



**WDVA 2411**  
**LOAN SERVICE REPORT**

**Purpose:** To report detailed information and make recommendations on individual mortgage accounts 60 days or more delinquent. Each delinquency is reported on a separate form each month until the account is current.

**Prepared By:** Servicer

**Distribution:** Original to: Wisconsin Department of Veterans Affairs  
ATTN: Bureau of State Veterans Benefits  
P.O. Box 7843  
Madison, WI 53707-7843  
Copy retained in Servicer's file.

**Instructions**

**General:** When mortgage payments are not received, Servicer must discover the reasons for the delinquency and make prudent recommendations to WDVA. Recommendations are required on all mortgage accounts 60 or more days delinquent. The original form is due in WDVA's Property Management Section by the 10<sup>th</sup> workday of the month.

**Servicer Name and Address:** Corporate name, street address or P.O. Box, city, state, and zip code.

**Servicer Number:** Three-digit number assigned by WDVA.

**Month Ending:** Insert month and year of reporting period. Date must correspond with the month-end cut-off date.

**WDVA Loan Number:** Loan number assigned by WDVA.

**Servicer Loan Number:** Optional.

**Name of Servicer's Contact Person:** Servicer's representative responsible for account (not necessarily person who prepares WDVA 2411).

**Telephone Number:** Phone number of Servicer's representative.

**Name of Mortgagor** (and address if different from property address): If mortgagor's address and property address are identical, enter mortgagor's name only.

**Property Address:** Rural route number/street address, city, state, and zip code of WDVA property.

**Paid Through Date:** Month and year through which last full payment of principal, interest, and escrow was paid and applied.

**Regular Monthly Installment Including Escrows:** Enter amount of principal, interest, and escrow payment (PITI).

**Date Last Amount Remitted:** Month, day and year that last funds were remitted by mortgagor.

**Amount Remitted:** Amount of last full or partial remittance.

**Total Delinquent Amount:** Enter total delinquent amount, including delinquent escrow.

**Present Loan Balance:** Unpaid principal balance.

**Servicer's Recommendation:** Check appropriate box. If "Other" is checked, explain recommendation in Comments Section.

**COMMENTS AND REASONS FOR RECOMMENDATION:**

**Reason for Recommendation:** Provide a detailed summary of collection efforts supporting recommendation. Each WDVA 2411 should stand alone (i.e., should contain sufficient information for WDVA to make a reasonable determination).

The narrative should contain, at a minimum, the following information:

- Mortgagor's reason for delinquency and proposal to repay it;
- Likelihood of reinstatement;
- Mortgagor's employment status and paying habits;
- Servicer's estimate of property's market value and prospects for resale;
- Whether property is listed for sale;
- Whether mortgagor has filed bankruptcy;
- Property loss settlements or accident/health insurance settlements pending;
- Whether current mortgagor is original mortgagor;
- What attempts have been made to cure default (i.e., was forbearance offered, liquidating plan suggested, etc.).

If extra space is needed, continue on reverse side of form. If a forbearance plan is being recommended, provide a detailed summary of recommendation and (if applicable) a payment schedule.

NOTE: If a forbearance agreement has been signed by mortgagor, attach a copy to WDVA 2411.

**Name and title** of person completing form.

**Date** form was prepared.