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December 23,

2003

REGIONAL LOAN CENTER MEMORANDUM NO. 03-23

TO: LENDERS AND SERVICERS

SUBJ: INFORMATION VIDEOS – LOAN GUARANTY

1. PURPOSE. The purpose of this circular is to announce the availability of the remaining two new training videos mentioned in Circular 26-03-5 for Loan Guaranty employees and other appropriate audiences. The videos are being shipped to Regional Loan Centers and Eligibility Centers under separate cover.

2. BACKGROUND. In addition to producing monthly satellite broadcasts, Loan Guaranty in Central Office produces a series of short videos on a variety of topics to help keep employees, lenders, and veterans informed of program changes. (Circular 26-02-10 announced the first seven videos in this series; Circular 26-03-5 announced the next six). Two additional videos were mentioned in Circular 26-03-5 and are being shipped at this time.

3. INTENDED AUDIENCE. Each video was produced with a particular audience in mind; however, you may find some of them useful for wider audiences than originally intended. If you find a particular tape useful for a wider group, please let us know. The videos are short, ranging from 10 to 20 minutes in length, and are closed captioned for the hearing impaired. The videos which are intended for lender employees are also available to them in streaming video on the Internet at **[http://homeloans.va.gov/ondemand\\_stream\\_video.htm](http://homeloans.va.gov/ondemand_stream_video.htm)**.

4. TITLES/AUDIENCES. The videos currently being shipped (and primary intended audiences) are as follow:

- a. *Automated Underwriting Systems and VA Loans* (Lender and Loan Guaranty employees)
- b. *Credit Issues in Underwriting VA Loans* (Lender and Loan Guaranty employees)

5. FUTURE VIDEOS. We plan to produce several more videos in 2004.

6. PURCHASE OF VIDEOS. The videos which are intended for lender employees are regularly made available on the Internet at **[http://homeloans.va.gov/ondemand\\_stream\\_video.htm](http://homeloans.va.gov/ondemand_stream_video.htm)**. Based on requests from lenders who are unable to access streaming video, we are also making

them available for purchase in VHS format. (Titles intended for VA employees only will not be available for purchase.) The following titles are available for purchase from Multi-Video Services at 1-800-800-DUBS at a cost of \$19.95 each. Those titles and production dates are:

- a. *Overview of the VA Home Loan Program (2002)*
- b. *VA Eligibility (2002)*
- c. *VA Appraisals (2002)*
- d. *VA Minimum Property Requirements (2002)*
- e. *Underwriting Self-Employed Borrowers (2002)*
- f. *Bankruptcy in Underwriting (2002)*
- g. *How to Appeal a Notice of Value (2003)*
- h. *Automated Certificate of Eligibility (ACE) Update (2003)*
- i. *VA Home Loans for Newcomers (2003)*
- j. *Automated Underwriting Systems and VA Loans (2003)*
- k. *Credit Issues in Underwriting VA Loans (2003)*

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Loan Guaranty Officer