

DO YOU NEED A CERTIFICATE OF ELIGIBILITY (COE)?

It's as easy as 1-2-3!

1. The Automated Certificate of Eligibility option in WebLGY allows you to obtain a COE in a matter of seconds 24 hours per day! If, for some reason, there is not sufficient information in the system to issue a COE and you get a refer message, you can submit your request electronically directly to the Winston-Salem Eligibility Center! WebLGY is accessible through the Veterans Information Portal (VIP) at <http://vip.vba.va.gov/>.
2. To request a Certificate of Eligibility through mail or overnight delivery, the veteran must complete a [VA Form 26-1880](#), Request for Certificate of Eligibility, and send it to the Winston-Salem Eligibility Center at:

P.O. Box 20729
Winston-Salem, NC 27120

For overnight delivery:

251 Main Street
Winston-Salem, NC 27155

Depending on volume, your COE will be completed within 1 – 2 weeks.

3. Do you have an emergency situation? Call the Eligibility Center at **1-888-244-6711** and select Option 1 (touchtone phone), then Option 1 (Eligibility), then Option 2 (status). If they determine your case needs emergency processing, they will provide you with a code number to fax your request for special handling. You can also e-mail them at nceligib@va.gov for general questions; however, generally, emergency processing must be requested by telephone.

Here are some other ways to make the process easier!

- Request the COE as early in the process as possible and you'll have it back long before loan closing. No more last minute panic!
- If the veteran has an old COE reflecting a lower basic entitlement, it does not need to be updated.
- If you have back to back closings, send the closing package to VA for guaranty and we'll update the COE when we guaranty the loan.
- Don't inconvenience the veteran or yourself by making a last minute trip to the Regional Loan Center. Most problems can be solved much more quickly by simply calling the Winston-Salem Eligibility Center.

Remember, getting a COE can be simple and stress free. . . it's as easy as 1-2-3!