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September 23, 2003

REGIONAL LOAN CENTER MEMORANDUM NO. 03-19

TO: LENDERS

SUBJ: LOAN GUARANTY INFORMATION VIDEOS

PURPOSE

The purpose of this Loan Guaranty Memorandum is to announce the availability of six new training videos for Loan Guaranty employees and other appropriate audiences. The videos are being shipped to Regional Loan Centers and Eligibility Centers. Additionally, copies of one of the videos, "*Automated Certificate of Eligibility (ACE) Update*" are being shipped to all regional offices.

BACKGROUND

In addition to producing monthly 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. (Loan Guaranty Memorandum 02-18 dated November 5, 2002, announced the first seven videos in this series.) Six new videos are being shipped at this time; two more videos are scheduled for production and will be shipped before the end of the year.

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 will be available to them in streaming video on the Internet at http://homeloans.va.gov/ondemand_stream_video.htm by the end of September, 2003.

TITLES / AUDIENCES

The list of videos currently being shipped (and primary intended audiences) is as follows:

- a. *New Loan Production Employee Orientation* (Loan Production employees)
- b. *How to Appeal a Notice of Value* (Lender and Loan Guaranty employees)
- c. *Automated Certificate of Eligibility (ACE) Update* (Lender and VA employees)
- d. *Statistical Quality Control Schedules 111 and 112* (Loan Guaranty employees)
- e. *Statistical Quality Control Schedules 211 and 221* (Loan Guaranty employees)
- f. *VA Home Loans for Newcomers* (Lender, Veterans, and VA employees)

FUTURE VIDEOS

We plan to produce two more videos this year. They are “*Automated Underwriting Systems*” and “*Credit Issues in Underwriting*.” Both videos are intended for lenders and VA employees.

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. 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 will be available for purchase from Multi-Video Services by the end of September, 2003 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)

/s/D. F. MUNRO
D. F. MUNRO

Loan Guaranty Officer