

VA Lenders Handbook (VA Pamphlet 26-7), Chapter 1, Topic 12 — Lender Access to Training and Information

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12. Lender Access to Training and Information Change Date February 1, 2019 • This chapter has been revised in its entirety. a. VA Training Sessions The RLCs and the Honolulu Regional Office conduct regular training sessions for lenders and other program participants in their jurisdictions. Each lender should: • at a minimum, have a representative attend one VA training session per year. • increase participation if lender management or VA identifies a greater need. Discuss any special training needs with the RLC of jurisdiction. b. Web-based Training VA offers interactive web-based training sessions to lenders and servicers. The HomeTown USA credit standards training course is located on your landing page within VIP at <https://vip.vba.va.gov/portal/VBAH/Home>. Additionally, Loan Guaranty training resources are available through the VA Home Loan website at <https://www.benefits.va.gov/homeloans/index.asp>. c. Electronic Documents and Files The Lender's Handbook, Servicing Guide, VA circulars, and other information are all available through the Lenders, Servicers, and Real Estate Professionals pages on the VA Home Loan website at <https://www.benefits.va.gov/homeloans/index.asp>. d. Receipt of VA Mailings It is essential that lenders inform the appropriate VA office whenever they have point of contact, address, or email changes. Informational mailings are sent to the address associated with a lender's VA ID number. e. VA Offices of Jurisdiction Contact the RLC with jurisdiction over the lender's home office to request any information not found in the VA Lender's Handbook, or to discuss a particular loan. Continued on next page VA Pamphlet 26-7, Revised Chapter 1: Lender Approval Guidelines 1-39 12. Lender Access to Training and Information, continued f. VA Escalation Protocol for Resolving Policy Issues VA's escalation protocol to resolve policy issues can be found at: https://www.benefits.va.gov/HOMELOANS/documents/docs/Protocol_for_Resolving_Policy_Issues.pdf. VA Pamphlet 26-7, Revised Chapter 1: Lender Approval Guidelines 1-40

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