

**2004 VA TELEVISED TRAINING BROADCASTS FOR LENDERS,
REAL ESTATE SALES PERSONNEL AND FEE APPRAISERS**

1. **PURPOSE.** To announce the schedule for the 2004 interactive satellite training broadcasts for lenders, real estate sales personnel, and fee appraisers. These broadcasts are intended to supplement, but not replace, training provided locally by stations.

2. **BACKGROUND.** VA Loan Guaranty Service has scheduled five interactive televised training broadcasts for employees of lenders during 2004, and one broadcast each primarily for real estate sales personnel and fee appraisers. These free broadcasts may be viewed at most VA Regional Offices or any Regional Loan Center (RLC). Attendees can make reservations by calling the contact person at the most convenient regional office or RLC (and learn where the broadcast can be viewed). For those with a fast Internet connection and no firewall problems, these broadcasts are also available in “streaming video” format over the Internet. Details regarding this viewing option are available on Loan Guaranty’s website <http://www.homeloans.va.gov/broadcast.htm>. These seminars are interactive, so attendees/viewers will have the opportunity to ask questions.

3. **STUDENT MATERIALS.** Student handout materials for each broadcast will be available for download from Loan Guaranty’s web page one week before each broadcast. Students planning to attend a broadcast should download these materials and bring them to the broadcast. The web address is www.homeloans.va.gov/train.htm

4. **SCHEDULE AND CONTENT OF BROADCASTS**

Loan Related Issues for Active Duty Personnel - January 21, 2004 (12:00 noon – 2:00 p.m. Eastern Time). *With the current world situation more Reservists and National Guard Members are being called to active duty, and more troops are being deployed. But that shouldn’t stop them from buying a new home.* Topics will include:

- Eligibility
- Funding Fees
- Purchasers absent from the closing

Credit Underwriting Panel Discussion – February 11, 2004 (12:00 noon – 2:00 p.m. Eastern Time). *It's approved!* Tips and hints on mastering VA Credit Standards to arrive at well supported underwriting decisions quickly and efficiently. Presenters will include VA staff as well as lenders, covering:

- Problem credit cases
- Self employment
- Grossing up
- Many other issues

Fee Appraiser Update – March 17, 2004 (12:00 noon – 2:00 p.m. Eastern Time).

Are you on the VA Appraiser Panel? Would you like to be? Or, are you a lender who would like a better understanding of what our fee appraisers do, and how they do it?.

Topics to be covered include:

- Program participant Feedback on Appraiser performance
- How to apply for panel membership
- VA expectations of Fee Appraisers

Mortgage Broker, Originator, and Real Estate Professional Panel – April 7, 2004

(12:00 noon – 2:00 p.m. Eastern Time). Thousands of real estate professionals are making money participating in VA's Home Loan Program. Attend this session and find out how you can too.

- Increase your pool of potential customers.
- VA loans are fast & easy to process!
- Help America's vets obtain the dream of home ownership

Processing the Loan Guaranty - May 12, 2004 (12:00 noon - 2:00 p.m. Eastern Time). Attend this broadcast and *save your company time and money:*

- Obtain *accurate* Loan Guaranty certificates *quickly*
- *Eliminate* the need for *status requests*
- Take the *anxiety* out of *Post Audits*

Lender Appraisal Processing Program (LAPP) Update - June 16, 2004 (12:00 noon – 2:00 p.m. Eastern Time). This broadcast is for anyone who orders, processes, or reviews VA Appraisals. What's New?

- Property Eligibility
- Minimum Property Requirements
- Proposed Construction
- Appraisal Review Guidelines
- Common Problems and Concerns

What's New in VA Home Loans - September 15, 2004 (12:00 noon – 2:00 p.m. Eastern Time) *Have you been keeping up with changes in the VA Home Loan Program?* We'll cover the ways in which we've made the Loan Guaranty process easier and faster.

- Automated Certificates of Eligibility
- The Veterans Information Portal
- Staff Appraisal Reviewer Training
- Many other topics!

5. **ACTION**

a. RLCs are requested to reproduce paragraphs 2, 3 and 4 of this circular for distribution to all participating lenders, LAPP Staff Appraisal Reviewers (SARs), real estate sales personnel and fee appraisers. You should add a contact name and phone number for reservations in paragraph 2. Copies of these releases need not be submitted to Central Office. Stations are encouraged to publicize these broadcasts in any additional ways suitable.

b. Where possible RLCs should schedule annual fee appraiser meetings in conjunction with the March 17 Fee Appraiser Broadcast. If that is not feasible, they should arrange to videotape that broadcast for later viewing at fee appraiser meetings.

c. Some stations have found that real estate sales personnel are more likely to attend their training broadcast (April 7, 2004) if they are offered free continuing education units (CEUs). Stations are therefore encouraged to seek authorization for CEUs from local licensing boards for the April 7 broadcast, and to publicize this aggressively with real estate sales personnel within their area of jurisdiction.

d. All stations are asked to make a concerted effort to have a representative of Loan Guaranty present during each broadcast to facilitate discussion and answer questions. When students register they should be reminded to download the handout materials from the Loan Guaranty web site to save having the station provide them at each broadcast.

e. A Certificate of Completion for each broadcast will be e-mailed to offices prior to the broadcast. Many stations have found that participants appreciate these.

6. **RESCISSIONS:**

- a. Unrelated Interim Issue 26-80-3.
- b. This circular is rescinded January 1, 2005.

By Direction of the Under Secretary for Benefits

Keith Pedigo
Director, Loan Guaranty Service

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