

DIRECTOR'S WELCOME

Welcome to the **20th VA Lenders Conference!**

I want to thank you for attending this year's conference in San Antonio, Texas and for coming to hear about the changes to improve the VA Home Loan experience.

*This year is full of milestones: this **20th** annual Lenders Conference, the **24 millionth** VA home loan, the **50th** anniversary of the Vietnam War, and the **75th** anniversary of the GI Bill – the law that created the VA Home Loan guaranty!*

This year we have invited the Consumer Financial Protection Bureau (CFPB) to brief you on their VA Home Loan research findings and share best practices that will complement Day 3's discussion on lender scorecards and compliance training. We will also provide updates on the VA Lender's Handbook and the redesign of VALERI (VA Loan Electronic Reporting Interface) which will go live in May.

Since 1944, 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. We experienced record volume of VA Home Loans in recent years and we look forward to working with you through the next milestones of our Program.

We have made this conference for you, so I encourage you to be 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.

Thank you for attending the conference and for partnering with VA!

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.