

## PROCEDURE NOTICE

### NOTICE

**REMOVE RD INS 2063-L  
(WSAL)**

Department Regulation 4070-771-001 "Administrative Grievance System."

REMOVE  
Table of Contents; and  
All pages.

**ADMINISTRATIVE GRIEVANCE PROCEDURE.** This Instruction is being obsoleted. All RD employees will follow guidance under

### RD MANUAL CHANGES

**INSERT RD INS 2045-GG  
(WSAL)**

REMOVE  
Exhibit C: Pages 1 & 2 and  
9 & 10.

**DISCIPLINARY AND ADVERSE ACTIONS - PERFORMANCE-BASED ACTIONS, AND PROBATIONARY TERMINATIONS.** This Instruction is partially revised to remove reference to obsoleted RD Instruction 2063-L.

INSERT  
Exhibit C: Pages 1 & 2 (Rev 1) and  
9 & 10 (Rev 1).

### RD HANDBOOK CHANGES

**INSERT RD HB-1-3555  
(WSAL)**

**SFH GUARANTEED LOAN PROGRAM TECHNICAL HANDBOOK.** This Handbook is partially revised. Specific revisions include:

**Chapter 11:**

**Paragraph 11.2 B:**

- Revised third paragraph for better flow and clarification.

**Revolving accounts:**

- Added "with no outstanding balance" to the bullet indicating revolving accounts are not required to be closed. (fifth bullet).

**Installment and 30-Day account:**

- Rearranged bullets for clarity and flow.

**RD HANDBOOK CHANGES**

**INSERT RD HB-1-3555 (Con.)**

**(WSAL)**

**Mortgages: Rental Property:**

- Eliminated wording that advised the lender to omit mortgage debt. Clarified third bullet to remove manual entry as GUS automatically calculates.

**Added "Debt management plans" and following bullets:**

- Include the monthly payment amount due from the counseling plan.
- Refer to Chapter 10 for guidance on credit exception and documentation requirements.

**Student Loans:**

- Removed the phrase "the greater of" from Non-Fixed payment loans and added "when the payment is above zero" and "when the payment is above zero."

**Paragraph 11.3 A:**

- Added "The lender must document compensating factors to support a debt ratio waiver."
- Added: All of the following conditions are met to the first paragraph.

**Acceptable Compensating Factors and Supporting Documentation:**

- Revised the second paragraph to point the reader to chapter 9 documentation requirements for reserves.

**Debt Ratio Waiver Request Guarantee and Agency Approval:**

- Added "The issuance of the Conditional Commitment for a Loan Note represents Agency approval of the ratio waiver."

**GUS Accept loans:**

- added the bullet "GUS files that receive a GUS recommendation of Refer, Refer with Caution or are not supported by GUS require debt ratio waivers, and supporting documentation must be submitted to the Agency."
- Added "the issuance of the Conditional Commitment for a Loan Note Guarantee represents Agency approval of the ratio waiver" for consistency with the purchase ratio waiver language.

Removed: "Non-Streamlined and Streamlined refinance loans require the lender to document the compensating factors that justify a debt ratio waiver." As it is now captured in bullet one above.

**(CON.)**

**RD HANDBOOK CHANGES**

**INSERT RD HB-1-3555 (Con.)**

**(WSAL)**

**Paragraph 11.5 A:**

- Incorporated bullet 8 with bullet 6 for clarity.

**Paragraph 11.7:**

- Added "unless a payment plan is in place" to Federal, state, and local taxes located on the second bullet for clarity.

**Chapter 18:**

The purpose is to provide additional guidance that was successfully administered in the Streamlined Pilot and implement it into in the Disaster section of the handbook. To allow a straight rate and term modification which is similar to the streamlined pilot for borrowers who were delinquent prior to the disaster or for borrowers who have trouble re-engaging post forbearance. In addition, language was added to the foreclosure section directing servicing to consider previously paid MRA/Partial Claims when determining total debt for bidding purposes. Also, revisions were made to formatting, minor grammatical errors, and improve readability.

**Paragraph 18.10 B:**

- Add MRA/Partial Claim already paid in the calculation of Total debt.

**Paragraph 18.15:**

- Reformatted, revised guidance "The lender may offer options in Section 18.15(A) if the borrower meets the following conditions."

**Paragraph 18.15 A:**

- Added: If the borrower meets the conditions above, the lender may offer any one of the following options.

**Paragraph 18.15 (A) :**

- Bullet Four: Removed the Term Extension and revised to Payment Deferral.

**Paragraph 18.15 (A) :**

- Bullet Six: Removed the word "interest" and replaced with delinquency.

(CON.)

**RD HANDBOOK CHANGES**

**INSERT RD HB-1-3555 (Con.)  
(WSAL)**

**Paragraph 18.15 B:**

- Added "COVID 19- Public Health Emergency.

**Paragraph 18.15 C:**

- is added COVID-19 Special Relief Measures.

**Attachment 18-A:** Completely reformatted to match the Handbook layout/design.

**Attachment 18-A (3) (N):** Remove Bullet One, which is no longer applicable

**Attachment 18-A (3) (U):** Added second paragraph.

REMOVE

Table of Contents dated 03-09-16:  
Pages 5 & 6;  
Chapter 11 dated 03-09-16:  
Pages 11-1 thru 11-11.  
Chapter 18 dated 03-09-16:  
Pages 18-9 thru 18-17.  
Attachment 18-A.

INSERT

Table of Contents dated 03-09-16:  
Pages 5 & 6 revised;  
Chapter 11 dated 03-09-16:  
Pages 11-1 thru 11-12 revised;  
Chapter 18 dated 03-09-16:  
Pages 18-9 thru 18-18,  
Attachment 18-A revised 09-22-21.

NO SPECIAL PROCEDURE NOTICE RELEASED.