

Appendix A: How to Contact Loan Guaranty Service

Overview

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Topic 1: How to Contact VA Loan Guaranty Service (LGY)

Change Date: May 13, 2024

- This section has been renamed.
- This section has been updated to reflect LGY's transition to Service Now.

a. Background

The Department of Veterans Affairs (VA) Loan Guaranty Service (LGY) has decommissioned Regional Office specific phone numbers, websites, and email addresses. This information has been removed from the table in Topic 2.

LGY transitioned to national toll-free phone numbers in 2017 and replaced Regional Office specific email addresses with a centralized ServiceNow portal for program participants to submit written inquiries in 2023.

b. How to Contact LGY

Phone: Get answers to your questions about the VA-guaranteed home loan program by contacting a VA home loan representative at (877) 827-3702. The VA home loan toll-free number operates Monday – Friday, from 8:00 am – 6:00 pm EST.

Submit a ServiceNow Request: Program participants and Veterans may submit written inquiries through VA's ServiceNow Portal: https://yourit.va.gov/csm?id=rlc_pathfinder.

Up to date contact information for LGY is maintained on our website:
<https://www.benefits.va.gov/HOMELOANS/contact.asp>.

Topic 2: Table of VA Regional Offices

Change Date: May 13, 2024

- This table has been updated to remove Regional Office specific phone numbers, email addresses, and websites.
- The LGY Honolulu office is now under the jurisdiction of the Phoenix office.

a. List of VA Offices

Table 1: LGY Office Locations and Jurisdiction

| VA Office Location | Jurisdiction | Address |
|--------------------|--|--|
| Atlanta | Georgia, North Carolina, South Carolina, Tennessee | 1700 Clairmont Road Decatur, GA 30033 Mail: P.O. Box 100023, Decatur, GA 30031 |
| Cleveland | Connecticut, Delaware, Indiana, Maine, Massachusetts, Michigan, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont | 1240 East 9th Street Cleveland, OH 44199 |
| Denver | Alaska, Colorado, Idaho, Montana, Oregon, Utah, Washington, Wyoming | 155 Van Gordon Street Lakewood, CO 80228 Mail: P.O. Box 25126, Denver, CO 80225 |
| Houston | Arkansas, Louisiana, Oklahoma, Texas | 6900 Almeda Road Houston, TX 77030 |
| Phoenix | Arizona, California, Nevada, New Mexico, Hawaii, Guam, American Samoa, Commonwealth of the Northern Mariana Islands | 3333 N. Central Avenue Phoenix, AZ 85012 |
| Roanoke | Washington, DC, Kentucky, Maryland, Virginia, West Virginia | 210 Franklin Road SW Roanoke, VA 24011 Mail: 116 N. Jefferson St. Roanoke, VA 24016 |
| St. Paul | Illinois, Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota, Wisconsin | 1 Federal Drive, Ft. Snelling St. Paul, MN 55111 |
| St. Petersburg | Alabama, Florida, Mississippi, Puerto Rico, U.S. Virgin Islands | 9500 Bay Pines Blvd. St. Petersburg, FL 33731 Mail: P.O. Box 1437, St. Petersburg, FL 33731 |