

LGY Program Participant Management System for Lenders Announcement

1. **Purpose.** The Department of Veterans Affairs (VA) Loan Guaranty (LGY) program is publishing this circular to notify lenders of the introduction of a new system, the Program Participant Management (PPM) System.

2. **Background.** Currently, lenders submit applications for automatic authority, nominations for credit underwriters and Staff Appraisal Reviewers (SARs), requests for agent recognition as well as annual renewals to VA through the mail. Lenders are not able to submit or track the status for such requests electronically.

3. **Action.** Starting **October 7, 2024**, lenders are expected to complete the actions specified in section 3b and remit any required fees through the new PPM System. Lenders will also be able to track the status of their requests through the PPM system. The PPM system will be accessible through the LGYHUB and by using the following link, [VBA PPM](#).

a. To facilitate the transition to the new PPM system and allow VA to process outstanding requests, lenders should cease submitting new non-emergency requests for actions listed in section 3a on **September 7, 2024**. Requests mailed after this date will experience processing delays as VA transitions to the PPM system.

b. Lenders will need to register for the new PPM system and designate at least one VA Relationship Manger (VARM) to perform activities and maintain the lender's information within PPM. LGY will send a PIN via email to existing lender contacts which will be needed to register the first VARM and complete the lender setup in the PPM system. After setup, VARMS will need to log in to PPM at least once every 45 days to remain active. VA recommends that lenders designate and register a minimum of 2 VARMS; lenders may register a maximum of 5.

Note that the VARM does not replace the current administrator (admin) used for managing users in WebLGY or the need for the WebLGY PIN.

c. Actions that lenders are expected to complete using the PPM system are:

- (1) registering as a new VA lender,
- (2) annual renewals,
- (3) annual validations of company contact information,
- (4) submitting applications for underwriters, and SARs and requesting recognition of agents,
- (5) updating employment for underwriters and SARs, and terminating agent relationships,
- (6) manage payment accounts for lender maintenance fees,
- (7) submitting lender maintenance fees,
- (8) submitting applications for automatic authority,
- (9) submitting applications for re-instatement of automatic authority, and
- (10) managing Points of Contact.

4. **Training.** VA will release training videos and user guides for the new PPM system in the coming weeks. Training materials will be made available on [LGY's Training website](#). Please

also ensure you are enrolled to receive LGY GovDelivery notifications. You may register to receive LGY updates using this link, [LGY GovDelivery](#).

5. Paperwork Reduction Act. The information collection requirements contained in this document have been approved by the Office of Management and Budget (OMB) under the Paperwork Reduction Act of 1995 (44 U.S.C. § 3501-3520) and assigned OMB control number 2900-0252, 2900-0253, 2900-0658 In accordance with the Paperwork Reduction Act, VA may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB control number.

6. Questions. For questions or comments please submit a request through [VA's ServiceNow customer portal](#) or contact VA by phone at 1-877-827-3702, between the hours of 8:00 AM and 6:00 PM Eastern time.

7. Rescission: This Circular is valid until rescinded.

By Direction of the Under Secretary for Benefits

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