

Veterans Benefits Administration
Department of Veterans Affairs
Washington, D.C. 20420

VA Manual 26-3, Revised
Change 16
April 1, 2024

To: Regional Loan Center Personnel and Other Participants in the VA Loan Administration Program

Subject: Transmittal of Change 16 to M26-3, Loan Management and Service Policies, Procedures, and Methods, Loan Guaranty Operations for Regional Offices

Purpose Attached are revisions to Chapter 16 of VA M26-3, Loan Management and Service Policies, Procedures, and Methods, Loan Guaranty Operations for Regional Offices.

Changes Chapter 16 of VA Manual 26-3 was revised to note that servicers must include page number descriptions with uploaded documents, that servicers may appeal line items on a negative basic claim, and update basic claim descriptions in section 16.02 and add a reference to additional information on appeal types in section 16.03.

Additional Copies Additional copies may be downloaded at https://www.benefits.va.gov/WARMS/M26_3.asp.

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