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 to 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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</tr>
</tbody>
</table>
Gaining Level 2 eAuth Access for the USDA LINC Website

The link to set up Level 2 eAuth access is:


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, select ‘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.
Most of the borrower’s information will auto-populate in these fields.

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

Complete all required fields and select ‘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.

**Acquisition Information**

**Acquisition Information (Settle At Foreclosure)**

- **Appraisal Date**: select
- **“As Is” Appraised Value**: \[\text{\$0.00}\]
- **Estimated Property Sale Amount**: $0.00
- **Acquisition Management Resale Factor**: 0.00%
- **Appraised Value Factor**: $0.00

Click on "Calculate", "Back", or "Continue".

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.

**Lender's Liquidation Costs**

Complete the ‘Lender’s Liquidation Costs’ section.

**Lender's Liquidation Costs (Settle At Foreclosure)**

- Foreclosure Attorney/Trustee Fee
- Foreclosure Attorney/Trustee Cost
- Eviction Expenses
- Cash for Keys
- Property Inspections
- Utility Expenses
- Property Preservation
- Property Maintenance
- Pre-Authorized Repairs
- Appraisal or BPO Expense
- Others

**Total Expense** $0.00

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’.

<table>
<thead>
<tr>
<th>Recovery Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funds in Escrow Account</td>
<td>$0.00</td>
</tr>
<tr>
<td>Buy Down Balance Remaining in Escrow</td>
<td>$0.00</td>
</tr>
<tr>
<td>Estimated Insurance Refund</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other Recovery</td>
<td></td>
</tr>
<tr>
<td>Cost of Recovery Collection (external costs)</td>
<td></td>
</tr>
<tr>
<td>Net Recovery</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

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.

**Payment Information**

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

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.
### Loan Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original Loan Amount</td>
<td>$84,183.00</td>
</tr>
<tr>
<td>Modified Loan Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Unpaid Principal Balance</td>
<td>$72,839.67</td>
</tr>
<tr>
<td>Note Interest Rate</td>
<td>5.250%</td>
</tr>
<tr>
<td>Due Date of Last Payment Made</td>
<td>05/01/2018</td>
</tr>
<tr>
<td>Due Date of Last Payment Made at Bankruptcy Filing</td>
<td></td>
</tr>
<tr>
<td>Credit Score at Origination</td>
<td>720</td>
</tr>
<tr>
<td>PIPI Payment at Origination</td>
<td>$504.47</td>
</tr>
<tr>
<td>PIPI Ratio at Origination</td>
<td>43.25%</td>
</tr>
<tr>
<td>Debt Ratio at Origination</td>
<td>46.36%</td>
</tr>
</tbody>
</table>

### Liquidation Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liquidation Method</td>
<td>Settle At Foreclosure</td>
</tr>
<tr>
<td>First Attempted Contact Date after Missed Payment</td>
<td>05/15/2018</td>
</tr>
<tr>
<td>First Property Inspection Date after Missed Payment</td>
<td>07/20/2018</td>
</tr>
<tr>
<td>Property First Found Vacant Date</td>
<td>08/18/2018</td>
</tr>
<tr>
<td>Property Condition</td>
<td>Good</td>
</tr>
<tr>
<td>Emergency Repairs Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Referred to Attorney Date</td>
<td>11/02/2018</td>
</tr>
<tr>
<td>Lender attempted all loss mitigation options?</td>
<td>Yes</td>
</tr>
<tr>
<td>Date of Foreclosure Initiative</td>
<td>11/20/2018</td>
</tr>
<tr>
<td>Date of Foreclosure Sale</td>
<td>02/18/2020</td>
</tr>
<tr>
<td>Initial Foreclosure Bid Price</td>
<td>$49,500.00</td>
</tr>
<tr>
<td>Final Foreclosure Bid Price</td>
<td>$40,500.00</td>
</tr>
<tr>
<td>Acquisition Date</td>
<td>08/08/2020</td>
</tr>
<tr>
<td>Total Number of Bankruptcies Filed after Last Payment Made 0</td>
<td></td>
</tr>
<tr>
<td>Date Eviction Started</td>
<td></td>
</tr>
<tr>
<td>Date Eviction Completed</td>
<td>0</td>
</tr>
<tr>
<td>Number of Bankruptcy Days</td>
<td>0</td>
</tr>
<tr>
<td>Number of Delinquency Days</td>
<td>185</td>
</tr>
<tr>
<td>Number of Referral Days</td>
<td>18</td>
</tr>
<tr>
<td>Number of Foreclosure Days</td>
<td>433</td>
</tr>
<tr>
<td>Total Liquidation Days</td>
<td>658</td>
</tr>
<tr>
<td>Disallowed Interest Days</td>
<td>5</td>
</tr>
</tbody>
</table>

### Protective Advances

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cumulative Real Estate Tax Amount</td>
<td>$2,678.02</td>
</tr>
<tr>
<td>Cumulative Insurance Amount</td>
<td>$4,264.70</td>
</tr>
<tr>
<td>Cumulative Other Advance Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total Itemized Protective Advances</strong></td>
<td>$7,042.72</td>
</tr>
<tr>
<td>Escrow Balance as of Last Payment Made</td>
<td>$1,487.20</td>
</tr>
<tr>
<td><strong>Total Advances</strong></td>
<td>$5,555.52</td>
</tr>
</tbody>
</table>

### Lender's Liquidation Costs

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreclosure Attorney/Trustee Fee</td>
<td>$2,550.00</td>
</tr>
<tr>
<td>Foreclosure Attorney/Trustee Cost</td>
<td>$4,585.94</td>
</tr>
<tr>
<td>Eviction Expenses</td>
<td>$0.00</td>
</tr>
<tr>
<td>Cash for Keys</td>
<td>$0.00</td>
</tr>
<tr>
<td>Bankruptcy Fees</td>
<td>$0.00</td>
</tr>
<tr>
<td>Bankruptcy Costs</td>
<td>$0.00</td>
</tr>
<tr>
<td>Property Inspections</td>
<td>$300.00</td>
</tr>
<tr>
<td>Utility Expenses</td>
<td>$404.30</td>
</tr>
<tr>
<td>Property Preservation</td>
<td>$1,095.50</td>
</tr>
<tr>
<td>Property Maintenance</td>
<td>$1,230.00</td>
</tr>
<tr>
<td>Pre-Authorized Repairs</td>
<td>$0.00</td>
</tr>
<tr>
<td>Appraisal or BPO Expense</td>
<td>$900.00</td>
</tr>
<tr>
<td>Others</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total Expense</strong></td>
<td>$11,065.74</td>
</tr>
</tbody>
</table>
### Recoveries

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funds in Escrow Account</td>
<td>$0.00</td>
</tr>
<tr>
<td>Buy Down Balance Remaining in Escrow</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other Recovery</td>
<td>$0.00</td>
</tr>
<tr>
<td>Estimated Insurance Refund</td>
<td>$232.78</td>
</tr>
<tr>
<td>Cost of Recovery Collection</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

### Payment Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unpaid Principal Balance</td>
<td>$72,839.67</td>
</tr>
<tr>
<td>Accrued Interest Owed</td>
<td>$8,633.00</td>
</tr>
<tr>
<td>Additional Interest</td>
<td>$104.17</td>
</tr>
<tr>
<td>Principal Owed on Protective Advances</td>
<td>$5,555.52</td>
</tr>
<tr>
<td>Accrued Interest on Protective Advances</td>
<td>$109.72</td>
</tr>
<tr>
<td>Total P &amp; I</td>
<td>$87,242.08</td>
</tr>
<tr>
<td>Estimated Proceeds from Settle at Foreclosure Acquisition</td>
<td>$41,950.87</td>
</tr>
<tr>
<td><strong>Loss Amount</strong></td>
<td>$45,291.21</td>
</tr>
<tr>
<td>Net Recovery</td>
<td>$232.78</td>
</tr>
<tr>
<td><strong>Net Loss Amount</strong></td>
<td>$45,058.43</td>
</tr>
<tr>
<td>Loss Up to 35% of Loan Amount</td>
<td>$29,461.05</td>
</tr>
<tr>
<td>Amount of Loss in Excess of 35% of Loan Amount</td>
<td>$15,594.38</td>
</tr>
<tr>
<td>85% of Loss Greater Than 35% of Loan Amount</td>
<td>$13,255.22</td>
</tr>
<tr>
<td><strong>Computed Loss</strong></td>
<td>$42,719.27</td>
</tr>
<tr>
<td>MRA Non Recoverable Expense</td>
<td>$0.00</td>
</tr>
<tr>
<td>Maximum Loss Payable (up to 90% of Loan Amount - MRA Non Recoverable Expenses)</td>
<td>$75,764.70</td>
</tr>
<tr>
<td><strong>Estimated Loss Amount to be Paid Lender</strong></td>
<td>$42,719.27</td>
</tr>
</tbody>
</table>

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

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

Complete all required fields and select ‘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 ‘Protective Advances’ section.

**Protective Advances**

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

<table>
<thead>
<tr>
<th>Type</th>
<th>Date of Advance</th>
<th>Effective Date</th>
<th>Advance</th>
<th>Excluded Amount</th>
<th>Total Amount</th>
<th>Interest</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **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

Once all fields are completed, select ‘Save’ and then ‘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.
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.

**Recoveries**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funds in Escrow Account</td>
<td>$0.00</td>
</tr>
<tr>
<td>Buy Down Balance Remaining in Escrow</td>
<td>$0.00</td>
</tr>
<tr>
<td>Estimated Insurance Refund</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other Recovery</td>
<td></td>
</tr>
<tr>
<td>Cost of Recovery Collection (external costs)</td>
<td></td>
</tr>
<tr>
<td>Net Recovery</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

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.

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.

### Claim Information (Foreclosure To 3rd Party)

- Date of Claim: 08/24/2020

### Borrower Information

- **Borrower**
  - Borrower ID
  - Name
  - Phone Number
  - Borrower Address
  - Property Address
  - Last Known Mailing Address

### Lender Information

- **Claim Contact Name**
- **Claim Contact Phone**
- **Claim Contact Email Address**
- **Originating Lender**
  - Lender ID
  - USDA Assigned Branch Number
  - Name
- **Servicing Lender**
  - Lender ID
  - USDA Assigned Branch Number
  - Name
  - REO Contact Name
  - REO Contact Phone
  - REO Contact Fax
  - REO Contact Email Address
  - Lender Loan Number
- **Holding Lender**
  - Lender ID
  - USDA Assigned Branch Number
  - Name
  - REO Contact Name
  - REO Contact Phone
  - REO Contact Fax
  - REO Contact Email Address
- **Payee**
  - Address

---

[Help]
# Loan Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original Loan Amount</td>
<td>$152,959.00</td>
</tr>
<tr>
<td>Modified Loan Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Unpaid Principal Balance</td>
<td>$141,433.74</td>
</tr>
<tr>
<td>Note Interest Rate</td>
<td>4.375%</td>
</tr>
<tr>
<td>Due Date of Last Payment Made</td>
<td>02/01/2016</td>
</tr>
<tr>
<td>Due Date of Last Payment Made at Bankruptcy Filing</td>
<td></td>
</tr>
<tr>
<td>Credit Score at Origination</td>
<td>623</td>
</tr>
<tr>
<td>PTI Payment at Origination</td>
<td>$993.00</td>
</tr>
<tr>
<td>PTI Ratio at Origination</td>
<td>20.68%</td>
</tr>
<tr>
<td>Debt Ratio at Origination</td>
<td>42.20%</td>
</tr>
</tbody>
</table>

# Liquidation Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liquidation Method</td>
<td>Foreclosure To 3rd Party</td>
</tr>
<tr>
<td>First Attempted Contact Date after Missed Payment</td>
<td>03/17/2015</td>
</tr>
<tr>
<td>First Property Inspection Date after Missed Payment</td>
<td>03/17/2015</td>
</tr>
<tr>
<td>Property First Found Vacant Date</td>
<td>04/01/2015</td>
</tr>
<tr>
<td>Property Condition</td>
<td>Good</td>
</tr>
<tr>
<td>Did the property sustain insurable damages?</td>
<td>No</td>
</tr>
<tr>
<td>Emergency Repairs Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Referred to Attorney Date</td>
<td>07/01/2015</td>
</tr>
<tr>
<td>Lender attempted all loss mitigation options?</td>
<td>Yes</td>
</tr>
<tr>
<td>Date of Foreclosure Initiation</td>
<td>09/01/2015</td>
</tr>
<tr>
<td>Date of Foreclosure Sale</td>
<td>10/17/2015</td>
</tr>
<tr>
<td>Initial Foreclosure Bid Price</td>
<td>$104,000.00</td>
</tr>
<tr>
<td>Final Foreclosure Bid Price</td>
<td>$104,000.00</td>
</tr>
<tr>
<td>Marketable Title Date</td>
<td>10/17/2015</td>
</tr>
<tr>
<td>Total Number of Bankruptcies Filed after Last Payment Made</td>
<td>0</td>
</tr>
<tr>
<td>Appraisal Date</td>
<td>10/01/2015</td>
</tr>
<tr>
<td>&quot;As Is&quot; Appraised Value</td>
<td>$130,000.00</td>
</tr>
<tr>
<td>Date Proceeds Disbursed by Court</td>
<td>11/01/2015</td>
</tr>
<tr>
<td>Third Party Gross Proceeds</td>
<td>$130,000.00</td>
</tr>
<tr>
<td>Number of Bankruptcy Days</td>
<td>0</td>
</tr>
<tr>
<td>Number of Delinquency Days</td>
<td>150</td>
</tr>
<tr>
<td>Number of Referral Days</td>
<td>62</td>
</tr>
<tr>
<td>Number of Foreclosure Days</td>
<td>46</td>
</tr>
<tr>
<td>Total Liquidation Days</td>
<td>288</td>
</tr>
<tr>
<td>Disallowed Interest Days</td>
<td>0</td>
</tr>
</tbody>
</table>

# Protective Advances

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cumulative Real Estate Tax Amount</td>
<td>$250.00</td>
</tr>
<tr>
<td>Cumulative Insurance Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Cumulative Other Advance Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total Itemized Protective Advances</strong></td>
<td><strong>$250.00</strong></td>
</tr>
<tr>
<td>Escrow Balance as of Last Payment Made</td>
<td>$500.00</td>
</tr>
<tr>
<td><strong>Total Advances</strong></td>
<td><strong>$0.00</strong></td>
</tr>
</tbody>
</table>

# Lender's Liquidation Costs

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreclosure Attorney/Trustee Fee</td>
<td>$500.00</td>
</tr>
<tr>
<td>Foreclosure Attorney/Trustee Cost</td>
<td>$575.00</td>
</tr>
<tr>
<td>Eviction Expenses</td>
<td>$0.00</td>
</tr>
<tr>
<td>Cash for Keys</td>
<td>$0.00</td>
</tr>
<tr>
<td>Bankruptcy Fees</td>
<td>$0.00</td>
</tr>
<tr>
<td>Bankruptcy Costs</td>
<td>$0.00</td>
</tr>
<tr>
<td>Property Inspections</td>
<td>$0.00</td>
</tr>
<tr>
<td>Utility Expenses</td>
<td>$0.00</td>
</tr>
<tr>
<td>Property Preservation</td>
<td>$0.00</td>
</tr>
<tr>
<td>Property Maintenance</td>
<td>$0.00</td>
</tr>
<tr>
<td>Pre-Authorized Repairs</td>
<td>$0.00</td>
</tr>
<tr>
<td>Appraisal or BPO Expense</td>
<td>$0.00</td>
</tr>
<tr>
<td>Others</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total Expense</strong></td>
<td><strong>$1,475.00</strong></td>
</tr>
</tbody>
</table>
### Recoveries

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funds in Escrow Account</td>
<td>$250.00</td>
</tr>
<tr>
<td>Buy Down Balance Remaining in Escrow</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other Recovery</td>
<td>$0.00</td>
</tr>
<tr>
<td>Estimated Insurance Refund</td>
<td>$0.00</td>
</tr>
<tr>
<td>Cost of Recovery Collection</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

### Payment Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unpaid Principal Balance</td>
<td>$141,433.74</td>
</tr>
<tr>
<td>Accrued Interest Owed</td>
<td>$4,373.79</td>
</tr>
<tr>
<td>Additional Interest</td>
<td>$68.28</td>
</tr>
<tr>
<td>Principal Owed on Protective Advances</td>
<td>$0.00</td>
</tr>
<tr>
<td>Accrued Interest on Protective Advances</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total P &amp; I</strong></td>
<td><strong>$145,875.81</strong></td>
</tr>
<tr>
<td>Net Proceeds Foreclosure to Third Party</td>
<td>$128,525.00</td>
</tr>
<tr>
<td><strong>Loss Amount</strong></td>
<td><strong>$17,350.81</strong></td>
</tr>
<tr>
<td>Net Recovery</td>
<td>$250.00</td>
</tr>
<tr>
<td><strong>Net Loss Amount</strong></td>
<td><strong>$17,100.81</strong></td>
</tr>
<tr>
<td>Loss Up to 35% of Loan Amount</td>
<td>$17,100.81</td>
</tr>
<tr>
<td>Amount of Loss in Excess of 35% of Loan Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>85% of Loss Greater Than 35% of Loan Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Computed Loss</strong></td>
<td><strong>$17,100.81</strong></td>
</tr>
<tr>
<td>MRA Non Recoverable Expense</td>
<td>$0.00</td>
</tr>
<tr>
<td>Maximum Loss Payable (up to 90% of Loan Amount - MRA Non Recoverable Expenses)</td>
<td>$137,563.10</td>
</tr>
<tr>
<td>Estimated Loss Amount to be Paid Lender</td>
<td>$17,100.81</td>
</tr>
</tbody>
</table>

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

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

Complete all required fields and select ‘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 Attemped 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.

**Lender’s Liquidation Costs**

_Lender’s Liquidation Costs (Short Sale)_

<table>
<thead>
<tr>
<th>Expense</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreclosure Attorney/Trustee Fee</td>
<td></td>
</tr>
<tr>
<td>Foreclosure Attorney/Trustee Cost</td>
<td></td>
</tr>
<tr>
<td>Eviction Expenses</td>
<td></td>
</tr>
<tr>
<td>Cash for Keys</td>
<td></td>
</tr>
<tr>
<td>Property Inspections</td>
<td></td>
</tr>
<tr>
<td>Utility Expenses</td>
<td></td>
</tr>
<tr>
<td>Property Preservation</td>
<td></td>
</tr>
<tr>
<td>Property Maintenance</td>
<td></td>
</tr>
<tr>
<td>Pre-Authorized Repairs</td>
<td></td>
</tr>
<tr>
<td>Short Sale Closing Costs</td>
<td></td>
</tr>
<tr>
<td>Appraisal or BPO Expense</td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
</tr>
</tbody>
</table>

**Total Expense** $0.00

**Broker Commission Percent** $0.00

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.

<table>
<thead>
<tr>
<th>Recoveries</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Funds in Escrow Account</td>
<td>$0.00</td>
</tr>
<tr>
<td>Buy Down Balance Remaining in Escrow</td>
<td>$0.00</td>
</tr>
<tr>
<td>Estimated Insurance Refund</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other Recovery</td>
<td></td>
</tr>
<tr>
<td>Cost of Recovery Collection (external costs)</td>
<td></td>
</tr>
<tr>
<td>Net Recovery</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

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.

### Payment Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unpaid Principal Balance</td>
<td>$228,391.07</td>
</tr>
<tr>
<td>Accrued Interest Owed</td>
<td>$15,877.87</td>
</tr>
<tr>
<td>Additional Interest</td>
<td>$289.90</td>
</tr>
<tr>
<td>Principal Balance Owed on Protective Advances</td>
<td>$0.00</td>
</tr>
<tr>
<td>Accrued Interest on Protective Advances</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total P &amp; I</strong></td>
<td><strong>$244,558.84</strong></td>
</tr>
<tr>
<td>Net Proceeds from Short Sale</td>
<td>$163,525.00</td>
</tr>
<tr>
<td><strong>Loss Amount</strong></td>
<td><strong>$81,033.84</strong></td>
</tr>
<tr>
<td>Net Recovery</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Net Loss Amount</strong></td>
<td><strong>$81,033.84</strong></td>
</tr>
<tr>
<td>Loss Up to 35% of Loan Amount</td>
<td>$63,374.85</td>
</tr>
<tr>
<td>Amount of Loss in Excess of 35% of Loan Amount</td>
<td>$17,658.99</td>
</tr>
<tr>
<td>65% Loss Greater Than 35% of Loan Amount</td>
<td>$15,010.14</td>
</tr>
<tr>
<td><strong>Computed Loss</strong></td>
<td><strong>$78,384.99</strong></td>
</tr>
<tr>
<td>MRA Non Recoverable Expense</td>
<td>$0.00</td>
</tr>
<tr>
<td>Maximum Loss Payable (up to 90% of Loan Amount - MRA Non Recoverable Expense)</td>
<td>$162,963.90</td>
</tr>
<tr>
<td>Loss Mitigation Incentive</td>
<td>$1,600.00</td>
</tr>
<tr>
<td><strong>Estimated Loss Amount to be Paid Lender</strong></td>
<td><strong>$79,384.99</strong></td>
</tr>
</tbody>
</table>

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.

**Claim Information (Short Sale)**

**Date of Claim** 08/24/2020

**Borrower Information**

- **Borrower**
  - Borrower ID
  - Name
  - Phone Number
  - Borrower Address
  - Property Address
  - Last Known Mailing Address

**Lender Information**

- **Claim Contact Name**
- **Claim Contact Phone**
- **Claim Contact Email Address**

- **Originating Lender**
  - Lender ID
  - USDA Assigned Branch Number
  - Name

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

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

- **Payee**
  - Address
  - Servicing Lender
  - Holding Lender
# Loan Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original Loan Amount</td>
<td>$181,071.00</td>
</tr>
<tr>
<td>Modified Loan Amount</td>
<td>$235,867.04</td>
</tr>
<tr>
<td>Unpaid Principal Balance</td>
<td>$228,391.07</td>
</tr>
<tr>
<td>Note Interest Rate</td>
<td>3.625%</td>
</tr>
<tr>
<td>Due Date of Last Payment Made</td>
<td>11/01/2017</td>
</tr>
<tr>
<td>Due Date of Last Payment Made at Bankruptcy Filing</td>
<td></td>
</tr>
<tr>
<td>Credit Score at Origination</td>
<td>564</td>
</tr>
<tr>
<td>PITI Payment at Origination</td>
<td>$1,206.02</td>
</tr>
<tr>
<td>PITI Ratio at Origination</td>
<td>32.44%</td>
</tr>
<tr>
<td>Debt Ratio at Origination</td>
<td>36.58%</td>
</tr>
</tbody>
</table>

# Liquidation Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liquidation Method</td>
<td>Short Sale</td>
</tr>
<tr>
<td>First Attempted Contact Date after Missed Payment</td>
<td>12/02/2017</td>
</tr>
<tr>
<td>First Property Inspection Date after Missed Payment</td>
<td>12/18/2017</td>
</tr>
<tr>
<td>Property First Found Vacant Date</td>
<td></td>
</tr>
<tr>
<td>Property Condition</td>
<td>Fair</td>
</tr>
<tr>
<td>Did the property sustain insurable damages?</td>
<td>No</td>
</tr>
<tr>
<td>Emergency Repairs Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Referred to Attorney Date</td>
<td>06/13/2018</td>
</tr>
<tr>
<td>Lender attempted all loss mitigation options?</td>
<td>Yes</td>
</tr>
<tr>
<td>Date of Foreclosure Initiation</td>
<td>08/28/2018</td>
</tr>
<tr>
<td>Total Number of Bankruptcies Filed after Last Payment Made</td>
<td>0</td>
</tr>
<tr>
<td>Appraisal Date</td>
<td>10/10/2019</td>
</tr>
<tr>
<td>&quot;As Is&quot; Appraised Value</td>
<td>$161,000.00</td>
</tr>
<tr>
<td>Original List Date</td>
<td>02/18/2019</td>
</tr>
<tr>
<td>Original List Price</td>
<td>$174,990.00</td>
</tr>
<tr>
<td>Final List Date</td>
<td>08/22/2019</td>
</tr>
<tr>
<td>Final List Price</td>
<td>$169,500.00</td>
</tr>
<tr>
<td>Closing Date</td>
<td>11/15/2019</td>
</tr>
<tr>
<td>Contract Sales Price</td>
<td>$365,000.00</td>
</tr>
<tr>
<td>Number of Bankruptcy Days</td>
<td>0</td>
</tr>
<tr>
<td>Number of Delinquency Days</td>
<td>224</td>
</tr>
<tr>
<td>Number of Referral Days</td>
<td>76</td>
</tr>
<tr>
<td>Number of Foreclosure Days</td>
<td>444</td>
</tr>
<tr>
<td>Total Liquidation Days</td>
<td>744</td>
</tr>
<tr>
<td>Disallowed Interest Days</td>
<td>44</td>
</tr>
</tbody>
</table>

# Protective Advances

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cumulative Real Estate Tax Amount</td>
<td>$500.00</td>
</tr>
<tr>
<td>Cumulative Insurance Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Cumulative Other Advance Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total Itemized Protective Advances</strong></td>
<td>$500.00</td>
</tr>
<tr>
<td>Escrow Balance as of Last Payment Made</td>
<td>$500.00</td>
</tr>
<tr>
<td><strong>Total Advances</strong></td>
<td>$500.00</td>
</tr>
</tbody>
</table>

# Lender's Liquidation Costs

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreclosure Attorney/Trustee Fee</td>
<td>$975.00</td>
</tr>
<tr>
<td>Foreclosure Attorney/Trustee Cost</td>
<td>$500.00</td>
</tr>
<tr>
<td>Eviction Expenses</td>
<td>$0.00</td>
</tr>
<tr>
<td>Cash for Keys</td>
<td>$0.00</td>
</tr>
<tr>
<td>Bankruptcy Fees</td>
<td>$0.00</td>
</tr>
<tr>
<td>Bankruptcy Costs</td>
<td>$0.00</td>
</tr>
<tr>
<td>Property Inspections</td>
<td>$0.00</td>
</tr>
<tr>
<td>Utility Expenses</td>
<td>$0.00</td>
</tr>
<tr>
<td>Property Preservation</td>
<td>$0.00</td>
</tr>
<tr>
<td>Property Maintenance</td>
<td>$0.00</td>
</tr>
<tr>
<td>Pre-Authorized Repairs</td>
<td>$0.00</td>
</tr>
<tr>
<td>Short Sale Closing Costs</td>
<td>$0.00</td>
</tr>
<tr>
<td>Appraisal or BPO Expense</td>
<td>$0.00</td>
</tr>
<tr>
<td>Others</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total Expense</strong></td>
<td><strong>$1,475.00</strong></td>
</tr>
<tr>
<td>Broker Commission</td>
<td>0.00% $0.00</td>
</tr>
</tbody>
</table>
Recoveries

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funds in Escrow Account</td>
<td>$0.00</td>
</tr>
<tr>
<td>Buy Down Balance Remaining in Escrow</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other Recovery</td>
<td>$0.00</td>
</tr>
<tr>
<td>Estimated insurance Refund</td>
<td>$0.00</td>
</tr>
<tr>
<td>Cost of Recovery Collection</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Payment Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unpaid Principal Balance</td>
<td>$283,911.07</td>
</tr>
<tr>
<td>Accrued Interest Owed</td>
<td>$15,877.87</td>
</tr>
<tr>
<td>Additional Interest</td>
<td>$219.90</td>
</tr>
<tr>
<td>Principal Owed on Protective Advances</td>
<td>$0.00</td>
</tr>
<tr>
<td>Accrued Interest on Protective Advances</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total P &amp; I</strong></td>
<td><strong>$244,558.84</strong></td>
</tr>
<tr>
<td>Net Proceeds From Short Sale</td>
<td>$161,525.00</td>
</tr>
<tr>
<td><strong>Loss Amount</strong></td>
<td><strong>$81,033.84</strong></td>
</tr>
<tr>
<td>Net Recovery</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Net Loss Amount</strong></td>
<td><strong>$81,033.84</strong></td>
</tr>
<tr>
<td>Loss Up to 35% of Loan Amount</td>
<td>$63,741.85</td>
</tr>
<tr>
<td>Amount of Loss in Excess of 35% of Loan Amount</td>
<td>$17,658.99</td>
</tr>
<tr>
<td>85% of Loss Greater Than 35% of Loan Amount</td>
<td>$15,010.14</td>
</tr>
<tr>
<td><strong>Computed Loss</strong></td>
<td><strong>$78,381.99</strong></td>
</tr>
<tr>
<td>MRA Non Recoverable Expense</td>
<td>$0.00</td>
</tr>
<tr>
<td>Maximum Loss Payable (up to 90% of Loan Amount - MRA Non</td>
<td>$162,969.90</td>
</tr>
<tr>
<td>Recoverable Expenses)</td>
<td></td>
</tr>
<tr>
<td>Loss Mitigation Incentive</td>
<td>$1,000.00</td>
</tr>
<tr>
<td><strong>Estimated Loss Amount to be Paid Lender</strong></td>
<td><strong>$79,381.99</strong></td>
</tr>
</tbody>
</table>

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.
### General Information

#### Claim Information

- **Date of Claim**: 08/21/2020

#### Borrower Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Borrower ID</td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>Borrower Address</td>
<td></td>
</tr>
<tr>
<td>Phone Number *</td>
<td></td>
</tr>
<tr>
<td>Property Address *</td>
<td></td>
</tr>
<tr>
<td>Unit</td>
<td></td>
</tr>
<tr>
<td>City *</td>
<td></td>
</tr>
<tr>
<td>State *</td>
<td>ALABAMA</td>
</tr>
<tr>
<td>Last Known Mailing Address *</td>
<td></td>
</tr>
<tr>
<td>Unit</td>
<td></td>
</tr>
<tr>
<td>City *</td>
<td></td>
</tr>
<tr>
<td>State *</td>
<td>ALABAMA</td>
</tr>
</tbody>
</table>

- **Note**: Most of the borrower’s information will auto-populate in these fields.

#### Lender Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claim Contact Name *</td>
<td></td>
</tr>
<tr>
<td>Claim Contact Phone *</td>
<td></td>
</tr>
<tr>
<td>Claim E-mail Address *</td>
<td></td>
</tr>
<tr>
<td>Loan Officer ID</td>
<td></td>
</tr>
<tr>
<td>USDA Assigned Branch Number</td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>REO Contact Name</td>
<td></td>
</tr>
<tr>
<td>REO Contact Phone</td>
<td></td>
</tr>
<tr>
<td>REO Contact Fax</td>
<td></td>
</tr>
<tr>
<td>REO Contact E-mail Address</td>
<td></td>
</tr>
<tr>
<td>Servicing Lender</td>
<td></td>
</tr>
<tr>
<td>Holding Lender</td>
<td></td>
</tr>
<tr>
<td>Payee *</td>
<td></td>
</tr>
</tbody>
</table>

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

- **Note**: 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 ‘Protective Advances’ section.

**Protective Advances**

Enter taxes and insurance advances and other expenses paid after Due Date of Last Payment Made and prior to the earlier of the Marketable Title Date or the Redemption Date.

<table>
<thead>
<tr>
<th>Type</th>
<th>Date of Advance</th>
<th>Effective Date</th>
<th>Advance Amount</th>
<th>Excluded Amount</th>
<th>Total Amount</th>
<th>Interest</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

Once all fields are completed, select ‘Save’ and then ‘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 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.
Complete the ‘Lender’s Liquidation Costs’ section.

**Lender's Liquidation Costs**

[Image: USDA Department of Agriculture logo]

**Lender’s Liquidation Costs (Redeemed Property)**

- Foreclosure Attorney/Trustee Fee
- Foreclosure Attorney/Trustee Cost
- Property Inspections
- Utility Expenses
- Property Preservation
- Property Maintenance
- Pre-Authorized Repairs
- Appraisal or BPO Expense
- Others

**Total Expense** $0.00

[Buttons: Calculate, Back, Continue]

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.

### Payment Information

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

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.

### Claim Information (Redeemed Property)

| Date of Claim | 08/25/2020 |

### Borrower Information

| Borrower ID | [Redacted] |
| Phone Number | [Redacted] |
| Borrower Address | [Redacted] |
| Property Address | [Redacted] |
| Last Known Mailing Address | [Redacted] |

### Co Borrower Information

| Borrower ID | [Redacted] |
| Phone Number | [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 | [Redacted] |
| REO Contact E-mail Address | [Redacted] |
| Lender Loan Number | [Redacted] |

### Holding Lender

| Lender ID | [Redacted] |
| USDA Assigned Branch Number | [Redacted] |
| Name | [Redacted] |

### Payee

| Address | [Redacted] |
## Loan Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original Loan Amount</td>
<td>$104,040.00</td>
</tr>
<tr>
<td>Modified Loan Amount</td>
<td>$100,117.96</td>
</tr>
<tr>
<td>Unpaid Principal Balance</td>
<td>$87,110.63</td>
</tr>
<tr>
<td>Note Interest Rate</td>
<td>4.500%</td>
</tr>
<tr>
<td>Due Date of Last Payment Made</td>
<td>06/01/2019</td>
</tr>
<tr>
<td>Due Date of Last Payment Made at Bankruptcy Filing</td>
<td></td>
</tr>
<tr>
<td>Credit Score at Origination</td>
<td>680</td>
</tr>
<tr>
<td>PITI Payment at Origination</td>
<td>$772.73</td>
</tr>
<tr>
<td>PITI Ratio at Origination</td>
<td>15.02%</td>
</tr>
<tr>
<td>Debt Ratio at Origination</td>
<td>34.83%</td>
</tr>
</tbody>
</table>

## Liquidation Information

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

## Protective Advances

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cumulative Real Estate Tax Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Cumulative Insurance Amount</td>
<td>$2.00</td>
</tr>
<tr>
<td>Cumulative Other Advance Amount</td>
<td>$2.00</td>
</tr>
<tr>
<td><strong>Total Itemized Protective Advances</strong></td>
<td><strong>$0.00</strong></td>
</tr>
<tr>
<td>Escrow Balance as of Last Payment Made</td>
<td>$2.00</td>
</tr>
<tr>
<td><strong>Total Advances</strong></td>
<td><strong>$0.00</strong></td>
</tr>
</tbody>
</table>

## Lender's Liquidation Costs

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreclosure Attorney/Trustee Fee</td>
<td>$950.00</td>
</tr>
<tr>
<td>Foreclosure Attorney/Trustee Cost</td>
<td>$200.00</td>
</tr>
<tr>
<td>Bankruptcy Fees</td>
<td>$2.00</td>
</tr>
<tr>
<td>Bankruptcy Costs</td>
<td>$2.00</td>
</tr>
<tr>
<td>Property Inspections</td>
<td>$2.00</td>
</tr>
<tr>
<td>Utility Expenses</td>
<td>$2.00</td>
</tr>
<tr>
<td>Property Preservation</td>
<td>$2.00</td>
</tr>
<tr>
<td>Property Maintenance</td>
<td>$2.00</td>
</tr>
<tr>
<td>Pre-Authorized Repairs</td>
<td>$2.00</td>
</tr>
<tr>
<td>Appraisal or BPO Expense</td>
<td>$2.00</td>
</tr>
<tr>
<td>Others</td>
<td>$2.00</td>
</tr>
<tr>
<td><strong>Total Expense</strong></td>
<td><strong>$1,150.00</strong></td>
</tr>
</tbody>
</table>
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’.

Borrower Request

Neither of the radio buttons should be selected next to ‘Property Sold as REO’. They should be left blank.

From here the ‘General Information’ screen will display; see below.
Most of the borrower’s information will auto-populate in these fields.

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

Complete all required fields and select ‘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 ‘Protective Advances’ section.

### Protective Advances

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

<table>
<thead>
<tr>
<th>Type</th>
<th>Date of Advance</th>
<th>Effective Date</th>
<th>Advance Amount</th>
<th>Excluded Amount</th>
<th>Total Amount</th>
<th>Interest</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cumulative Real Estate Tax Amount</td>
<td>$0.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cumulative Insurance Amount</td>
<td>$0.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cumulative Other Advance Amount</td>
<td>$0.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Itemized Protective Advances</td>
<td>$9.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Escrow Balance as Of Last Payment Made</td>
<td>$0.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Advances</td>
<td>$9.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cumulative Interest</td>
<td>$0.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

### Lender's Liquidation Costs

**Lender's Liquidation Costs (Short Sale During Redemption)**

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreclosure Attorney/Trustee Fee</td>
<td></td>
</tr>
<tr>
<td>Foreclosure Attorney/Trustee Cost</td>
<td></td>
</tr>
<tr>
<td>Property Inspections</td>
<td></td>
</tr>
<tr>
<td>Utility Expenses</td>
<td></td>
</tr>
<tr>
<td>Property Preservation</td>
<td></td>
</tr>
<tr>
<td>Property Maintenance</td>
<td></td>
</tr>
<tr>
<td>Pre-Authorized Repairs</td>
<td></td>
</tr>
<tr>
<td>Short Sale Closing Costs</td>
<td></td>
</tr>
<tr>
<td>Appraisal or BPO Expense</td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
</tr>
<tr>
<td><strong>Total Expense</strong></td>
<td><strong>$0.00</strong></td>
</tr>
<tr>
<td>Broker Commission Percent</td>
<td></td>
</tr>
<tr>
<td><strong>Total Broker Commission</strong></td>
<td><strong>$0.00</strong></td>
</tr>
</tbody>
</table>

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’.

<table>
<thead>
<tr>
<th>Recoveries</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Funds in Escrow Account</td>
<td>$0.00</td>
</tr>
<tr>
<td>Buy Down Balance Remaining in Escrow</td>
<td>$0.00</td>
</tr>
<tr>
<td>Estimated Insurance Refund</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other Recovery</td>
<td></td>
</tr>
<tr>
<td>Cost of Recovery Collection (external costs)</td>
<td></td>
</tr>
<tr>
<td>Net Recovery</td>
<td>$0.00</td>
</tr>
</tbody>
</table>
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.

## Payment Information

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

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.

**Review Loss Claim**

<table>
<thead>
<tr>
<th>Claim Information (Short Sale During Redemption)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Claim</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Borrower Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Borrower</strong></td>
</tr>
<tr>
<td>Borrower ID</td>
</tr>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Phone Number</td>
</tr>
<tr>
<td>Borrower Address</td>
</tr>
<tr>
<td>Property Address</td>
</tr>
<tr>
<td>Last Known Mailing Address</td>
</tr>
<tr>
<td><strong>Co Borrower (1)</strong></td>
</tr>
<tr>
<td>Borrower ID</td>
</tr>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Phone Number</td>
</tr>
<tr>
<td>Last Known Mailing Address</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lender Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claim Contact Name</td>
</tr>
<tr>
<td>Claim Contact Phone</td>
</tr>
<tr>
<td>Claim Contact Email Address</td>
</tr>
<tr>
<td><strong>Originating Lender</strong></td>
</tr>
<tr>
<td>LenderID</td>
</tr>
<tr>
<td>USDA Assigned Branch Number</td>
</tr>
<tr>
<td>Name</td>
</tr>
<tr>
<td><strong>Servicing Lender</strong></td>
</tr>
<tr>
<td>LenderID</td>
</tr>
<tr>
<td>USDA Assigned Branch Number</td>
</tr>
<tr>
<td>Name</td>
</tr>
<tr>
<td>REO Contact Name</td>
</tr>
<tr>
<td>REO Contact Phone</td>
</tr>
<tr>
<td>REO Contact Fax</td>
</tr>
<tr>
<td>REO Contact E-mail Address</td>
</tr>
<tr>
<td>Lender Loan Number</td>
</tr>
<tr>
<td><strong>Holding Lender</strong></td>
</tr>
<tr>
<td>LenderID</td>
</tr>
<tr>
<td>USDA Assigned Branch Number</td>
</tr>
<tr>
<td>Name</td>
</tr>
<tr>
<td>REO Contact Name</td>
</tr>
<tr>
<td>REO Contact Phone</td>
</tr>
<tr>
<td>REO Contact Fax</td>
</tr>
<tr>
<td>REO Contact E-mail Address</td>
</tr>
<tr>
<td><strong>Payee</strong></td>
</tr>
<tr>
<td>Address</td>
</tr>
</tbody>
</table>

*Servicing Lender ☑ Holding Lender ☑*
# Loan Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original Loan Amount</td>
<td>$123,311.60</td>
</tr>
<tr>
<td>Modified Loan Amount</td>
<td>$127,989.89</td>
</tr>
<tr>
<td>Unpaid Principal Balance</td>
<td>$123,756.89</td>
</tr>
<tr>
<td>Note Interest Rate</td>
<td>3.750%</td>
</tr>
<tr>
<td>Due Date of Last Payment Made</td>
<td>10/01/2016</td>
</tr>
<tr>
<td>Due Date of Last Payment Made at Bankruptcy Filing</td>
<td></td>
</tr>
<tr>
<td>Credit Score at Origination</td>
<td>644</td>
</tr>
<tr>
<td>PITI Payment at Origination</td>
<td>$758.83</td>
</tr>
<tr>
<td>PITI Ratio at Origination</td>
<td>22.58%</td>
</tr>
<tr>
<td>Debt Ratio at Origination</td>
<td>31.81%</td>
</tr>
</tbody>
</table>

# Liquidation Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liquidation Method</td>
<td>Short Sale During Redemption</td>
</tr>
<tr>
<td>First Attempted Contact Date after Missed Payment</td>
<td>11/02/2016</td>
</tr>
<tr>
<td>First Property Inspection Date after Missed Payment</td>
<td>11/18/2016</td>
</tr>
<tr>
<td>Property First Found Vacant Date</td>
<td>10/08/2019</td>
</tr>
<tr>
<td>Property Condition</td>
<td>Good</td>
</tr>
<tr>
<td>Emergency Repairs Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Referred to Attorney Date</td>
<td>01/01/2017</td>
</tr>
<tr>
<td>Lender attempted all loss mitigation options?</td>
<td>Yes</td>
</tr>
<tr>
<td>Date of Foreclosure Initiation</td>
<td>02/01/2017</td>
</tr>
<tr>
<td>Date of Foreclosure Sale</td>
<td>05/01/2017</td>
</tr>
<tr>
<td>Initial Foreclosure Bid Price</td>
<td>$95,000.00</td>
</tr>
<tr>
<td>Final Foreclosure Bid Price</td>
<td>$95,000.00</td>
</tr>
<tr>
<td>Marketable Title Date</td>
<td></td>
</tr>
<tr>
<td>Total Number of Bankruptcies Filed after Last Payment Made</td>
<td>0</td>
</tr>
<tr>
<td>Closing Date</td>
<td>06/01/2017</td>
</tr>
<tr>
<td>Contract Sales Price</td>
<td>$95,000.00</td>
</tr>
<tr>
<td>Number of Bankruptcy Days</td>
<td>0</td>
</tr>
<tr>
<td>Number of Delinquency Days</td>
<td>62</td>
</tr>
<tr>
<td>Number of Referral Days</td>
<td>59</td>
</tr>
<tr>
<td>Number of Foreclosure Days</td>
<td>61</td>
</tr>
<tr>
<td>Total Liquidation Days</td>
<td>212</td>
</tr>
<tr>
<td>Disallowed Interest Days</td>
<td>0</td>
</tr>
</tbody>
</table>

# Protective Advances

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cumulative Real Estate Tax Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Cumulative Insurance Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Cumulative Other Advance Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total Itemized Protective Advances</strong></td>
<td>$0.00</td>
</tr>
<tr>
<td>Escrow Balance as of Last Payment Made</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total Advances</strong></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

# Lender’s Liquidation Costs

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreclosure Attorney/Trustee Fee</td>
<td>$900.00</td>
</tr>
<tr>
<td>Foreclosure Attorney/Trustee Cost</td>
<td>$500.00</td>
</tr>
<tr>
<td>Bankruptcy Fees</td>
<td>$0.00</td>
</tr>
<tr>
<td>Bankruptcy Costs</td>
<td>$0.00</td>
</tr>
<tr>
<td>Property Inspections</td>
<td>$0.00</td>
</tr>
<tr>
<td>Utility Expenses</td>
<td>$0.00</td>
</tr>
<tr>
<td>Property Preservation</td>
<td>$0.00</td>
</tr>
<tr>
<td>Property Maintenance</td>
<td>$0.00</td>
</tr>
<tr>
<td>Pre-authorized Repairs</td>
<td>$0.00</td>
</tr>
<tr>
<td>Short Sale Closing Costs</td>
<td>$0.00</td>
</tr>
<tr>
<td>Appraisal or BPO Expense</td>
<td>$0.00</td>
</tr>
<tr>
<td>Others</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total Expense</strong></td>
<td><strong>$1,400.00</strong></td>
</tr>
<tr>
<td>Broker Commission</td>
<td>0.00% $0.00</td>
</tr>
</tbody>
</table>
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.
### General Information

#### Claim Information

- **Date of Claim:** 08/21/2020

#### Borrower Information

- **Borrower ID**
- **Name**
- **Borrower Address**
- **Phone Number** *
- **Property Address** *

- **Unit**
- **City** *
- **State** *
- **Last Known Mailing Address** *

- **Unit**
- **City** *
- **State** *

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

#### Lender Information

- **Claim Contact Name** *
- **Claim Contact Phone** *
- **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**
  - **REO Contact Phone**
  - **REO Contact Fax**
  - **REO Contact E-mail Address**
  - **Lender Loan Number** *

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

- **Payee** *

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

Complete all required fields and select ‘Continue’. 
Complete the ‘Loan Information’ section.

**Loan Information**

**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.

### Liquidation Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Attempted Contact Date After Missed Payment</td>
<td></td>
</tr>
<tr>
<td>First Property Inspection Date after Missed Payment</td>
<td></td>
</tr>
<tr>
<td>Property First Found Vacant Date</td>
<td></td>
</tr>
<tr>
<td>Property Condition</td>
<td>Select</td>
</tr>
<tr>
<td>Did the property sustain insurable damages?</td>
<td>Yes</td>
</tr>
<tr>
<td>Emergency Repairs Amount</td>
<td></td>
</tr>
<tr>
<td>Referred to Attorney Date</td>
<td></td>
</tr>
<tr>
<td>Lender Attempted All Loss Mitigation Options</td>
<td>Yes</td>
</tr>
<tr>
<td>Date of Foreclosure Initiation (if applicable)</td>
<td></td>
</tr>
<tr>
<td>Due Date of Last Payment Made at Bankruptcy Filing</td>
<td>0</td>
</tr>
<tr>
<td>Total Number of Bankruptcies Filed</td>
<td>0</td>
</tr>
<tr>
<td>Appraisal Date</td>
<td></td>
</tr>
<tr>
<td>&quot;As Is&quot; Appraised Value</td>
<td></td>
</tr>
<tr>
<td>Date Valueless Lien Recorded</td>
<td></td>
</tr>
<tr>
<td>Valueless Lien Amount</td>
<td>$1.00</td>
</tr>
<tr>
<td>Number of Bankruptcy Days</td>
<td>0</td>
</tr>
<tr>
<td>Number of Delinquency Days</td>
<td>0</td>
</tr>
<tr>
<td>Number of Referral Days</td>
<td>0</td>
</tr>
<tr>
<td>Number of Foreclosure Days</td>
<td>0</td>
</tr>
<tr>
<td>Total Liquidation Days</td>
<td>0</td>
</tr>
<tr>
<td>Disallowed Interest Days</td>
<td>0</td>
</tr>
</tbody>
</table>

### 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.

**Lender's Liquidation Costs**

**Lender's Liquidation Costs (Valueless Lien)**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreclosure Attorney/Trustee Fee</td>
<td></td>
</tr>
<tr>
<td>Foreclosure Attorney/Trustee Cost</td>
<td></td>
</tr>
<tr>
<td>Property inspections</td>
<td></td>
</tr>
<tr>
<td>Utility Expenses</td>
<td></td>
</tr>
<tr>
<td>Property Preservation</td>
<td></td>
</tr>
<tr>
<td>Property Maintenance</td>
<td></td>
</tr>
<tr>
<td>Pre- Authorized Repairs</td>
<td></td>
</tr>
<tr>
<td>Appraisal or BPO Expense</td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
</tr>
<tr>
<td><strong>Total Expense</strong></td>
<td><strong>$0.00</strong></td>
</tr>
</tbody>
</table>

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 ‘Recoveries’ section 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.

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.

### Payment Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unpaid Principal Balance</td>
<td>$77,199.61</td>
</tr>
<tr>
<td>Accrued Interest Owed</td>
<td>$2,582.49</td>
</tr>
<tr>
<td>Additional Interest</td>
<td>$223.47</td>
</tr>
<tr>
<td>Principal Balance Owed on Protective Advances</td>
<td>$0.00</td>
</tr>
<tr>
<td>Accrued Interest on Protective Advances</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total P &amp; I</strong></td>
<td><strong>$80,305.57</strong></td>
</tr>
<tr>
<td>Net Proceeds from Valueless Lien</td>
<td>$1.00</td>
</tr>
<tr>
<td><strong>Loss Amount</strong></td>
<td><strong>$80,304.57</strong></td>
</tr>
<tr>
<td>Net Recovery</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Net Loss Amount</strong></td>
<td><strong>$80,304.57</strong></td>
</tr>
<tr>
<td>Loss Up to 35% of Loan Amount</td>
<td>$30,589.30</td>
</tr>
<tr>
<td>Amount of Loss in Excess of 35% of Loan Amount</td>
<td>$49,715.27</td>
</tr>
<tr>
<td>85% Loss Greater Than 35% of Loan Amount</td>
<td>$42,257.98</td>
</tr>
<tr>
<td><strong>Computed Loss</strong></td>
<td><strong>$72,847.28</strong></td>
</tr>
<tr>
<td>MRA Non Recoverable Expense</td>
<td>$0.00</td>
</tr>
<tr>
<td>Maximum Loss Payable (up to 90% of Loan Amount - MRA Non Recoverable Expense)</td>
<td>$78,698.20</td>
</tr>
<tr>
<td><strong>Estimated Loss Amount to be Paid Lender</strong></td>
<td><strong>$72,847.28</strong></td>
</tr>
</tbody>
</table>

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.

### Claim Information (Valueless Lien)

| Date of Claim | 08/25/2020 |

### Borrower Information

- **Borrower**
  - Borrower ID
  - Name
  - Phone Number
  - Borrower Address
  - Property Address
  - Last Known Mailing Address

- **Co Borrower (1)**
  - Borrower ID
  - Name
  - Phone Number
  - Last Known Mailing Address

### Lender Information

- **Claim Contact Name**
- **Claim Contact Phone**
- **Claim Contact Email Address**

- **Originating Lender**
  - Lender ID
  - USDA Assigned Branch Number
  - Name

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

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

- **Payee**
  - Address

- **Servicing Lender**: [Select]
- **Holding Lender**: [Select]
### Loan Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original Loan Amount</td>
<td>$87,398.00</td>
</tr>
<tr>
<td>Modified Loan Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Unpaid Principal Balance</td>
<td>$77,199.61</td>
</tr>
<tr>
<td>Note Interest Rate</td>
<td>5.500%</td>
</tr>
<tr>
<td>Due Date of Last Payment Made</td>
<td></td>
</tr>
<tr>
<td>Due Date of Last Payment Made at Bankruptcy Filing</td>
<td>08/01/2017</td>
</tr>
<tr>
<td>Credit Score at Origination</td>
<td>663</td>
</tr>
<tr>
<td>PI:TI Payment at Origination</td>
<td>$592.50</td>
</tr>
<tr>
<td>PI:TI Ratio at Origination</td>
<td>14.41%</td>
</tr>
<tr>
<td>Debt Ratio at Origination</td>
<td>34.05%</td>
</tr>
</tbody>
</table>

### Liquidation Information

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

### Protective Advances

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cumulative Real Estate Tax Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Cumulative Insurance Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Cumulative Other Advance Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total Itemized Protective Advances</strong></td>
<td>$0.00</td>
</tr>
<tr>
<td>Escrow Balance as of Last Payment Made</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total Advances</strong></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

### Lender's Liquidation Costs

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreclosure Attorney/Trustee Fee</td>
<td>$0.00</td>
</tr>
<tr>
<td>Foreclosure Attorney/Trustee Cost</td>
<td>$0.00</td>
</tr>
<tr>
<td>Bankruptcy Fees</td>
<td>$0.00</td>
</tr>
<tr>
<td>Bankruptcy Costs</td>
<td>$0.00</td>
</tr>
<tr>
<td>Property Inspections</td>
<td>$0.00</td>
</tr>
<tr>
<td>Utility Expenses</td>
<td>$0.00</td>
</tr>
<tr>
<td>Property Preservation</td>
<td>$0.00</td>
</tr>
<tr>
<td>Property Maintenance</td>
<td>$0.00</td>
</tr>
<tr>
<td>Pre-Authorized Repairs</td>
<td>$0.00</td>
</tr>
<tr>
<td>Appraisal or BPO Expense</td>
<td>$0.00</td>
</tr>
<tr>
<td>Others</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total Expense</strong></td>
<td>$0.00</td>
</tr>
</tbody>
</table>
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.
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.

![Image of Lender Upload Document screen]

**Borrower Information**

<table>
<thead>
<tr>
<th>Borrower ID/Name</th>
<th>Address</th>
</tr>
</thead>
</table>

Password protected PDF files will not be accepted. Individual documents may be added to the image repository by entering information into the Add and Index Individual Document(s) section. File size is limited to no more than 30 MB per document or file.

**Add and Index Individual Document(s) into the Image Repository**

User must select the Type of Document and provide the location for each individual document on a separate row by selecting the "Browse" pushbutton. Up to 12 individual documents can be uploaded at a time. Select "Submit Document(s)" to upload individual documents.

<table>
<thead>
<tr>
<th>Type of Document</th>
<th>File Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select</td>
<td></td>
</tr>
<tr>
<td>Select</td>
<td></td>
</tr>
<tr>
<td>Select</td>
<td></td>
</tr>
</tbody>
</table>

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.

### Add and Index Individual Document(s) into the Image Repository

User must select the Type of Document and provide the location for each individual document on a separate row by selecting the “Browse” pushbutton. Up to 12 individual documents can be uploaded at a time. Select “Submit Document(s)” to upload individual documents.

<table>
<thead>
<tr>
<th>Type of Document</th>
<th>File Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select</td>
<td></td>
</tr>
<tr>
<td>11008 Executed Loan Mod Agreement</td>
<td></td>
</tr>
<tr>
<td>11009 Loss Claim Worksheet Checklist</td>
<td></td>
</tr>
<tr>
<td>11012 Single Family GRS Automated Loss Claim Worksheet</td>
<td></td>
</tr>
<tr>
<td>11013 Appraisal (Short Sale, FCL Bid and REO/DIL Listing)</td>
<td></td>
</tr>
<tr>
<td>11014 RHS Property Disposition Plan</td>
<td></td>
</tr>
<tr>
<td>11015 Closing Disclosure</td>
<td></td>
</tr>
<tr>
<td>11016 Property Tax Correspondence</td>
<td></td>
</tr>
<tr>
<td>11017 Property Insurance Correspondence</td>
<td></td>
</tr>
<tr>
<td>11018 Bankruptcy Correspondence</td>
<td></td>
</tr>
<tr>
<td>11019 Attorney Correspondence</td>
<td></td>
</tr>
<tr>
<td>11020 Invoices and Expenses</td>
<td></td>
</tr>
<tr>
<td>11021 System Lender Notes</td>
<td></td>
</tr>
<tr>
<td>11022 Sale Documents</td>
<td></td>
</tr>
<tr>
<td>11028 Future Recovery</td>
<td></td>
</tr>
<tr>
<td>11030 Foreclosure Bidding Instructions</td>
<td></td>
</tr>
<tr>
<td>11038 Foreclosure Deed</td>
<td></td>
</tr>
<tr>
<td>11039 Additional Loss</td>
<td></td>
</tr>
<tr>
<td>11043 Lender Financial History</td>
<td></td>
</tr>
<tr>
<td>11044 Listing Agreement</td>
<td></td>
</tr>
<tr>
<td>11051 Compliance Review</td>
<td></td>
</tr>
<tr>
<td>11052 Origination Documents, Pack CAC</td>
<td></td>
</tr>
<tr>
<td><strong>11056 Loss Claim Confirmation Page</strong></td>
<td></td>
</tr>
<tr>
<td>11059 Detailed Inspection Reports</td>
<td></td>
</tr>
<tr>
<td>11064 Lender Ordered Liquidation Appraisal (Settle at FCL/DL and REO/DIL Not Sold)</td>
<td></td>
</tr>
<tr>
<td>11071 Loss Mitigation Documents</td>
<td></td>
</tr>
</tbody>
</table>

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.

Add and Index Individual Document(s) into the Image Repository

User must select the Type of Document and provide the location for each individual document on a separate row by selecting the “Browse” pushbutton. Up to 12 individual documents can be uploaded at a time. Select “Submit Document(s)” to upload individual documents.

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.

Add and Index Individual Document(s) into the Image Repository

User must select the Type of Document and provide the location for each individual document on a separate row by selecting the "Browse" pushbutton. Up to 12 individual documents can be uploaded at a time. Select "Submit Document(s)" to upload individual documents.
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.

### Add and Index Individual Document(s) into the Image Repository

User must select the Type of Document and provide the location for each individual document on a separate row by selecting the “Browse” pushbutton. Up to 12 individual documents can be uploaded at a time. Select “Submit Document(s)” to upload individual documents.

<table>
<thead>
<tr>
<th>Type of Document</th>
<th>File Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>11008 Executed Loan Mod Agreement</td>
<td></td>
</tr>
<tr>
<td>11059 Loss Claim Worksheet Checklist</td>
<td></td>
</tr>
<tr>
<td>11013 Single Family GMH Automated Loss Claim Worksheet</td>
<td></td>
</tr>
<tr>
<td>11019 Appraisal (Short Sale, FCL Bid and REO/DIL Listing)</td>
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<tr>
<td>11014 RHS Property Disposition Plan</td>
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<tr>
<td>11015 Closing Disclosure</td>
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<tr>
<td>11016 Property Tax Correspondence</td>
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<td>11017 Property Insurance Correspondence</td>
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<td>11018 Bankruptcy Correspondence</td>
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<td>11019 Attorney Correspondence</td>
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<tr>
<td>11020 Invoices and Expenses</td>
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<tr>
<td>11021 System Lender Notes</td>
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<tr>
<td>11026 Sale Documents</td>
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<td>11028 Future Recovery</td>
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<tr>
<td>11030 Foreclosure Bidding Instructions</td>
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<td>11071 Foreclosure Data</td>
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<tr>
<td>11039 Additional Loss</td>
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<td>11043 Lender Financial History</td>
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<td>11044 Listing Agreement</td>
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<td>11051 Compliance Review</td>
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<td>11052 Origination Documents Read CSC</td>
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<tr>
<td>11056 Loss Claim Confirmation Page</td>
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<tr>
<td>11062 Detailed Inspection Reports</td>
<td></td>
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<tr>
<td>11064 Lender Ordered Liquidation Appraisal (Settle at FCL/DL and REO/DIL Not Sold)</td>
<td></td>
</tr>
<tr>
<td>11071 Loss Mitigation Documents</td>
<td></td>
</tr>
</tbody>
</table>

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 the 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, the 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.
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 like 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 like 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 Internet Explorer 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.