On August 14, Loan Guaranty Service launched a national toll-free number (877) 827-3702 and updated its phone menu to better serve Veteran customers and program participants.

In light of feedback received, the phone menu has been modified to the following:

Thank you for calling the Department of Veterans Affairs Loan Guaranty Service. If you know your party’s extension, press 1, or choose from the following options.

If you are a Veteran or lender with questions regarding the VA Home Loan benefit or need a Certificate of Eligibility, please press 2.

If you are a homeowner having difficulty making your mortgage payment or are in foreclosure, or if you are a servicer, please press 3.

If you are calling with questions regarding the Specially Adapted Housing grant, please press 4.

If you are calling about a VA appraisal, a builder ID, or condo approval, please press 5.

If you are calling concerning other VA benefits, such as Education, Health Care, or Disability Benefits, please press 0.

To hear these options again, press star.

Calls regarding the home loan benefit including eligibility (option 2) and servicing (option 3) will be answered on a nationwide basis by the next available RLC agent. Specially Adapted Housing grant (option 4) and appraisal (option 5) related inquiries will be answered by the RLC of jurisdiction based on the caller’s area code.

For Veterans seeking to apply for or manage their VA benefits, it is encouraged to use eBenefits. Through the eBenefits portal, Veterans can apply for a VA home loan benefit Certificate of Eligibility, and in most cases instantly receive a determination.

Sincerely,

Loan Guaranty Service