

Servicer Loss Mitigation Letters on Delinquent Loans

1. Purpose. This Circular provides guidance and instructions to mortgage loan servicers concerning servicer collection letters on Department of Veterans Affairs' (VA) guaranteed home loans to delinquent borrowers in accordance with Title 38, Code of Federal Regulations (CFR) 36.4350.

2. Therefore, Circular 26-19-24 is changed as follows:

Page 1, paragraph 2: add the following statement to the end of the paragraph:
“NOTE: VA does not require the loss mitigation letter when servicers are legally prohibited from contacting the borrower.”

3. Rescission: This Circular is rescinded October 1, 2020.

By Direction of the Under Secretary for Benefits

Jeffrey F. London
Director
Loan Guaranty Service

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