



**Department of Veterans Affairs
Regional Office
1240 East Ninth Street
Cleveland, OH 44199**

March 30, 2011

In Reply Refer To: 325/26
Information Letter 26-11-01

TO: ALL VA PROGRAM PARTICIPANTS

**SUBJ: TRANSFER OF HOME LOAN OPERATIONS FROM MANCHESTER TO CLEVELAND
REGIONAL LOAN CENTER**

1. Effective April 1, 2011, VA guaranteed home loan operations will transfer from Manchester, New Hampshire to Cleveland, Ohio. All mail pertaining to home loan issues for the states of Ohio, Michigan, Pennsylvania, Indiana, New Jersey, Delaware, Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island and Vermont should be addressed as shown:

VA Regional Office
Regional Loan Center
1240 East Ninth Street
Cleveland, OH 44199

2. The following functions will be performed by the Cleveland Regional Loan Center:
 - Loan origination file audits
 - Requests for guaranty
 - Requests for loan commitments (prior approval loans)
 - Requests for agent approval along with required fees
 - Release of Liability applications and Substitution of Entitlements
 - Verification of VA Benefits (VA Form 26-8937)
 - Requests for lender training and industry sponsored events
 - New lender approvals
 - Annual financial statements from lenders
 - Non-supervised lender requests for automatic underwriting authority
 - Underwriter approval for non-supervised lenders
 - General information regarding underwriting, loan processing, etc.
 - Applications for VA fee panel appraisers, compliance inspectors, builder IDs
 - Condominium approval packages
3. After April 1, 2011, all origination loan files selected for audit should be sent to the Cleveland Regional Loan Center. Forms for Verification of VA Benefits (VA Form 26-8937) should be faxed to (216) 522-3101.
4. Please note that program participants may still receive correspondence from VA Loan Guaranty employees located in Manchester, New Hampshire. A limited staff will remain in Manchester and be remotely managed by the Cleveland Regional Loan Center.

5. We appreciate your cooperation during this transition. If you have any questions, please call our office at 1-800-729-5772 between the hours of 8:00 a.m. – 4:30 p.m. EST. Thank you for your continued participation in our VA Loan Guaranty program.

/s/

JENNIFER R. NADIAK
Loan Guaranty Officer