

Loan Guaranty Service (LGY) is updating its Regional Loan Center (RLC) phone operations to better serve our Veteran customers and program participants. Effective on August 14, 2017, RLCs will no longer maintain individual toll-free numbers; LGY's new national toll-free number will be (877) 827-3702, with hours of operation from 8am to 6pm, EST.

As part of the update, the phone menu is changing to simplify options, and improve the user experience. Please become familiar with the new menu as selections have changed:

*Thank you for calling the Department of Veterans Affairs Loan Guaranty Service. If you know your party's extension, press 1, or choose from the following options.*

*If you are a homeowner having difficulty making your mortgage payment or are in foreclosure, or if you are a servicer, please press 2.*

*If you are a Veteran or lender with questions regarding the VA Home Loan benefit or need a Certificate of Eligibility, please press 3.*

*If you are calling with questions regarding the Specially Adapted Housing grant, please press 4.*

*If you are calling about a VA appraisal, a builder ID, or condo approval, please press 5.*

*If you are calling concerning other VA benefits, such as Education, Health Care, or Disability Benefits, please press 0.*

*To hear these options again, press star.*

Calls regarding the home loan benefit including eligibility (option 3) and servicing (option 4) will be answered on a nationwide basis by the next available RLC agent. Specially Adapted Housing grant (option 4) and appraisal (option 5) related inquiries will be answered by the [RLC of jurisdiction](#) based on the caller's area code.

For Veterans seeking to apply for or manage their VA benefits, LGY highly encourages the use of [eBenefits](#). Through the eBenefits portal, Veterans can apply for a VA home loan benefit Certificate of Eligibility, and in most cases instantly receive a determination.