

On August 14, Loan Guaranty Service launched a national toll-free number **(877) 827-3702** and updated its phone menu to better serve Veteran customers and program participants.

In light of feedback received, the phone menu has been modified to the following:

*Thank you for calling the Department of Veterans Affairs Loan Guaranty Service. If you know your party's extension, **press 1**, or choose from the following options.*

*If you are a Veteran or lender with questions regarding the VA Home Loan benefit or need a Certificate of Eligibility, please **press 2**.*

*If you are a homeowner having difficulty making your mortgage payment or are in foreclosure, or if you are a servicer, please **press 3**.*

*If you are calling with questions regarding the Specially Adapted Housing grant, please **press 4**.*

*If you are calling about a VA appraisal, a builder ID, or condo approval, please **press 5**.*

*If you are calling concerning other VA benefits, such as Education, Health Care, or Disability Benefits, please **press 0**.*

*To hear these options again, **press star**.*

Calls regarding the home loan benefit including eligibility (**option 2**) and servicing (**option 3**) will be answered on a nationwide basis by the next available RLC agent. Specially Adapted Housing grant (**option 4**) and appraisal (**option 5**) related inquiries will be answered by the [RLC of jurisdiction](#) based on the caller's area code.

For Veterans seeking to apply for or manage their VA benefits, it is encouraged to use [eBenefits](#). Through the eBenefits portal, Veterans can apply for a VA home loan benefit Certificate of Eligibility, and in most cases instantly receive a determination.

Sincerely,

Loan Guaranty Service