

To: Regional Loan Centers and Other Internal Clients Interested in the VA Home Loan Guaranty Program

Subject: Transmittal of M26-1, Guaranteed Loan Processing Manual, Chapter 8, Appeals, Revised

Purpose Attached is a copy of M26-1, Guaranteed Loan Processing Manual, Chapter 8, Appeals, which has been revised.

Changes

General Procedures 1.b - Added the system Caseflow Intake which is used to record the issues on the Veteran's appeals form and track the required metrics.

General Procedures 1.c - Added two tables to show the differences between Higher Level Review (HLR), Supplemental Claim (SC), and appeal to the Board of Veterans' Appeals.

General Procedures 1.d - Added the requirements that must be included in the Decisions and Notices of Decisions.

General Procedures 1.e - Provides information on VA's duty to assist Veterans in the gathering of evidence.

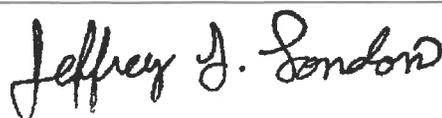
General Procedures 1.f - Added the opportunity to opt-in to Appeals Modernization from Legacy Appeals System.

Certificate of Eligibility Appeals 2.a - Added the mailing address to send requested records to the Board of Veteran's Appeals.

Certificate of Eligibility Appeals 2.c - Added a claimant cannot request an HLR of an HLR. Instead the claimant may request a SC.

Certificate of Eligibility Appeals 2.c - Removed reference to VA Form 4107 and replaced with VA Form 20-0998, Your Rights to Seek Further Review of Our Decision.

Additional Copies Additional copies may be downloaded at <http://www.benefits.va.gov/warms/topic-homeloans.asp>.



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