

Home Loan Guaranty Program Objectives
The objective of the VA Home Loan Guaranty program is to help eligible Veterans, active-duty personnel, surviving spouses, and members of the Reserves and National Guard purchase, retain, and adapt homes in recognition of their service to the Nation.

Current Benefits
VA home loans may be used to:

- Purchase a home;
- Purchase a residential unit in certain condominium projects;
- Build a home;
- Refinance an existing home loan; or
- Improve a home by installing solar heating or other energy conservation measures.


The Loan Guaranty Program was originally part of a national effort to move from a wartime economy to a peacetime economy and to avoid the economic recession historically associated with postwar periods. The program was one of the innovations advanced by the Servicemen's Readjustment Act of 1944 (PL 78346), known as the GI Bill of Rights. By providing loan guaranties, the government could aid Veterans in their efforts to readjust to civilian life.

## Table of Contents

Loan Guaranty ..... 183
Home Loan Guaranty Program Objectives ..... 183
Current Benefits ..... 183
Table of Contents ..... 2
Program Information ..... 3
Specially Adapted Housing Program (SAH) ..... 4
Native American Direct Loan (NADL) Program ..... 5
Loan Administration ..... 5
Quick Reference ..... 6
Fiscal year 2017 loan guaranty program highlights ..... $-6$
VA loans guaranteed by fiscal year ..... 6
VA loans guaranteed by fiscal year ..... $-6$
Summary of Home Loan Guaranty Entitlements and Other Eligibility Criteria ..... 7
Home Loan Guaranty Data ..... 8
Types and characteristics of VA loans guaranteed by fiscal year ..... 8
Types and characteristics of VA loans guaranteed during fiscal year 2017 ..... 8
Types and characteristics of VA loans guaranteed by fiscal year ..... 9
VA loans guaranteed by fiscal year and period of service/ entitlement ..... 10
VA loans guaranteed during fiscal year 2017 by period of service/ entitlement ..... 11
VA loans guaranteed by fiscal year and age ..... 12
VA loans guaranteed during fiscal year 2017 by age ..... 12
Percentage of VA loans guaranteed by fiscal year and age ..... 13
VA loans guaranteed during fiscal year 2017 by Veteran participant annual income ..... 13
Veteran participant income and asset information ..... 13
Number of VA loans guaranteed by fiscal year and race ..... 14
VA loans guaranteed during fiscal year 2017 by race ..... 14
SAH and NADL Program Data ..... 14
Specially adapted housing grants and direct loans during fiscal year 2017 by program ..... 14
Loan Administration Data ..... 15
Number of borrowers saved from foreclosure ..... 15
Loan administration actions by fiscal year ..... 15
Loan administration actions in fiscal year 2017 ..... 15
Appendix - Map of Regional Loan Centers ..... 16
Contact Information ..... 16

## Program Information

There are two types of guaranteed loans: purchase and refinance. A purchase loan is used to obtain a home. The other loan type is a refinance, and there are two kinds of refinance loans: interest rate reduction and other refinance (i.e., cash-out refinancing). Interest rate reduction is typically the most common reason for refinancing a loan.

While there is no maximum VA loan amount, secondary market limitations determine how much lenders will loan and therefore create an effective loan limit for VA. These effective loan limits vary by county and are based on the Department of Housing and Urban Development's (HUD) area median prices that are used by Federal Housing Finance Administration (FHFA) to set the Government Sponsored Enterprise (GSE) (Fannie Mae and Freddie Mac) loan limits. The VA county loan limits are adjusted annually each January and are available at http://www.benefits.va.gov/homeloans/purchaseco loan limits.asp.

Veterans pay a funding fee ranging from $1.25 \%$ to $3.30 \%$ of the loan amount ( $0.5 \%$ for interest rate reduction refinancing loans). The funding fee can be included in the loan. Veterans receiving VA disability compensation (or who would be receiving compensation, but for the receipt of retirement pay or active service pay) are exempt from the fee. Also a surviving spouse of a Veteran who died on active-duty service or later from service-connected causes is exempt from paying the fee.

VA will guaranty loans up to $100 \%$ of the home value. Additionally, the Honoring Veterans and Caring for Camp Lejeune Families Act of 2012 (Public Law 112-154), further expanded assistance to Veterans and their families. This authority was extended as part of Public Law 113-175, and included the following:

- Established permanent authority to guarantee adjustable-rate and hybrid adjustable-rate mortgages;
- Expanded home loan benefits for certain surviving spouses; and
- Allowed an active-duty Servicemember's dependent child to satisfy the occupancy requirement.


## Specially Adapted Housing Program (SAH)

Severely-disabled Veterans and Servicemembers, primarily those who are wheelchair bound or who have lost the use of both arms at or above the elbow, may be entitled to obtain SAH grants.

Special Housing Adaptation (SHA) grants are also available to disabled individuals who have blindness in both eyes, or have anatomical loss or loss of use of both hands.

These distinctive programs help eligible individuals buy, build, or modify homes specifically adapted for their use. In addition to no time limitation or deadline for applying for either grant benefit, multiple grant uses are available as authorized under Title 38, United States Code (U.S.C.) section 2101(a) or section 2101(b). The Honoring Veterans and Caring for Camp Lejeune Families Act of 2012 (Public Law 112-154) further expanded the SAH benefit. Specifically, section 202 authorized SAH assistance for certain Veterans who served in the Armed Forces on or after September 11, 2001 and are entitled service-connected disability due to the loss or loss of use of one lower extremity, severely affecting the functions of balance or propulsion.

The Veterans Housing Opportunity and Benefits Act of 2008 (PL 110-289), enacted on July 30, 2008, included the following changes:

- Increased the maximum grant amounts;
- Authorized cost indexing on an annual basis on October 1 of each year (beginning in calendar year 2009);
- Established eligibility for housing assistance for individuals with severe burn injuries; and
- Authorized assistance for individuals residing outside the United States who may now, at the Secretary's discretion, use adaptive housing benefits.

These benefits can be used for, but are not limited to:

- Wider doorways and hallways to accommodate wheelchairs;
- Ramps or platform lifts instead of steps; and
- Wheelchair accessible bathrooms.

The Honoring American Veterans and Caring for Camp Lejeune Families Act of 2012 (PL 112-154), enacted October 1, 2012, included the following changes:

- Temporarily expanded eligibility for SAH assistance for certain Veterans;
- Expanded eligibility for SHA assistance for Veterans with vision impairment;
- Increased and indexed the temporary residence adaptation (TRA) grant and extended this authorization to provide housing assistance to individuals temporarily residing in a home owned by a family member;
- Authorized additional SAH assistance to Veterans whose homes have been destroyed or damaged by natural disaster; and
- Removed the TRA grant from the aggregate amount of assistance available from the SAH/SHA program.

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\text { Specially adapted housing data can be found at the bottom of page } 14
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## Native American Direct Loan (NADL) Program

The Native American Veterans Direct Loan Program helps Native American Veterans or Native American nonVeterans finance the purchase of homes on Federal Trust. VA has entered into memorandums of understanding (MOU) with 98 participating Native American tribes. During FY 2017, VA closed 24 loans under this program. Since its inception, VA has made 1,029 loans to Native American Veterans.

In FY 2017, LGY promoted the NADL program in 18 major regional and national outreach events across the United States. LGY entered into 5 MOUs during FY 2017. The NADL program currently has 509 active loans totaling $\$ 60.3$ million, and expended close to $\$ 5$ million in loan funding during FY 2017.

## Loan Administration

The Loan Administration Program helps to ensure that Veterans who have VA-guaranteed loans receive assistance during times of financial hardship. VA provides this assistance through oversight of mortgage loan servicers to ensure they offer options for home retention and alternatives to foreclosure. To ensure every Veteran has the option to retain his/her home, VA made approximately 502,847 attempts to contact delinquent borrowers and mortgage servicers. In FY 2017, VA helped 96,139 borrowers retain homeownership and/or avoid foreclosure. These actions resulted in a $\$ 2.76$ billion savings in estimated foreclosure costs to the Government.

For a Veteran or Servicemember who may have obtained a conventional loan, VA can offer general guidance and financial counseling through Loan Technicians in VA's 8 Regional Loan Centers. However, unlike a VA-guaranteed home loan, VA has no legal authority or standing to intervene on the borrower's behalf. VA's toll-free number for all Veterans and Servicemembers to call for home loan assistance is (877) 827-3702.

Loan administration data can be found on page 15


This quick reference guide highlights information most requested from the Loan Guaranty Service.
In FY 2017, interest rate reduction refinance loans were $26 \%$ of the total loan volume. For the same year, all refinanced loans made up $48 \%$ of the total loan volume.

Fiscal year 2017 Ioan guaranty program highlights

| Loans guaranteed | 740,389 |
| :--- | ---: |
| Interest rate reduction loans | 190,914 |
| Total loan amount | $\$ 188,699,744,440$ |
| Average amount per loan | $\$ 254,866$ |

VA loans guaranteed by fiscal year

|  | 2013 | 2014 | 2015 | 2016 | 2017 |
| :--- | ---: | ---: | ---: | ---: | ---: |
| Number <br> of loans | 629,312 | 438,398 | 631,142 | 705,474 |  |
| Total loan <br> amount | $\$ 141,975,397,598$ | $\$ 99,574,287,360$ | $\$ 153,477,242,762$ | $\$ 178,656,669,563$ | $\$ 188,699,744,440$ |
| Average <br> loan <br> amount | $\$ 225,604$ | $\$ 227,132$ |  | $\$ 243,174$ |  |
| Total <br> guaranty <br> amount | $\$ 36,239,738,792$ | $\$ 25,273,854,382$ | $\$ 38,606,820,465$ | $\$ 44,646,704,530$ | $\$ 46,955,375,319$ |
| Average <br> guaranty <br> amount | $\$ 57,586$ | $\$ 57,650$ |  | $\$ 253,243$ | $\$ 254,866$ |

VA loans guaranteed by fiscal year


## Summary of Home Loan Guaranty Entitlements and Other Eligibility Criteria

The table below summarizes eligibility criteria for the Loan Guaranty Program. All Veterans must have been discharged or released from active duty under other than dishonorable conditions. If the Veteran served less than the minimum required time period, he or she could be eligible if discharged because of a service-connected disability.

| Period of service or <br> entitlement | Service <br> dates | $9 / 16 / 40-$ <br> $7 / 25 / 47$ |
| :--- | :--- | :--- |
| World War II | 90 days |  |

## Home Loan Guaranty Data

Types and characteristics of VA loans guaranteed by fiscal year

| Characteristic/ type | 2013 | 2014 | 2015 | 2016 | 2017 |
| :--- | ---: | :---: | :---: | :---: | :---: |
| First time home buyer | 98,094 | 112,522 | 134,808 | 146,634 | 155,620 |
| Previous home buyer | 143,111 | 159,179 | 187,307 | 206,368 | 224,817 |

Purchase loans only

| Without down payment | 202,609 | 221,936 | 264,057 | 287,884 | 302,815 |
| :--- | ---: | ---: | ---: | ---: | ---: |
| With down payment | 38,596 | 49,765 | 58,058 | 65,118 | 77,622 |

Purchase loans only

| Purchase loans | 241,205 | 271,701 | 322,115 | 353,002 | 380,437 |
| :--- | ---: | ---: | ---: | ---: | ---: |
| Interest rate reduction | 308,333 | 94,180 | 194,805 | 215,561 | 190,914 |
| Cash out/ other refinancing | 79,774 | 72,517 | 114,222 | 136,911 | 169,038 |
| Total | 629,312 | 438,398 | 631,142 | 705,474 | $\mathbf{7 4 0 , 3 8 9}$ |

Types and characteristics of VA loans guaranteed during fiscal year 2017

| Characteristic/ type | Number <br> of loans | Total loan amount | Average <br> loan <br> amount | Total guaranty <br> amount | Average <br> guaranty <br> amount |
| :--- | :---: | :---: | :---: | :---: | :---: |
| First time home buyer | 155,620 | $\$ 36,292,202,424$ | $\$ 233,210$ | $\$ 9,220,222,033$ | $\$ 59,248$ |
| Previous home buyer | 224,817 | $\$ 63,105,481,357$ | $\$ 280,697$ | $\$ 15,269,478,882$ | $\$ 67,920$ |

Purchase Ioans only

| Without down payment | 302,815 | $\$ 73,203,005,275$ | $\$ 241,742$ | $\$ 18,526,267,160$ | $\$ 61,180$ |
| :--- | ---: | ---: | ---: | ---: | ---: |
| With down payment | 77,622 | $\$ 26,194,678,506$ | $\$ 337,465$ | $\$ 5,963,433,756$ | $\$ 76,827$ |

Purchase loans only

| Purchase loans | 380,437 | $\$ 99,397,683,781$ | $\$ 261,272$ | $\$ 24,489,700,915$ | $\$ 64,373$ |
| :--- | ---: | ---: | :--- | :--- | :--- |
| Interest rate reduction | 190,914 | $\$ 46,436,079,404$ | $\$ 243,230$ | $\$ 11,883,516,091$ | $\$ 62,245$ |
| Cash out / <br> other refinancing | 169,038 | $\$ 42,865,981,255$ | $\$ 253,588$ | $\$ 10,582,158,314$ | $\$ 62,602$ |
| Total | $\mathbf{7 4 0 , 3 8 9}$ | $\$ 188,699,744,440$ | $\$ 254,866$ | $\$ 46,955,375,319$ | $\$ 63,420$ |

Types and characteristics of VA loans guaranteed by fiscal year (data on preceding page)



VA loans guaranteed by fiscal year and period of service/ entitlement

| Period of service/ entitlement | 2013 | 2014 | 2015 | 2016 | 2017 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| World War II | 733 | 475 | 562 | 492 | 421 |
| Post- <br> World War II | 206 | 123 | 197 | 174 | 148 |
| Korean Conflict | 1,242 | 865 | 1,135 | 1,059 | 992 |
| Post <br> -Korean Conflict | 6,248 | 5,134 | 7,171 | 7,318 | 7,337 |
| Vietnam Era | 32,359 | 25,589 | 36,327 | 37,843 | 38,829 |
| Post- <br> Vietnam Era | 35,763 | 27,756 | 38,272 | 41,673 | 42,461 |
| Gulf War Era | 174,465 | 137,075 | 185,124 | 201,523 | 205,032 |
| Restored entitlement | 256,705 | 162,298 | 262,569 | 309,242 | 335,427 |
| Service personnel | 108,778 | 68,246 | 84,501 | 88,295 | 90,804 |
| Reservists | 10,319 | 8,468 | 12,168 | 14,141 | 14,749 |
| Un-remarried survivors | 2,494 | 2,369 | 3,116 | 3,714 | 4,189 |
| Spouses of POWs | N/A | N/A | N/A | N/A | N/A |
| Total | 629,312 | 438,398 | 631,142 | 705,474 | 740,389 |

## VA loans guaranteed during

 fiscal year 2017 by period of service/ entitlement| Period of <br> service/ <br> entitlement | Number <br> of loans | Percent <br> of total | Total loan <br> amount | Average <br> loan <br> amount | Total guaranty <br> amount | Average <br> guaranty <br> amount |
| :--- | ---: | ---: | :---: | :---: | :---: | :---: |
| World II | 421 | $0.06 \%$ | $\$ 87,935,831$ | $\$ 208,874$ | $\$ 22,727,131$ | $\$ 47,134$ |
| Post-World <br> War II | 148 | $0.02 \%$ | $\$ 30,933,242$ | $\$ 209,008$ | $\$ 7,967,852$ | $\$ 47,722$ |
| Korean Conflict | 992 | $0.13 \%$ | $\$ 203,800,364$ | $\$ 205,444$ | $\$ 52,462,043$ | $\$ 46,696$ |
| Post- <br> Korean Conflict | 7,337 | $0.99 \%$ | $\$ 1,518,567,145$ | $\$ 206,974$ | $\$ 392,158,121$ | $\$ 49,003$ |
| Vietnam Era | 38,829 | $5.24 \%$ | $\$ 8,202,066,971$ | $\$ 211,236$ | $\$ 2,104,570,000$ | $\$ 50,675$ |
| Post- <br> Vietnam Era | 42,461 | $5.73 \%$ | $\$ 9,375,722,589$ | $\$ 220,808$ | $\$ 2,383,829,949$ | $\$ 52,673$ |
| Gulf War Era | 205,032 | $27.69 \%$ | $\$ 50,319,431,909$ | $\$ 245,422$ | $\$ 12,576,132,149$ | $\$ 56,453$ |
| Restored <br> entitlement | 335,427 | $45.30 \%$ | $\$ 90,382,428,306$ | $\$ 269,455$ | $\$ 22,310,861,168$ | $\$ 62,653$ |
| Service <br> personnel | 90,804 | $12.26 \%$ | $\$ 24,102,484,382$ | $\$ 265,434$ | $\$ 5,978,407,462$ | $\$ 64,680$ |
| Reservists | 14,749 | $1.99 \%$ | $\$ 3,645,301,007$ | $\$ 247,156$ | $\$ 910,811,889$ | $\$ 58,099$ |
| Un-remarried <br> survivors | 4,189 | $0.57 \%$ | $\$ 831,072,694$ | $\$ 198,394$ | $\$ 215,447,557$ | $\$ 48,637$ |
| Spouses of <br> POWs | N/A |  |  |  |  |  |
|  | 740,389 | $100 \%$ | $\$ 188,699,744,440$ | $\$ 226,200$ | $\$ 46,955,375,319$ | $\$ 63,420$ |

VA loans guaranteed by fiscal year and age

| Age | 2013 | 2014 | 2015 | 2016 | 2017 |
| :--- | ---: | ---: | ---: | ---: | ---: |
| $18-25$ | 19,101 | 18,003 | 21,070 | 22,103 | 23,207 |
| $26-35$ | 153,742 | 109,537 | 145,353 | 157,784 | 162,979 |
| $36-45$ | 162,708 | 102,118 | 141,871 | 154,537 | 155,889 |
| $46-55$ | 132,334 | 85,256 | 127,691 | 145,191 | 153,717 |
| $56-65$ | 94,870 | 64,517 | 92,656 | 101,404 | 105,900 |
| $66-75$ | 53,132 | 47,502 | 83,477 | 101,462 | 112,439 |
| $76-80$ |  | 8,173 | 6,895 | 11,283 | 13,914 |
| Over 80 |  | 5,252 | 4,570 | 7,741 | 9,079 |
|  | Total ${ }^{1}$ | 629,312 | 438,398 | $\mathbf{6 3 1 , 1 4 2}$ | $\mathbf{7 0 5 , 4 7 4}$ |

VA loans guaranteed during fiscal year 2017 by age

| Age | Number <br> of Loans | Percent <br> of total | Total loan <br> amount | Average <br> loan <br> amount | Total guaranty <br> amount | Average <br> guaranty <br> amount |
| :---: | ---: | :---: | ---: | ---: | ---: | ---: |
| $18-25$ | 23,207 | $3.1 \%$ | $\$ 4,636,133,092$ | $\$ 199,773$ | $\$ 1,194,772,070$ | $\$ 51,483$ |
| $26-35$ | 162,979 | $22.0 \%$ | $\$ 40,818,316,892$ | $\$ 250,451$ | $\$ 10,202,570,681$ | $\$ 62,601$ |
| $36-45$ | 155,889 | $21.1 \%$ | $\$ 44,582,565,881$ | $\$ 285,989$ | $\$ 10,915,261,479$ | $\$ 70,019$ |
| $46-55$ | 153,717 | $20.8 \%$ | $\$ 42,353,106,955$ | $\$ 275,526$ | $\$ 10,405,843,709$ | $\$ 67,695$ |
| $56-65$ | 105,900 | $14.3 \%$ | $\$ 25,326,208,245$ | $\$ 239,152$ | $\$ 6,362,690,928$ | $\$ 60,082$ |
| $66-75$ | 112,439 | $15.2 \%$ | $\$ 25,241,231,918$ | $\$ 224,488$ | $\$ 6,406,455,066$ | $\$ 56,977$ |
| $76-80$ | 15,791 | $2.1 \%$ | $\$ 3,459,852,932$ | $\$ 219,103$ | $\$ 884,156,165$ | $\$ 55,991$ |
| Over 80 | 10,466 | $1.4 \%$ | $\$ 2,282,164,636$ | $\$ 218,055$ | $\$ 583,584,250$ | $\$ 55,760$ |
| Total ${ }^{1}$ | 740,389 | $100.0 \%$ | $\$ 188,699,744,440$ | $\$ 230,714$ | $\$ 46,955,375,319$ | $\$ 57,953$ |

Percentage of VA loans guaranteed by fiscal year and age

| Age | 2013 | 2014 | 2015 | 2016 | 2017 |
| :--- | ---: | ---: | ---: | ---: | ---: |
| $18-25$ | $3.04 \%$ | $4.11 \%$ | $3.34 \%$ | $3.13 \%$ | $3.13 \%$ |
| $26-35$ | $24.43 \%$ | $24.98 \%$ | $23.03 \%$ | $22.37 \%$ | $22.01 \%$ |
| $36-45$ | $25.85 \%$ | $23.29 \%$ | $22.48 \%$ | $21.91 \%$ | $21.06 \%$ |
| $46-55$ | $21.03 \%$ | $19.45 \%$ | $20.23 \%$ | $20.58 \%$ | $20.76 \%$ |
| $56-65$ | $15.08 \%$ | $14.72 \%$ | $14.68 \%$ | $14.37 \%$ | $14.30 \%$ |
| $66-75$ | $8.44 \%$ | $10.84 \%$ | $13.23 \%$ | $14.38 \%$ | $15.19 \%$ |
| $76-80$ |  | $1.30 \%$ | $1.57 \%$ | $1.79 \%$ | $1.97 \%$ |
| Over 80 | $0.83 \%$ | $1.04 \%$ | $1.23 \%$ | $1.29 \%$ | $1.13 \%$ |
|  | $100 \%$ | $100 \%$ | $100 \%$ | $100 \%$ | $100.0 \%$ |

VA loans guaranteed during fiscal year 2017
by Veteran participant annual income

| Income | Number <br> of loans | Total loan <br> amount | Average <br> loan <br> amount | Total guaranty <br> amount | Average <br> guaranty <br> amount |
| :---: | ---: | ---: | ---: | ---: | ---: |
| Less than $\$ 25,000$ | 3,183 | $\$ 294,363,174$ | $\$ 92,480$ | $\$ 101,211,318$ | $\$ 31,797$ |
| $\$ 25,000$ to $\$ 34,999$ | 13,172 | $\$ 1,662,971,810$ | $\$ 126,251$ | $\$ 486,522,497$ | $\$ 36,936$ |
| $\$ 35,000$ to $\$ 44,999$ | 29,887 | $\$ 4,677,085,164$ | $\$ 156,492$ | $\$ 1,257,587,762$ | $\$ 42,078$ |
| $\$ 45,000$ to $\$ 54,999$ | 47,339 | $\$ 8,723,824,590$ | $\$ 184,284$ | $\$ 2,254,167,959$ | $\$ 47,618$ |
| $\$ 55,000$ to $\$ 64,999$ | 50,055 | $\$ 10,586,130,292$ | $\$ 211,490$ | $\$ 2,683,880,486$ | $\$ 53,619$ |
| $\$ 65,000$ to $\$ 74,999$ | 44,912 | $\$ 10,632,644,070$ | $\$ 236,744$ | $\$ 2,667,643,622$ | $\$ 59,397$ |
| $\$ 75,000$ and over | 191,889 | $\$ 62,820,664,681$ | $\$ 327,380$ | $\$ 15,038,687,271$ | $\$ 78,372$ |
| Total | 380,437 | $\$ 99,397,683,781$ | $\$ 261,272$ | $\$ 24,489,700,915$ | $\$ 64,373$ |

Purchase loans only
Veteran participant income and asset information

| Average income | $\$ 86,333$ |
| ---: | ---: |
| Median income | $\$ 75,300$ |
| Median assets | $\$ 9,601$ |

Number of VA loans guaranteed by fiscal year and race

| Race | 2013 | 2014 | 2015 | 2016 | 2017 |
| :--- | ---: | ---: | ---: | :---: | :---: |
| White | 444,454 | 307,876 | 439,680 | 484,165 | 504,436 |
| Black/ <br> African American | 60,025 | 46,180 | 67,939 | 79,974 | 86,539 |
| Hispanic | 45,059 | 34,104 | 50,338 | 57,223 | 61,335 |
| Asian/ <br> Pacific Islander/ <br> Native Hawaiian | 3,110 | 11,427 | 18,740 | 21,888 | 23,433 |
| American Indian/ <br> Alaskan Native | 10,111 | 36,136 | 51,948 | 60,313 | 62,957 |

## VA loans guaranteed during fiscal year 2017 by race

| Race | Number <br> of loans | Percent <br> of total | Total loan amount | Average <br> loan <br> amount | Total guaranty <br> amount | Average <br> guaranty <br> amount |
| :--- | ---: | ---: | ---: | ---: | ---: | :---: |
| White | 504,436 | $68.3 \%$ | $\$ 126,780,937,691$ | $\$ 251,332$ | $\$ 31,514,577,825$ | $\$ 62,475$ |
| Black/ <br> African American | 86,539 | $11.7 \%$ | $\$ 21,813,159,261$ | $\$ 252,062$ | $\$ 5,464,070,045$ | $\$ 63,140$ |
| Hispanic | 61,335 | $8.3 \%$ | $\$ 16,198,191,920$ | $\$ 264,094$ | $\$ 4,030,109,083$ | $\$ 65,707$ |
| Asian/ <br> Pacific Islander/ <br> Native Hawaiian | 23,433 | $3.2 \%$ | $\$ 7,417,334,638$ | $\$ 316,534$ | $\$ 1,814,998,030$ | $\$ 77,455$ |
| American Indian/ <br> Alaskan Native | 62,957 | $8.5 \%$ | $\$ 16,239,394,809$ | $\$ 257,944$ | $\$ 4,061,265,549$ | $\$ 64,509$ |

## SAH and NADL Program Data

Specially adapted housing grants and direct loans during fiscal year 2017 by program

| Number or amount of loan or grant | Specially <br> adapted housing <br> grants $^{2}$ | Special housing <br> adaptation <br> grants | Direct loans to <br> Native <br> Americans |
| :--- | ---: | ---: | ---: |
| Number of grants / loans | 1,732 | 194 | 24 |
| Amount of grants / loans | $\$ 95,848,185$ | $\$ 2,308,241$ | $\$ 4,978,834$ |

## Loan Administration Data

Loan Administration helps to ensure that Veterans who have VA-guaranteed loans receive assistance during times of financial hardship. VA provides this assistance through oversight of mortgage loan servicers to ensure they offer options for home retention and alternatives to foreclosure.

## Number of borrowers saved from foreclosure

| 96,139 |
| :---: |

Loan administration actions by fiscal year

| Action | 2014 | 2015 | 2016 | 2017 |
| :--- | ---: | ---: | ---: | ---: |
| Borrowers saved <br> from foreclosure | 79,814 | 90,262 | 97,368 | 96,139 |
| Potential claim <br> savings | $\$ 2,707,242,614$ | $\$ 2,803,451,393$ | $\$ 3,082,674,193$ | $\$ 2,757,896,777$ |
| Foreclosures <br> completed | 19,813 | 18,027 | 18,519 | 16,626 |
| Claim <br> payments | $\$ 1,004,360,268$ | $\$ 1,016,723,872$ | $\$ 742,576,524$ | $\$ 856,964,525$ |

Loan administration actions in fiscal year 2017

| Action | Number/Amount |
| :--- | ---: |
| Borrower contact | 293,601 |
| Servicer contact | 209,246 |
| Potential claim savings | $\$ 2,757,896,777$ |
| Default resolution rate (percent) | $85.31 \%$ |
| Defaults reported | 97,948 |
| Foreclosures completed ${ }^{3}$ | 16,626 |
| Borrowers saved from foreclosure | 96,139 |

${ }^{3}$ Foreclosures completed can include prior year defaults as foreclosure processing timeframes vary by states.

## Appendix - Map of Regional Loan Centers



## Contact Information

Home Loan Guaranty information:
1-877-827-3702
Annual Benefits Report (Office of Performance
Analysis \& Integrity)
202-461-9040

Department of Veterans Affairs home page
www.va.gov
Veterans Benefits Administration home page
benefits.va.gov
eBenefits
(Online forms and applications)
www.ebenefits.va.gov
Home Loan Guaranty home page
www.benefits.va.gov/homeloans

