DEPARTMENT OF VETERANS AFFAIRS
Regional Office
210 Franklin Road S.W.
Roanoke, VA 24011

February 13, 2003

LOAN GUARANTY INFORMATION LETTER #26-03-3

In Reply Refer To:
314/261

TO: ALL LENDERS, HOLDERS AND SERVICERS

SUBJ: ON-LINE LOAN SERVICER INQUIRY SCREEN

The purpose of this letter is to announce a new on-line Internet GI loan inquiry screen for loan servicers.

BACKGROUND:

Occasionally, due to servicing transfers, loan servicers may not have the information regarding the guaranty on the VA loans that they service. When this happend, servicers have had no choice but to contact the appropriate VA Regional Loan Center (RLC) to request the information. The staff at the RLC reviewed the VA loan records and responded, usually by a return telephone call, to the servicer. This was a time consuming and inefficient method for obtaining GI loan information.

LOAN SERVICER INQUIRY SCREEN:

In order to better serve our loan servicing partners, we have developed an on-line (web) inquiry screen to enable servicers to obtain: the original loan amount; guaranty amount; guaranty percentage; and loan status. The link to the inquiry is accessed from our "Servicer's Page." The address is: **http://www.vba-roanoke.com/rlc/Servicers.html.** In order to look up a loan, select "Loan Status Inquiries" at this site. You will then be required to enter your VA Servicer ID number, your e-mail address, and the 12 digit VA loan number. Then, select the '*submit*' button, and the application will search VA records for the information. While the inquiry screen is available 24 hours a day, seven days a week, inquiries submitted after 8:30 p.m. EST will be processed at 7:00 a.m. the next day.

NOTE: If the systematic response indicates that the loan description is not '*active loan*,' or the data received does not otherwise match your records (e.g., loan amount or closing date), you should contact the appropriate RLC for advice.

DISCLAIMER:

Please be aware that the inquiry screen contains a disclaimer. The disclaimer advises servicers that the site is intended to be a self-service tool for mortgage holders and servicers inquiring about a specific VA loan. The data base is updated every 30 days and is believed to be accurate at the time of publication, but is subject to change without advance notice. It also states that the use of this procedure is monitored for security and administrative purposes. Submitting a request constitutes consent to such monitoring and indicates your acknowledgment that you have read and accept the disclaimer.

REMINDER: This information letter is available as a download from our web site. Our URL is: 'http://www.vba-roanoke.com'.

LINDA C. WALKER
Loan Guaranty Officer