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Department of
Veterans Affairs

Information Bulletin

Date: August 24, 2004

Loan Guaranty Letter 04-10
262-5

SUBJ: NEW PROCEDURES FOR SUBMISSION OF E-APPRAISAL REPORTS

BACKGROUND

E-Appraisals is the next generation in the E-Commerce Appraisal program implemented on August 1, 2001. Under E-Commerce, VA fee appraisers were required to electronically submit appraisals to the lender, if provided lender e-mail address, and to the local RLC using a Portable Document Format (PDF). With E-Commerce, appraisal delivery to the lenders and VA was expedited and appraisal turn-around times greatly reduced. In summary, E-Commerce benefited many veterans by providing prompt and better appraisal service to lenders.

DETAILS

E-Appraisals is the next advancement in our continuing process of improvement in appraisal delivery and customer service. Instead of e-mailing appraisals to the respective e-mail account for each local RLC and to each lender, under E-Appraisals, fee appraisers will now submit their appraisals to one centralized VA web site. This will enhance our ability to track and monitor all incoming appraisals. Additionally, E-Appraisals will interface with The Appraisal System (TAS) and, upon receipt of an appraisal, TAS will show it as "pending review." With E-Appraisals, lender SARs can immediately proceed to review the appraisal and issue the Notice of Value. SARs will no longer have to wait to receive an appraisal sent to them by the appraiser or lender agent. An E-Appraisals help guide will be available on Veterans Information Portal (VIP) under the E-Appraisals Applications "HELP" button. E-Appraisals will require no added lender expenses or investment in any new computer technology, equipment or software as E-Appraisal files will continue to be submitted in PDF format.

ACTIONS

- a. On or shortly after August 30, 2004, VA fee appraisers and LAPP lender SARs should access the VA Portal web site: <http://vip.vba.va.gov> and begin using E-Appraisals under Applications. If any problems are encountered with the E-Appraisals Application, please contact the Construction and Valuation Unit TAS Help-Desk of the local RLC.

- b. VA fee appraisers must begin to utilize E-Appraisals for electronic transmission of all VA appraisals as soon as practicable, but no later than October 1, 2004. All appraisals will continue to be in Adobe Acrobat PDF format and must be submitted as full and complete appraisal reports. Submission of partial appraisal reports, appraisal addenda or correspondence to E-Appraisals is unacceptable. For a short period of time pending TAS system upgrades, when the lender's e-mail address is shown on VA Form 26-1805, Request for Determination of Reasonable Value, appraisers are required to e-mail the lender a notification that the appraisal has been uploaded through E-Appraisals. If no lender e-mail address is shown, appraisers are to contact the requester and obtain the lender's e-mail address prior to appraisal completion.
- c. Lender SARs must begin using E-Appraisals for review of appraisals submitted via E-Appraisals as soon as possible, but no later than October 1, 2004. Use of E-Appraisals by LAPP lenders is mandatory after that date and all Notices of Value must be issued by SARs using TAS. Lenders may continue to follow-up directly with fee appraisers for status on appraisals shown in TAS as not received in E-Appraisals and pending review. Appraisals shown in TAS as in E-Appraisals and pending review will be available for SAR appraisal review and issuance of Notices of Value.
- d. When using E-Appraisals, upon appraisal receipt and review, lender SARs should immediately download, save and print the appraisals for their files. Due to limitations of the E-Appraisal system, lenders will be responsible for retention of their own appraisal documents and should implement procedures for this. E-Appraisals only retains the most current appraisal. When a new or updated appraisal is received, the previous appraisal of record is automatically superseded and no longer accessible by the lender.
- e. Please contact our website at www.homeloans.va.gov/cav_questions.htm for any questions on this matter.

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