19th Annual Lenders Conference

April 10-12, 2018

Hosted at the Hilton Miami Downtown
1601 Biscayne Boulevard
Miami, Florida 33132
VA LOAN GUARANTY STAFF IN ATTENDANCE

Jeff London, Director, Loan Guaranty Service, Washington, DC
John Bell III, Deputy Director, Loan Guaranty Service, Washington, DC
Alberto Planas, Asst. Director for Oversight, Nashville Regional Benefit Office
Andrew Trevayne, Asst. Director for Loan Management, Washington, DC
Greg Nelms, Chief, Loan Policy, Washington, DC
Jeff Bolla, Program Analyst, Loan Policy, Washington, DC
Mark Connors, Lender Liaison, Washington, DC  (*Lenders Conference MC)
Elizabeth White, Asst. Valuation Officer, Atlanta Regional Loan Center
Kathy Bernheim, Asst. Loan Guaranty Officer, St. Petersburg Regional Loan Center
Amy Berumen, Loan Production Officer, Phoenix Regional Loan Center
Phyllis Chilton, Valuation Officer, Phoenix Regional Loan Center
Kevin Diomedi, Valuation Officer, Roanoke Regional Loan Center
Kevin Eason, Valuation Officer, Denver Regional Loan Center
Marty Finlin, Valuation Officer, Cleveland Regional Loan Center
Myron Head, Asst. Loan Guaranty Officer, Houston Regional Loan Center
Mark Jamison, Loan Production Officer, Cleveland Regional Loan Center
Kent Koehler, Loan Production Officer, St. Paul Regional Loan Center
Ryan Nelson, Valuation Officer, St. Paul Regional Loan Center
Laura Rodriguez, Loan Production Officer, Houston Regional Loan Center
Dani Terrell, Loan Production Officer, Denver Regional Loan Center
Jennifer Tillery, Asst. Loan Production Officer, Atlanta Regional Loan Center
Peggy Wallace, Loan Production Officer, Roanoke Regional Loan Center

VO – Valuation Officer  LPO – Loan Production Officer
AVO – Assistant Valuation Officer  ALPO – Assistant Loan Production Officer

VA LOAN GUARANTY SERVICE (LGY)

The mission of LGY is to maximize the opportunity for Veterans and Servicemembers to obtain, retain, and adapt homes by providing a viable and fiscally responsible benefit program in recognition of their service to the nation. Created as part of the Servicemen’s Readjustment Act of 1944 (“G.I. Bill”) the VA Home Loan Guaranty Program has helped generations of Veterans afford homeownership - backing over 23 million home loans for Veterans and their families.
### DAY 1/AGENDA
#### TUESDAY, APRIL 10, 2018

**LOCATION:** Symphony Ballroom

<table>
<thead>
<tr>
<th>TIME</th>
<th>SESSION</th>
<th>SPEAKERS</th>
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<tbody>
<tr>
<td>7:30</td>
<td>Registration</td>
<td>Outside the Symphony Ballroom</td>
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<tr>
<td>8:30</td>
<td>Welcome <em>(starts promptly at 8:30 am)</em></td>
<td>Mark Connors</td>
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<tr>
<td>9:00</td>
<td>LGY Director’s Address</td>
<td>Jeffrey “Jeff” London</td>
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<td>9:45</td>
<td>Keynote Address</td>
<td>Mike Frueh, VBA Chief of Staff</td>
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<td><strong>10:15 – Break</strong></td>
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<tr>
<td>10:35</td>
<td>Notice of Value Conditions</td>
<td>Phyllis Chilton, Myron Head</td>
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<tr>
<td>11:20</td>
<td>Construction Loans</td>
<td>Kent Koehler, Steve Roberts</td>
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<td></td>
<td><strong>12:30 – Lunch</strong></td>
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<tr>
<td>2:00</td>
<td>Guest Speaker Honorary Address</td>
<td>Rob Chrisman</td>
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<tr>
<td>2:45</td>
<td><strong>Renovation Loans:</strong> Policy presentation followed by lender panel</td>
<td>Kent Koehler, Ryan Nelson, Elizabeth White Panel of Current Renovation Lenders <em>(Moderated by Greg Nelms)</em></td>
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<td><strong>4:00 – Break</strong></td>
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<tr>
<td>4:15</td>
<td>Open Forum</td>
<td>Policy &amp; Valuation Chiefs, LPOs, VOs</td>
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### DAY 1 - SESSION DETAILS

**NOTICE OF VALUE CONDITIONS**

The conditions on the Notice of Value (NOV) will be the focus of this presentation. While all conditions will be reviewed, the emphasis will be on the most frequently questioned conditions. You will get the most from the AMS alerts in knowing what conditions should be included in the NOV.

**CONSTRUCTION LOANS**

This presentation will discuss VA’s updated policy and guidance on recommended paths for originating and processing VA construction loans. You will receive an overview on the current state of VA construction loans, as well as explaining why changes to the way lenders are currently processing them is required.

**RENOVATION LOANS**

Similar in nature to the topics covered in the Construction Loans session, this presentation will discuss VA’s updated policy and guidance on Renovation Loans. You’ll also have the opportunity to hear best practices from lenders currently making VA Renovation Loans.
**DAY 2 / AGENDA**  
**WEDNESDAY, APRIL 11, 2018**

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<thead>
<tr>
<th>TIME</th>
<th>SESSION</th>
<th>SPEAKERS</th>
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<tbody>
<tr>
<td>7:45</td>
<td>Administrative Notes</td>
<td>Mark Connors</td>
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<tr>
<td>8:00</td>
<td>Guest Speaker: CoreLogic</td>
<td>Frank Nothaft</td>
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<tr>
<td>8:45</td>
<td>Disaster Certifications</td>
<td>Myron Head, Kathy Bernheim</td>
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<tr>
<td>9:00</td>
<td><strong>Chapter 10: Property Eligibility and Appraisal Requests</strong></td>
<td>Myron Head, Kathy Bernheim</td>
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<tr>
<td>9:45</td>
<td>Chapter 4: Credit Underwriting</td>
<td>Mark Jamison, Peggy Wallace</td>
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<td></td>
<td><strong>10:45 – Break</strong></td>
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<tr>
<td>11:00</td>
<td>Panel: Top 10 Things LPOs want you to know</td>
<td>Laura Rodriguez, Dani Terrell, Jennifer Tillery</td>
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<td>12:00</td>
<td><strong>12:00 – Lunch</strong></td>
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<tr>
<td>1:30</td>
<td>Panel: Top 10 Things VOIs want you to know</td>
<td>Marty Finlin, Kevin Diomedi, Kevin Eason</td>
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<tr>
<td>2:30</td>
<td>Appraisal Management System (AMS)</td>
<td>Kevin Eason</td>
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<td><strong>3:30 – Break</strong></td>
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<tr>
<td>3:45</td>
<td>Appraisal Industry Panel</td>
<td>Moderated by John Bell III</td>
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**DAY 2 - SESSION DETAILS**

**DISASTER CERTIFICATIONS**
This will discuss what impact and how VA response is dictated during natural disasters.

**CHAPTER 10: PROPERTY ELIGIBILITY AND APPRAISAL REQUESTS**
*It’s here!* Chapter 10 of the Lenders handbook. The Circulars have been incorporated and you have a one-stop source for guidance on property eligibility and Appraisal requests. This presentation will feature the “*Old vs. New*” and highlight frequently asked questions.

**CHAPTER 4: CREDIT UNDERWRITING**
*Arguably the most studied chapter of the VA Lender’s Handbook has been revised!* The numerous Circulars relating to credit underwriting that we’ve published over the years have been incorporated into this revised chapter of the Handbook. During this session, we’ll will detail the “*Old vs. New*” and discuss highlights of this highly anticipated revision.

**TOP 10 THINGS LPOs WANT YOU TO KNOW**
During this session, VA Loan Production Officers (LPO) will discuss the many facets of their operations and you’ll gain a valuable insight into best practices.
**TOP 10 THINGS VOs WANT YOU TO KNOW**

VA Valuation Officers (VO) will present some of the most frequently asked topics from across the country and share some best practices.

**APPRAISAL MANAGEMENT SYSTEM (AMS)**

This in-depth discussion includes changes to AMS automation and LoanSafe Appraisal Manager (LSAM). We will look at the scoring of appraisals and appraisers from a valuation and integrity perspective. You will also learn more about VA cursory and full reviews.

**APPRAISAL PANEL**

This will be an industry panel with panelists from multiple companies or agencies that will discuss major changes, initiatives, and issues surrounding the appraisal industry as well as take a look at how other agencies and conventional programs compare to VA.

**NOTES:**

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# DAY 3 / AGENDA

**THURSDAY, APRIL 12, 2018**

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<tr>
<th>TIME</th>
<th>SESSION</th>
<th>SPEAKERS</th>
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<tbody>
<tr>
<td>7:45</td>
<td>Administrative Notes</td>
<td>Mark Connors</td>
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<tr>
<td>8:00</td>
<td>VALERI-R Vision</td>
<td>John Bell III</td>
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<td>8:45</td>
<td>Lender Site Visits</td>
<td>Alberto Planas</td>
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<td>9:45</td>
<td><strong>Chapter 6: Refinancing Loans and IRRRLs</strong></td>
<td>Greg Nelms, Amy Berumen</td>
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<tr>
<td>10:45</td>
<td>Break</td>
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<tr>
<td>11:00</td>
<td>Lender Industry Panel</td>
<td>Moderated by John Bell III</td>
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<tr>
<td>12:15</td>
<td>Lunch</td>
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<tr>
<td>1:45</td>
<td>Scorecards</td>
<td>Greg Nelms</td>
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<tr>
<td>2:45</td>
<td>Break</td>
<td></td>
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<tr>
<td>3:05</td>
<td>Open Forum</td>
<td>Policy &amp; Valuation Chiefs; LPOs, VOs</td>
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<tr>
<td>4:50</td>
<td>Closing Remarks</td>
<td>Mark Connors</td>
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## DAY 3 - SESSION DETAILS

**VALERI-R Vision**

VA Executives will walk through the vision of the end-to-end solution that will allow us to monitor performance from origination to servicing.

**LENDER SITE VISITS**

This forum will walk you through the expectations and procedures regarding virtual and on-site lender audits.

**CHAPTER 6: REFINANCING AND IRRRLS**

This will update you on policy, legislation, and performance captured in the VA refinance marketplace.

**LENDER PANEL**

This panel consists of industry participants from Lenders and will discuss major changes, initiatives, and issues concerning VA lending as well as look at other programs and how they compare.

**SCORECARDS**

This will discuss overall VA performance and your performance as it relates to how you will be monitored and measured moving forward. *Metrics Matter!*