

# DIRECTOR'S WELCOME

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*Welcome to the **19th VA Lenders Conference!***

*I want to thank you for attending this year's conference in Miami, Florida and for coming to hear about the policy and technological changes intended to improve the VA home loan experience for you and our Veteran customers.*

*For over seven decades, VA and lenders like you have worked together to ensure our Nation's Veterans and Servicemembers are able to achieve the American dream of homeownership. Your efforts resulted in over **740,000** new VA loans last year – the most loans in our 74 year history. VA loan production staff processed more than 2,800 of your loans worth over \$724 million each work day. This would have been unimaginable when the program was first created at the end of World War II.*

*We have so much information to share with you from best practices and updates to the Lender's Handbook to the redesign of VALERI (VA Loan Electronic Reporting Interface). We have made this conference for you, so I encourage you to be actively engaged. We are here to share our knowledge and experience and only ask that you take what you learn back to your organization and peers.*

*Again, welcome to the conference and have an enjoyable and informative experience!*

***Jeffrey F. London***

Director, Loan Guaranty Service



**MR. JEFFREY F. LONDON** is the Director of the Loan Guaranty Service (LGY) at the U.S. Department of Veterans Affairs (VA). He directs the national loan program responsible for helping veterans obtain mortgages to purchase homes, adapt homes to accommodate certain service-connected disabilities, retain their homes if they experience financial difficulties, as well as the program that sells REO properties acquired through this process. Previously, Jeff served as the Deputy Director of the VA home loan program and Assistant Director for Oversight. Prior to joining VA, Jeff was a District Manager for ConocoPhillips Corporation and was responsible for corporate retail operations in Pennsylvania and Delaware. Jeff has a BA in Government from Franklin & Marshall College and a Masters of Public Administration from Rutgers University.