

VALERI Special Announcement

Wednesday, May 18, 2016

For uniformity, all Regional Loan Centers (RLC) implemented a standardized phone menu for their toll-free number. You may find RLC contact information at this link: http://www.benefits.va.gov/HOMELOANS/contact_rlc_info.asp.

Please make note of the following options, as they may have changed:

Press 1 for information regarding the VA home loan benefit and loan qualification.

Press 2 for questions regarding the Veteran's Certificate of Eligibility.

Press 3 for questions regarding property eligibility, appraisals, and Notice of Value.

Press 4 for loan servicing issues (difficulty making mortgage payments).

Press 5 for questions regarding the Specially Adapted Housing grant.

Press 6 for loan issues (i.e. origination, processing, underwriting, post-closing, etc.) or lender issues (lender/agent/underwriter applications).

We hope that this information is helpful to you. Thank you for your continued work in delivering the home loan benefit to our Nation's Veterans.