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Web Site www.vba.va.gov/bln/loan
Web Site www.vahouston.com.

BULLETIN NO. 2002-01

January 4, 2002

TO: ALL HOLDERS AND SERVICERS

SUBJ: A CHANGE IN THE WAY WE COMMUNICATE

What Is The Change

The purpose of this bulletin is to announce a change in the way we communicate program information and local policy and procedures to you. This is the last bulletin we will release by mail to servicers and holders. Current information bulletins, foreclosure bidding instructions, and VA forms are available on the Internet at www.vahouston.com.

Why We Are Changing

We are changing to improve efficiency and reduce costs. It is time consuming to prepare and release paper bulletins and maintain a current mailing list of all of our program participants. We continue to receive comments indicating that paper bulletins are not being routed to the individuals who have a need to know.

What You Must Do

Effective immediately, please make regular visits to www.vahouston.com where you will be able to view all of our current bulletins, obtain VA forms, and determine the status of your requests for foreclosure bidding instructions or obtain the bids. Our current telephone listing is available at the Website. Please check it out. You can call directly to the VA employee who is servicing the loan, issuing bidding instructions, processing the conveyance form, or paying your claim. If you have a problem, the name and telephone number of the supervisor in each area is listed.

Questions and Comments

If you have questions or comments concerning this bulletin, please contact Helen Galer, Loan Administration Officer, at 713-794-3602 or LGYHGALE@vba.va.gov.

Rescission

This bulletin is rescinded December 31, 2002.

R. BIAGIOLI
Acting Loan Guaranty Officer