

## **NEW VA PROPERTY MANAGEMENT CONTRACTOR**

1. Purpose: This circular provides guidance for submission of title documents to the new property management contractor for the VA home loan guaranty program, which is Countrywide Home Loans (CHL), a wholly-owned subsidiary of Bank of America.

2. Background: In connection with the termination of loans guaranteed by VA, holders often have the option to convey to VA the properties acquired at liquidation sales. In 2003, VA began the transition of managing and selling those properties to a private contractor, Ocwen Loan Servicing LLC (Ocwen). VA has now awarded a new property management contract to CHL, and this will require another transition period. For all properties conveyed to VA after July 24, 2008, holders and their servicers will send required title documents to CHL. All properties conveyed prior to that date will continue to be the responsibility of Ocwen for follow-up on title documents during the transition period. CHL or Ocwen will provide instructions on a case-by-case basis on when to submit title documents to the new address on properties conveyed prior to July 25, 2008. VA expects this transition will be completed within the next 60 days.

3. Submission of Title Documents: Holders and their servicers shall submit title documents to CHL at Countrywide Home Loans, ATTN: VA REO, 2375 N Glenville Drive, MS RGV-B-85, Richardson, TX 75082. It is critical to include the MS (mail stop) information in the address to ensure the title package is submitted to the correct location. Documents must be provided no later than 60 days after the liquidation sale in most jurisdictions. VA previously provided advice concerning additional time for title submission in certain jurisdictions, and that advice remains in effect. However, all timeframes are under review, and further guidance will be provided if any adjustments are appropriate.

4. Insurance on Conveyed Properties: VA expects holders to request endorsements on all insurance policies in force at termination, naming as an assured the Secretary of Veterans Affairs, c/o Countrywide Home Loans, ATTN: VA REO, 2375 N Glenville Drive, MS RGV-B-85, Richardson, TX 75082. In addition, information about the insurance policy should appear in the appropriate spaces on VA Form 26-8903, Notice for Election to Convey and/or Invoice for Transfer of Property, or in the Transfer of Custody event on the Servicer Web Portal if the servicer has transitioned to the VALERI (VA Loan Electronic Reporting Interface) environment. Holders and servicers should include endorsements with the title packages on properties conveyed to VA, or, if endorsements are received after title packages have already been submitted, they may be identified with the VA loan number and sent to CHL at the address above. Notices of cancellation on homeowners or force-placed policies may be handled in a similar manner.

5. Station Releases: Regional Loan Centers (RLCs) will not be required to distribute copies of this circular, as it will be posted to the Loan Guaranty webpage under new circulars. RLCs should post links to that page with appropriate notices on their websites.

6. Additional Information: VA will release additional information about any other changes in VA property management procedures as soon as possible. Any parties interested in contracting with CHL to provide property management services should not use the address for title documents in this circular, but should direct inquiries to CHL through other means. Brokers and agents can contact CHL at [rembrokercommunication@countrywide.com](mailto:rembrokercommunication@countrywide.com). Questions for VA may be directed to Lance.Kornicker@va.gov.

7. Rescission: This circular is rescinded October 1, 2010.

By Direction of the Under Secretary for Benefits

Judith A Caden  
Director, Loan Guaranty Service

Distribution: CO: RPC 2024  
SS(26A1) FLD: VBAFS, 1 each (Reproduce and distribute based on RPC 2024)