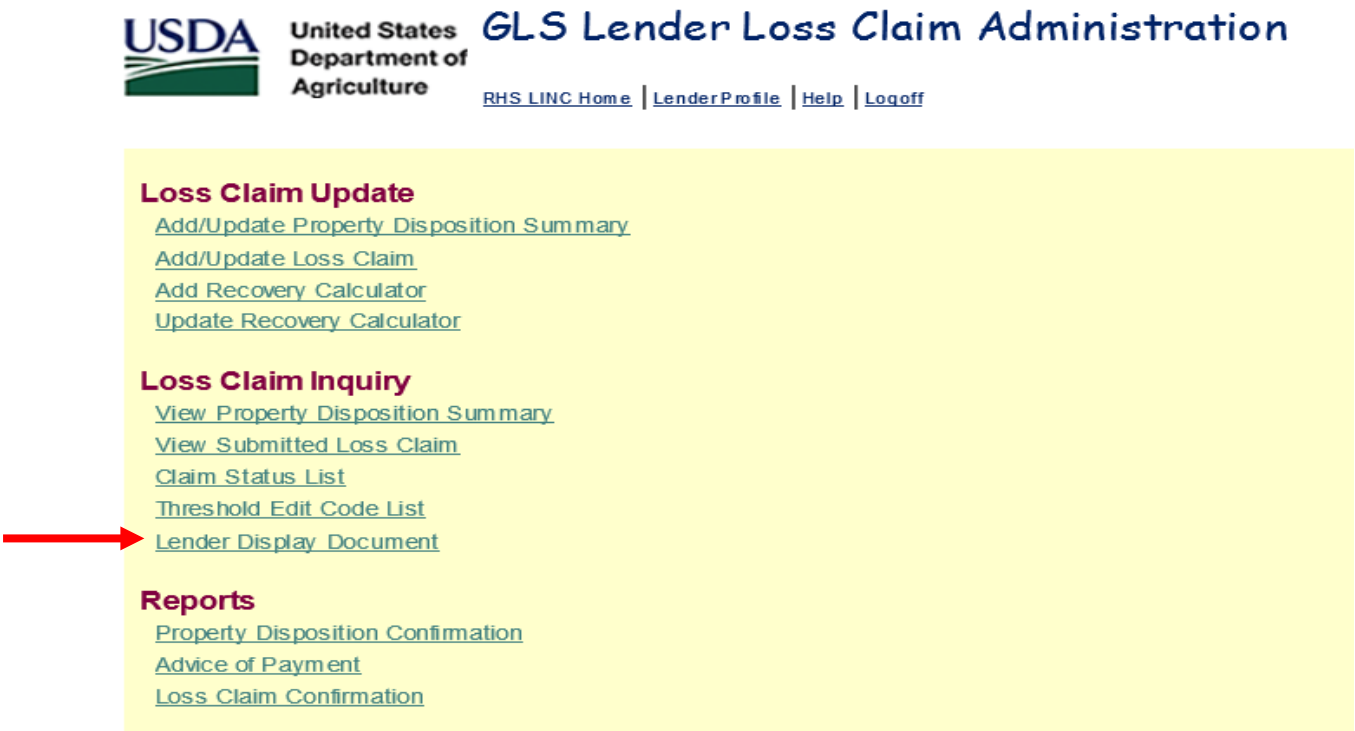


The screen will display that the document upload was successful. The user can continue to the next line, select another document type, and continue uploading documentation for the Supplemental Claim. The 11039-Additional Loss should be a document to simply indicate what the user is requesting be reviewed as part of the Supplemental Claim. From there, supporting documents should be uploaded according to what the user is requesting as part of the Supplemental Claim. (i.e. invoices to support the request).

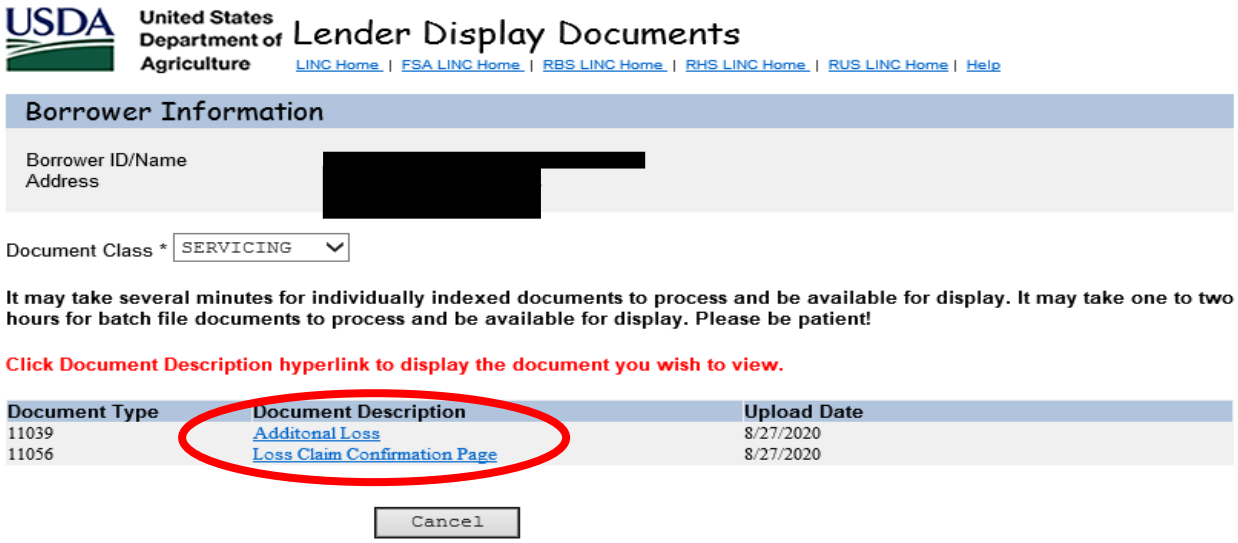


When all of the documents have been uploaded, user can select 'Upload Documents Complete' and will be returned to the Lender Loss Claim Administration screen.

To view the complete set of documents uploaded through the system, select 'Lender Display Document' from the Loss Claim Inquiry menu.



The user will be prompted to input the Borrower ID, Borrower SSN, or Lender Loan Number and select 'OK'. The 'Lender Display Document' screen will display and show all of the documents that were uploaded. The hyperlink of the document can be selected to view the associated document.



Loss Claim Input Errors & Frequently Asked Questions

Q: The Loss Claim has been input into USDA LINC; however, the Loss Claim Confirmation Page did not generate when 'Submit' was selected. How can this be corrected?

A: This is a basic compatibility issue. If using Internet Explorer (IE), the USDA must be authorized on the computer used to input the Loss Claim; see Attachment 1 below. Complete the steps in the attachment, the user will have to access the Loss Claim again and select 'Submit' again. The Loss Claim Confirmation Page will generate, and the Loss Claim will show in SUSPENDED status. The Loss Claim can also be input using different browsers such as Chrome, Microsoft Edge or Mozilla Firefox.

Q: The Loss Claim is showing in INITIATED status; what does this mean?

A: This means the Loss Claim has not been fully submitted in USDA LINC. If the 'Submit' button was selected and the Loss Claim Confirmation Page did not generate, this is a basic compatibility issue; see Attachment 1 below. Complete the steps in the attachment, the user will have to access the Loss Claim again and select 'Submit' again. The Loss Claim Confirmation Page will generate, and the Loss Claim will show in SUSPENDED status.

Q: The Loss Claim is showing in SUSPENDED status; when will the Loss Claim be paid? Are additional documents required?

A: The Agency works to process Loss Claims within 60 days from the date of receipt; the date of receipt is the date the Loss Claim Confirmation Page and supporting documents were uploaded through USDA LINC. The Loss Claim will remain in SUSPENDED status until it is paid in which case it will change to SUSPENDED/PAID. Once the Loss Claim is assigned to a Specialist for review, if additional information is needed, he/she will be in contact to obtain what is needed to process the Loss Claim.

Q: I am trying to input a claim and receive a pop-up message stating the 'Borrower does not have an active RH Loan'; what do I do?

A: Our National Finance and Accounting Operations Center (NFAOC) can assist with re-activating the loan for Loss Claim purposes. They can be contacted via email at rd.nfaoc.hsb@usda.gov or via phone 877-636-3789.

Q: I am trying to input a claim and receive a pop-up message stating the 'Annual Fees must be terminated', how do we terminate these fees?

A: Our National Finance and Accounting Operations Center (NFAOC) can assist with terminating Annual Fees for Loss Claim purposes. They can be contacted via email at rd.nfaoc.hsb@usda.gov or via phone 877-636-3789.

Attachment 1

IE11 **Compatibility View** mode

To fix a potential compatibility issue, the **Compatibility View** button allows users to display troublesome pages in Internet Explorer 11's standard mode.

There are two ways to enable **Compatibility View**.

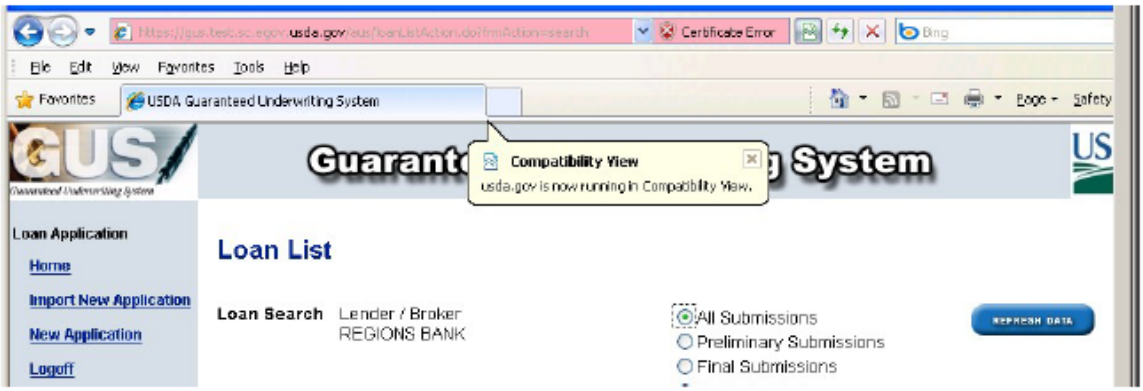
The first way is to simply click on the **Compatibility View** button in the address bar.

When displayed, the **Compatibility View** button appears to the left of the **Refresh** button and contains an image of a broken piece of paper

- Selecting this button enables **Compatibility View** mode for all documents in the domain of the website being viewed.
- This is what the **Compatibility View** button looks line when **Compatibility View** mode is **ON** .

  Notice that the button is slightly shaded when it is **ON**.
- This is what the **Compatibility View** button looks line when **Compatibility View** mode is **OFF** .
- When you move the cursor over the **Compatibility View** button a message is displayed (the same message is displayed when **ON** and when **OFF**.

- Each time you click the **Compatibility View** button the **Compatibility View** mode toggles **ON** or **OFF**.
- After you click the **Compatibility View** button **ON** a message is displayed for a few seconds showing you that the web page is now running in **Compatibility View** mode.



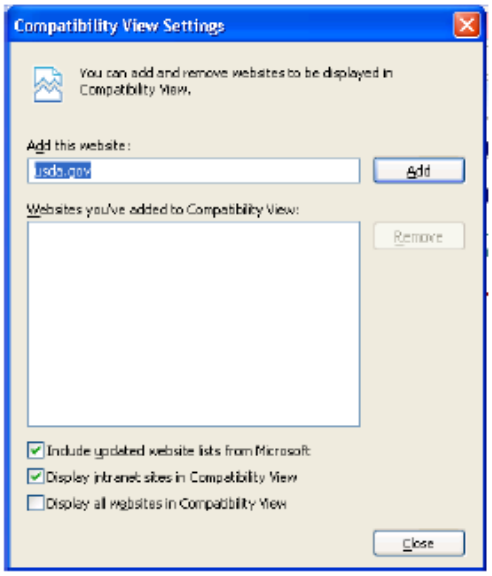
The second way enables the "Display all websites in Compatibility Mode setting" in the **Compatibility View Settings**. This will add the **usda.gov** website to a list of websites that are automatically displayed in **Compatibility View** mode.

From any of the **USDALINC** pages, and with the Compatibility View mode **ON**, click **Tools Menu/ Compatibility View Settings.**

- Below is the Tools menu showing **Compatibility View** toggled **OFF**. This is incorrect; it should be **ON**. If this is how yours is displayed follow the instructions below this example.

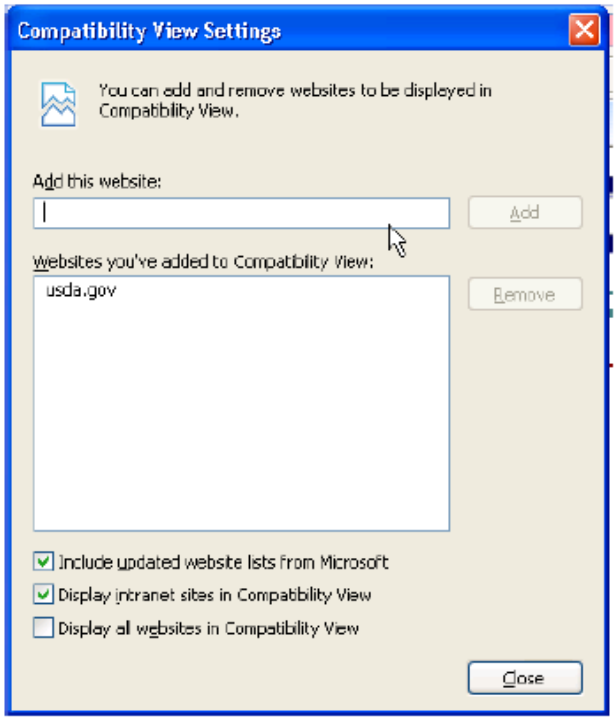
- With the Tools menu showing **Compatibility View** toggled **ON** (note that you may should click **Compatibility View** item on if it does not have a check mark), then click the **Compatibility View Settings** option immediately below the **Compatibility View** menu item.

- The **Compatibility View Settings** dialog is displayed. Notice that the **Add this website:** field already contains **usda.gov**.



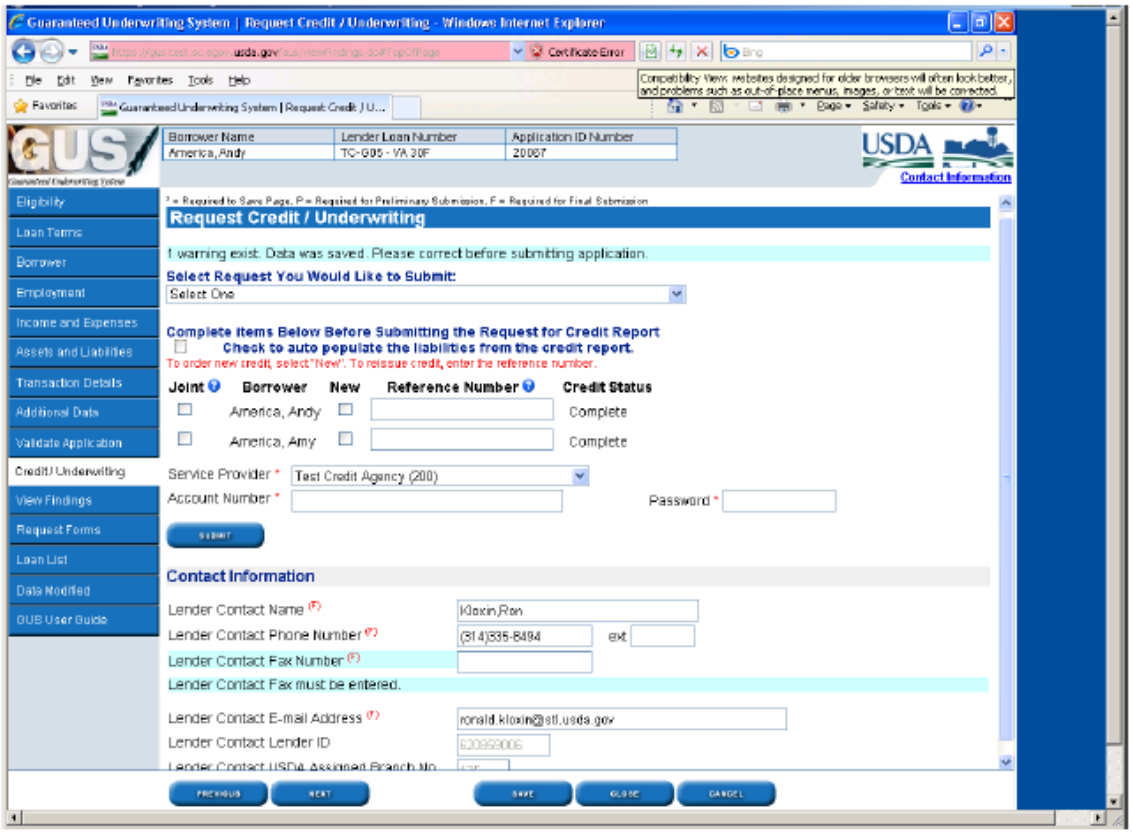
- Click the **Add** button to add the **usda.gov** (GUS) website to the **Compatibility View Settings**.
- Once you add the **usda.gov** website to the **Compatibility View Settings** whenever you access GUS the IE11 will already be set at the **Compatibility View** mode.

When you return to the **Compatibility View Settings** dialog it will now display the usda.gov website like this:

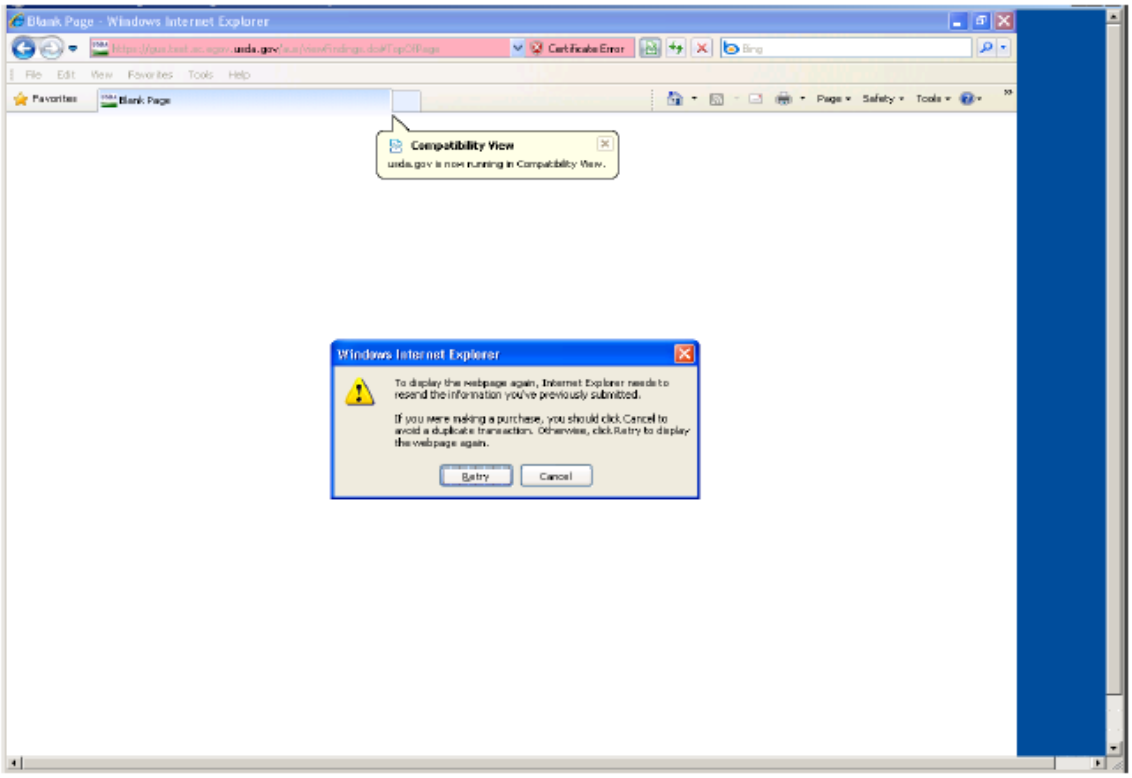


Below is the GUS **Credit / Underwriting** page displayed when IE11 **is NOT** in **Compatibility View** mode: You may or may not have an error at the bottom of the page; for example, "Error on page – Object required …". Or if you submit a request nothing happens.

To obtain a Credit Report or Underwriting, you must change your IE11 settings to the **Compatibility View** mode.



Clicking the Compatibility View mode button displays the following:

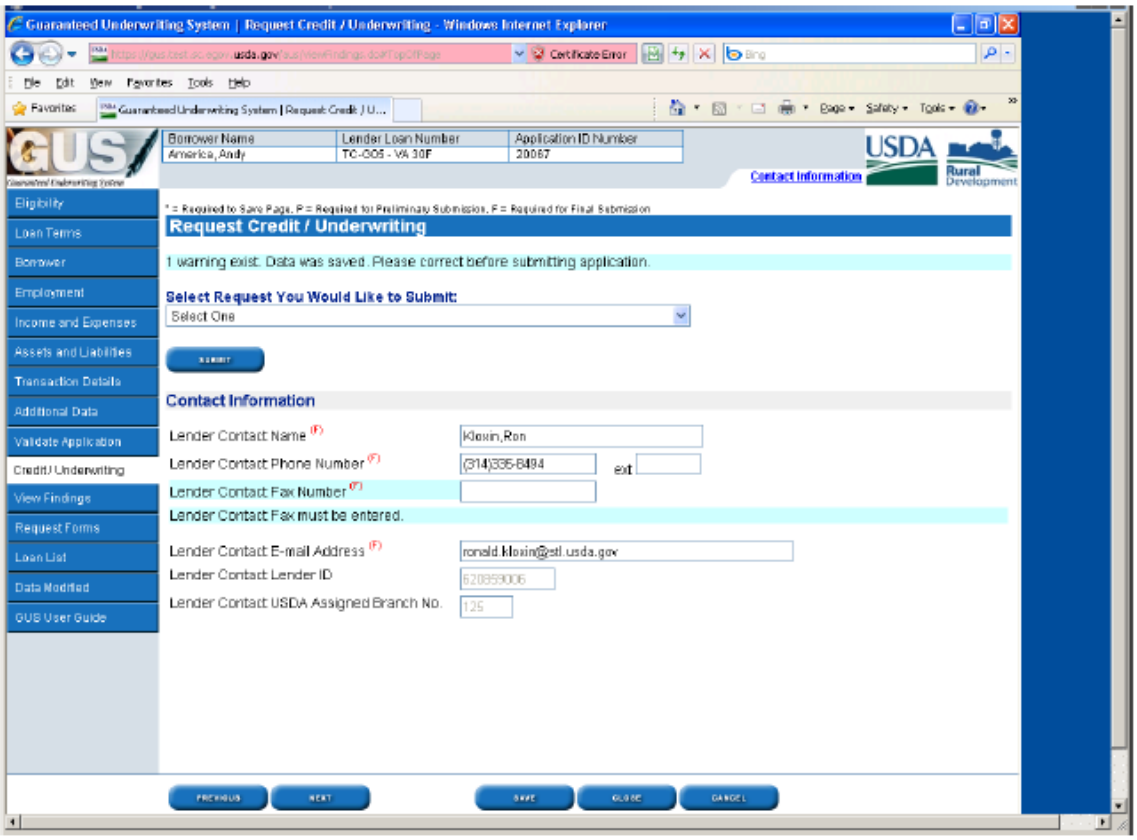


Click the **Retry** button on the Windows Internet Explorer pop-up message.

Below is an example of the **Credit / Underwriting** page when it is re-displayed in the IE11 in **Compatibility View** mode; notice that the **Compatibility View** button is slightly darker now.

Also note that the GUS Credit /Underwriting page looks different. At this point you should choose the type of request in the "**Select Request You Would Like to Submit**" dropdown menu and complete the required information.

In IE11 **Compatibility View** mode you will now be able to request a Credit Report or Underwriting.



Understanding Compatibility View

Before displaying a standards-mode Web page, Internet Explorer 11 checks to see if the domain name of the website appears in the **Compatibility View List**. If so, the site is displayed using Compatibility View. If not, and the page contains no other direction, Internet Explorer 11 displays the page in Internet Explorer 11 Standards mode.

When a standards-based web page is displayed in **Compatibility View**, the following changes occur.

- Pages are displayed in IE8 mode rather than IE11 mode.
- In the user-agent string, the browser identifies itself as MSIE 8.0 instead of MSIE 11.0.
- Conditional comments and version vectors recognize the browser as InternetExplorer 8, rather than Internet Explorer 11.

These changes help ensure that users can still use websites that do not fully support the features of Internet Explorer 11.

Please note that the X-UA-COMPATIBLE header has greater precedence than **Compatibility View**. If a website is on the **Compatibility View List** and a page on that site includes an X-UA-COMPATIBLE header telling Internet Explorer 8 to display a page in IE11 mode, the page is displayed in Internet Explorer 11 Standards mode. This allows web developers to support Internet Explorer 11 Standards mode on an incremental basis. For more information, see Defining Document Compatibility.