

To: Regional Loan Center Personnel and Other Participants in the VA Loan Administration Program

Subject: Transmittal of Change 11 to M26-4, VA Servicer Handbook

Purpose Attached are revisions to Chapter 9 of VA M26-4, VA Servicer Handbook.

Changes Chapter 9 of VA Handbook 26-4 was revised with the following changes. Section 9.02 was updated to clarify lien position qualifications. Section 9.03 was updated to clarify the claim event used to file a tVAP claim. Section 9.04(b) was updated to clarify the requirement for servicers to confirm obligors are willing and able to execute the VASP loan modification. Section 9.05 was updated to clarify the VASP payoff amount. Section 9.06 is updated to clarify the 15-calendar day requirement for servicers to provide a written TPP agreement to the borrower. Section 9.07 was updated to clarify the reporting timeframe for VASP Events. The requirement for servicers to confirm the borrower agrees to sign the modification agreement was also removed from the VASP with No TPP Event details. Section 9.08 was updated to allow 6 business days to upload required documents. Clarification was added to the tax and insurance documents and the timeframe for a valid payoff statement, the payoff statement and VASP payment amounts, and the note was included in the list of documents to support the borrowers on title. 9.08 was also edited to state VA will not issue appeals or supplemental claim payments after VASP payment has been issued. The report title to monitor VASP payments was corrected. Clarification was added to the modification agreement and the timeframe to establish the first monthly payment was also updated to reference the VASP event acceptance. Section 9.09 was updated to reflect a 122-day timeframe for a standard servicing transfer.

Additional Copies Additional copies may be downloaded at [Web Automated Reference Material System \(WARMS\) - VA Manual M26-4](#).

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