

APPENDIX D. ADDITIONAL VA CONTACT INFORMATION

a. ServiceNow. Servicers should reach out to VA through ServiceNow, for any questions about policy, the VALERI application, or on loans that are not assigned to a VA technician. Servicers can access ServiceNow through the VALERI application or by visiting this site: <https://yourit.gov/va>.

b. Field Offices of Jurisdiction. VA loans are assigned to technicians across the country, regardless of the state jurisdiction. Questions regarding delinquent loans should be directed to the VA technician assigned to the loan. VA technicians can be reached by phone at 877-827-3702 or through the ServiceNow portal. State jurisdiction and contact information for the eight field offices are listed in the table below.

Station ID #	Office	State Jurisdiction	Address
314	Roanoke	District of Columbia, Kentucky, Maryland, Virginia, West Virginia	210 Franklin Road, SW Roanoke, VA 24011
316	Atlanta	Georgia, North Carolina, South Carolina, Tennessee	1700 Clairmont Road Decatur, GA 30033 Mailing Address: P.O. Box 100023 Decatur, GA 30031
317	St. Petersburg	Alabama, Florida, Mississippi, Puerto Rico, U.S. Virgin Islands	9500 Bay Pines Boulevard St. Petersburg, FL 33744
325	Cleveland	Connecticut, Delaware, Indiana, Maine, Massachusetts, Michigan, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont	1240 East 9th Street Cleveland, OH 44199

Appendix D: Additional VA Contact Information

335	St. Paul	Illinois, Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota, Wisconsin	1 Federal Drive, Fort Snelling St. Paul, MN 55111
339	Denver	Alaska, Colorado, Idaho, Montana, Oregon, Utah, Washington, Wyoming	155 Van Gordon Street Lakewood, CO 80228 Mailing Address: P.O. Box 25126 Denver, CO 80225
345	Phoenix	America Samoa, Arizona, California, Commonwealth of the Northern Mariana Islands, Guam, Hawaii, New Mexico, Nevada	3333 North Central Avenue Phoenix, AZ 85012
362	Houston	Arkansas, Louisiana, Oklahoma, Texas	6900 Almeda Road Houston, TX 77030

c. The Field) Offices of Jurisdiction (OJ) can also be identified by the first two numbers of the loan identification number (LIN) for each loan. For a complete list of the OJ codes and the associated state name, refer to the valid office of jurisdiction (OJ) and office of origination codes Excel spreadsheet, at:

https://www.benefits.va.gov/HOMELOANS/documents/docs/valid_ojoo_codes.xls.