

Regional Loan Center (RLC) Outlook Mailbox Transition to ServiceNow

1. Purpose. The Department of Veterans Affairs (VA) Loan Guaranty Service (LGY) is publishing this Circular to notify participants of the VA Home Loan program such as lenders, servicers, Veterans and other external stakeholders that RLC-based Outlook mailboxes used for submitting customer service inquiries or program specific questions to Loan Production (LP) and Loan Administration (LA) personnel will be decommissioned and transitioned to a ServiceNow Portal. The link for the ServiceNow portal, along with contact information for other areas of LGY, can be found here: <https://www.benefits.va.gov/HOMELOANS/contact.asp>.

2. Background. The LGY program administers 25 Outlook mailboxes at the RLCs where program participants can contact LP and LA staff. LGY is streamlining the way correspondence is submitted by moving to a single web portal that will direct questions to LGY staff. This process is intended to improve standardization of responses as well as eliminate redundancies in staff responding to the same question posed to different mailboxes. This web portal is the same system that currently allows customers to request assistance on technical issues with LGY systems like VALERI or WebLGY.

3. Action. On June 16, 2023, an automatic reply will be added to the 25 mailboxes listed below, directing correspondents to use the ServiceNow portal to submit questions to LGY. The web address of the portal will be sent out June 16, 2023, when the mailboxes are decommissioned. Those mailboxes will no longer be monitored, and instead customers will receive responses through ServiceNow. The web-portal will include required and optional fields to help LGY understand and respond to customer questions. The same LGY staff who had previously supported the mailboxes will monitor and respond to inquiries in ServiceNow. Mailboxes used to contact Construction and Valuation, Specially Adapted Housing, and Native American Direct Loans will remain active at this time, though transition to ServiceNow is planned in the future.

a. The mailboxes to be transitioned are as follows for Loan Production:

- (1) RLC335@va.gov
- (2) 335LP@va.gov
- (3) RLC.VBASPL@va.gov
- (4) RLCLP.VBASPL@va.gov
- (5) 345LP@va.gov
- (6) LPGC.VBAPHO@va.gov
- (7) 325LP@va.gov
- (8) LENDERMANAGEMENT.VAVBACLE@va.gov
- (9) 314LP@va.gov
- (10) 339LP@va.gov
- (11) 317LP@va.gov
- (12) 316LP@va.gov
- (13) 362LP@va.gov

b. The mailboxes to be transitioned are as follows for Loan Administration:

- (1) VBARLCVALERI.VBASPL@va.gov
- (2) VALERIDATAQUALITY.VBASPL@va.gov

- (3) RLCLA.VBACLE@va.gov
- (4) RLCLA.VBASPL@va.gov
- (5) RLCLSC.VBASPL@va.gov
- (6) VALERI.VBADEN@va.gov
- (7) LACS.VBASPT@va.gov
- (8) LOANADMN.VBAATG@va.gov
- (9) LSCGC.VBAPHO@va.gov
- (10) LA.VBAROA@va.gov
- (11) VALERI.VBACO@va.gov
- (12) VALERIELPDESK.VBACO@va.gov

4. Questions. The ServiceNow web portal includes guidance on submitting questions, including which fields are required and which are optional. For questions or comments, please contact VA at 1-877-827-3702, between the hours of 8:00 AM and 6:00 PM Eastern Standard time.

5. Rescission: This Circular is valid until rescinded.

By Direction of the Under Secretary for Benefits

John E. Bell, III
Executive Director
Loan Guaranty Service

Distribution: CO: RPC 2021
SS (26A1) FLD: VBAFS, 1 each (Reproduce and distribute based on RPC 2021)