

**MBA'S NATIONAL MORTGAGE
SERVICING
CONFERENCE & EXPO 2009 / TAMPA**

**Loan Servicing Updates
USDA Rural Development
Single Family Housing Guaranteed Loan Program**

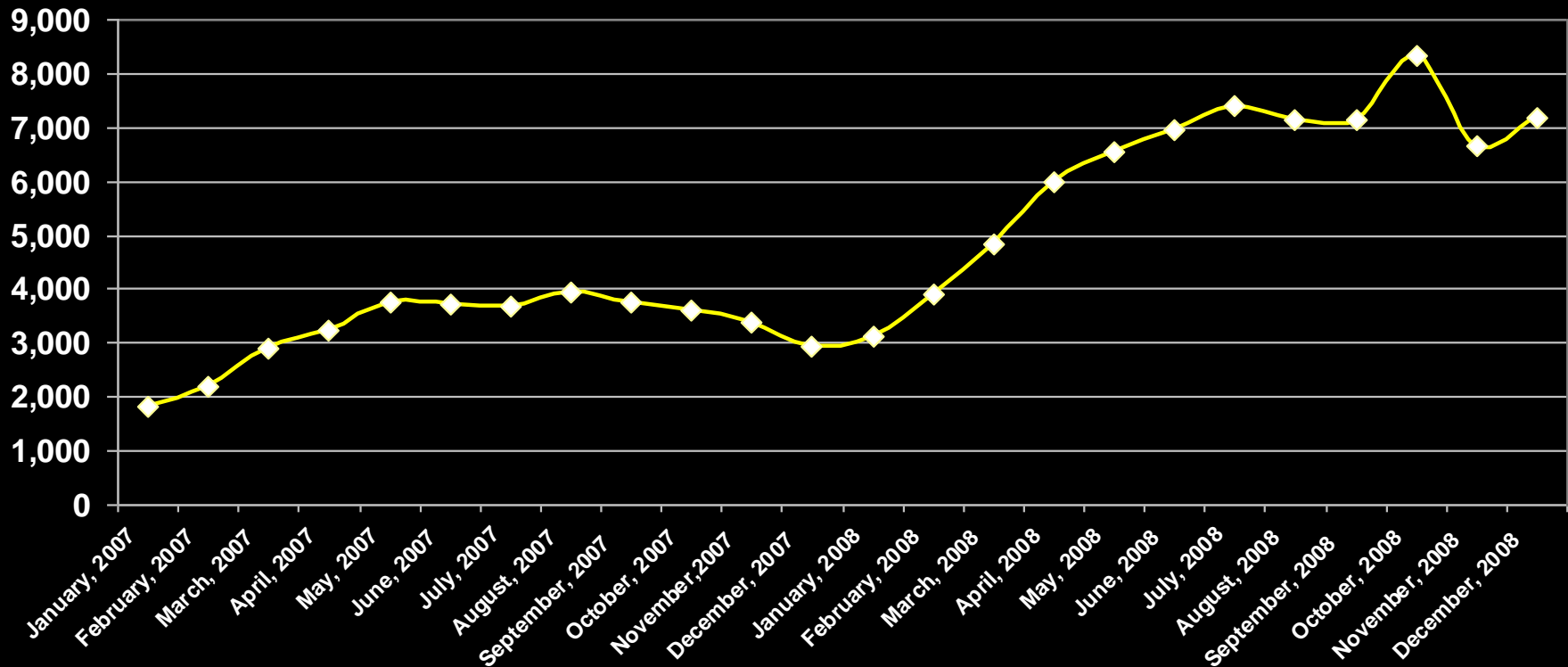


Committed to the future of rural communities.

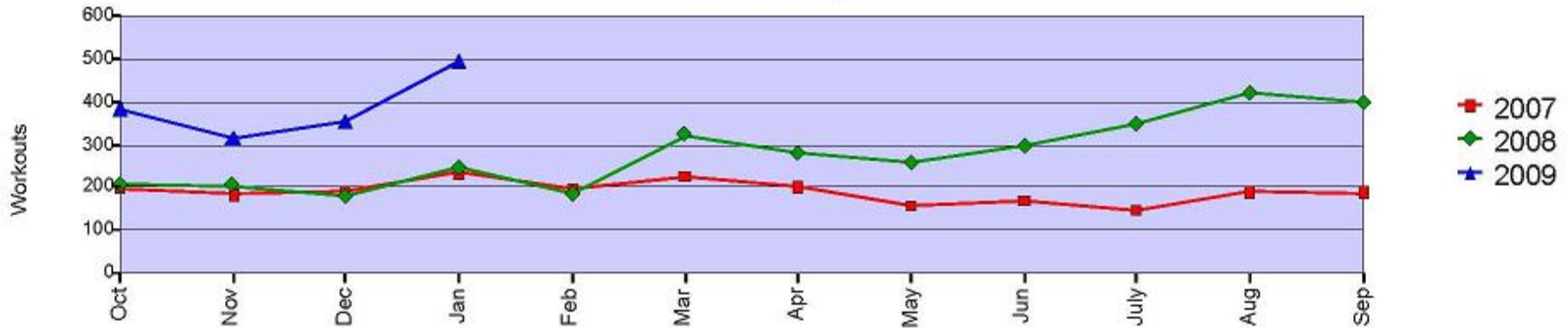
- **Single Family Housing Guaranteed Loan Program (SFHGLP) Outlook**
- **SFHGLP Volumes**
- **SFHGLP Loss Mitigation Trends**
- **Technology and Reporting**
- **Policy Highlights and Pilot Programs**
- **Communications**
- **Training Opportunities**
- **Contacts**

- **Single Family Housing Guaranteed Loan Program (SFHGLP)**
looking forward to continually improving:
 - **Program delivery**
 - **Servicer performance**
 - **Technology**

SFHGLP OBLIGATIONS BY MONTH



Workout Activity



Workout Activity vs Foreclosures



- **Streamlining the process for submitting loan servicing plans to the CSC.**
 - **New functionality will allow submission of loan servicing plans via the web. Look for a June implementation timeframe**

- **Striving to align with industry standards for monthly reporting.**
 - **Loan Servicing Quarterly Loan Status Reporting on a monthly cycle will be an initial improvement.**
 - **We'll be working with our loan servicing partners to further improve this critical component of loan servicing.**

- **Reaching out to additional Servicers to submit loss claims via USDA Linc.**

- **The continued use of the various predictive default and loss mitigation tools on Single Family Housing Guaranteed loans is strongly encouraged.**

Delegation of authority on select loss mitigation transactions is coming in June. Will coordinate with our servicing partners to implement a staged rollout of this function.

Capitalization of foreclosure fees will be allowed on loan modifications. We will outline this formally in the coming months. Look for a mid-year implementation timeframe.

In an effort to increase pre-foreclosure sales, the current allowable marketing period for a pre-foreclosure sale will increase from 90 days to 180. On-going communication outlining the status of the subject property between the listing agent, loan servicer and the borrower during the listing period is required.

News via listserv: <http://www.rdlist.sc.egov.usda.gov/listserv/mainservlet>



United States Department of Agriculture

Over 90% of U.S. exporters are small firms, Small businesses employ 3 out of every 4 workers in the U.S.



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Email Address

SFH Guaranteed Loan Program

SFH Servicing News

By subscribing to this e-mail list, you will receive information concerning servicing of Rural Development Single Family Housing Loan Program loans, including information on monthly default and quarterly status reporting (EDI and Web based reporting), loss mitigation, loss claim and future recovery administration, REO property disposition, and other servicing policy issues. To subscribe, please enter your e-mail address above, click the box at left to select the list, and then click the 'Subscribe' button at the bottom of this page.

USDA United States Department of Agriculture
USDA LINC Lender Interactive Network Connector

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[FSA LINC Home](#)

[RBS LINC Home](#)

[RHS LINC Home](#)

[RUS LINC Home](#)

[Help](#)

[Site Map](#)

NOTE: New User button and Log On hyper link for EDI have been moved to the EDI menu.



Farm Service Agency



Rural Housing Service



NOTE
This site requires Secure Socket Layer. Therefore, you use [Internet Explorer 4.0 and higher](#) (**Internet Explorer 6.0 and higher recommended.**)

To view the help documentation you must use [Adobe](#)

- **Loss Mitigation – walk through of entire USDA loss mitigation process**
- **All training modules are offered on USDA Linc**
<https://usdalinc.sc.egov.usda.gov>
- **Training and Resource Library**
<https://usdalinc.sc.egov.usda.gov/USDALincTrainingResourceLib.asp>

Single Family Housing Guaranteed Loan Program (SFHGLP) Servicing Contacts

- » National Office, Deputy Chief Finance Office and Centralized Servicing Center Contact Information is located on the Training and Resource Library.

Guaranteed Rural Housing Servicing Contact Information

National Office

Please refer Guaranteed Loan Program questions regarding

- ✓ Servicing Regulations
- ✓ Policies and Procedures
- ✓ Administrative Notices
- ✓ Lender/Servicer Oversight and Monitoring

Washington DC

National Office Information

Regular/Priority Mail	Single Family Housing Guaranteed Loan Division 1400 Independence Ave., SW - Mail Stop 0794 Washington, DC 20250	
Division Telephone Number	202-720-1452	
Fax Number	202-205-2478	

National Office Contacts

Section Head	Telephone Number	E-mail Address
Michelle Coridon	804-287-1595	michelle.coridon@usda.gov
Debbie Terrell	918-634-3254	debbie.terrell@usda.gov
Stuart Walden	202-890-4507	stuart.walden@usda.gov

Centralized Servicing Center (CSC)

Please send inquiries regarding

- ✓ Loss Mitigation Servicing Plans - CSC Fax Server
- ✓ REG Property Disposition Plans (PCFP) - CSC E-mail
- ✓ Guaranteed Loss Claims Processing - CSC Priority Mail
- ✓ Future and Other Recoveries - CSC Fax Server

CSC Information

Priority Mail	Centralized Servicing Center - USDA, Rural Development 4300 Goodfellow Blvd., Bldg 925E, FC-225 St. Louis, MO 63120-1200	
E-Mail Address	guarantees.serv@usda.gov	
Toll Free Telephone Number	866-550-5887	
Fax Server Phone No.	314-457-4463	
Fax Server Phone No.	314-457-4473	

CSC Contacts

Tina Farlow, Section Head	314-457-5620	tina.farlow@usda.gov
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Loss Claims, REG Property Disposition, Recovery

Contact	Telephone Number	E-mail Address
Kevin Patterson, Supervisor	314-457-2610	kevin.patterson@usda.gov
Carol Schilling, Lead	866-550-5887 ext. 1805 or 314-457-8605	carol.schilling@usda.gov

Servicing Plans, Liquidation Appraisal Orders, Lender Quality Reviews

Contact	Telephone Number	E-mail Address
William Wines, Supervisor	314-457-2623	william.wines@usda.gov
Matthew Medler, Lead Servicing & LQA Appraisal Orders	866-550-5887 ext. 1813 or 314-457-8613	matt.medler@usda.gov
Karen Jacobs, Lender Quality	866-550-5887 ext. 1808	karen.jacobs@usda.gov
Beth Schalte, Lender Quality	866-550-5887 ext. 1807	beth.schalte@usda.gov

Guaranteed Rural Housing Servicing Contact Information (Continued)

Deputy Chief Financial Officer (DCFO)

Please refer questions regarding

- ✓ Security Administration for RHS LINC (Lender Interactive Network Connection)
- ✓ Electronic Quarterly Status and Monthly Default Reporting (X12 or Web Reporting)
- ✓ User Agreement, Trading Partner Agreement and Addendum E for RHS LINC
- ✓ Setting up or requesting changes in Electronic Funds Transfer (EFT)
- ✓ Transfer of Servicing RD Form 1880-11 (servicing or holding tax ID/branch number)

St. Louis

DCFO Information

Regular/Priority Mail	Guaranteed Loan Branch USDA, Rural Development ATTN: FC-350 P.O. Box 260011 St. Louis, MO 63120-0011	USDA - Rural Development 4300 Goodfellow Rd Bldg. 104 South End 2 nd Floor, Post#427 St. Louis, MO 63120
E-Mail Address	RD.DCFO.GLB@usda.gov	
Fax Number	314-457-4279	
Toll Free Telephone Number	877-636-3789	

DCFO Contacts

Jeanmarie Fox-Ciffon	Penny Novak	Gladys Berger
Phone: 314-457-4204	Phone: 314-457-4209	Phone: 314-457-4216
E-Mail: jeanmarie.fox@usda.gov	E-Mail: penny.novak@usda.gov	E-Mail: gladys.berger@usda.gov

Websites

Rural Development Instructions (1880-D) and Administrative Notices (ANs)

<http://www.rurdev.usda.gov/regs>

USDA Electronic Data Interchange (EDI) Implementation Guide
<http://ncs.dalinfo.eo.gov.usda.gov/edi/guide2.pdf>

USDA REG Properties for Sale
<http://www.homes4usda.gov>

USDA Income and Property Eligibility
<http://eligibility.ec.gov.usda.gov/edilink/uscopact.htm>

Rural Development Servicing News and More
<http://www.rdfst.ec.gov.usda.gov>

USDA LINC Training and Resource Library
<http://usdainc.ec.gov.usda.gov/USDA-ncTrainingResourceLib.asp>

11