

## **Appendix A: How to Contact Loan Guaranty Service**

### **Overview**

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## **Topic 1: How to Contact VA Loan Guaranty Service (LGY)**

**Change Date:** May 13, 2024

- This section has been renamed.
- This section has been updated to reflect LGY's transition to Service Now.

### **a. Background**

The Department of Veterans Affairs (VA) Loan Guaranty Service (LGY) has decommissioned Regional Office specific phone numbers, websites, and email addresses. This information has been removed from the table in Topic 2.

LGY transitioned to national toll-free phone numbers in 2017 and replaced Regional Office specific email addresses with a centralized ServiceNow portal for program participants to submit written inquiries in 2023.

### **b. How to Contact LGY**

Phone: Get answers to your questions about the VA-guaranteed home loan program by contacting a VA home loan representative at (877) 827-3702. The VA home loan toll-free number operates Monday – Friday, from 8:00 am – 6:00 pm EST.

Submit a ServiceNow Request: Program participants and Veterans may submit written inquiries through VA's ServiceNow Portal: [https://yourit.va.gov/csm?id=rlc\\_pathfinder](https://yourit.va.gov/csm?id=rlc_pathfinder).

Up to date contact information for LGY is maintained on our website:  
<https://www.benefits.va.gov/HOMELOANS/contact.asp>.

## **Topic 2: Table of VA Regional Offices**

**Change Date:** May 13, 2024

- This table has been updated to remove Regional Office specific phone numbers, email addresses, and websites.
- The LGY Honolulu office is now under the jurisdiction of the Phoenix office.

### **a. List of VA Offices**

Table 1: LGY Office Locations and Jurisdiction

VA Office Location	Jurisdiction	Address
Atlanta	Georgia, North Carolina, South Carolina, Tennessee	1700 Clairmont Road Decatur, GA 30033 Mail: P.O. Box 100023, Decatur, GA 30031
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
Denver	Alaska, Colorado, Idaho, Montana, Oregon, Utah, Washington, Wyoming	155 Van Gordon Street Lakewood, CO 80228 Mail: P.O. Box 25126, Denver, CO 80225
Houston	Arkansas, Louisiana, Oklahoma, Texas	6900 Almeda Road Houston, TX 77030
Phoenix	Arizona, California, Nevada, New Mexico, Hawaii, Guam, American Samoa, Commonwealth of the Northern Mariana Islands	3333 N. Central Avenue Phoenix, AZ 85012
Roanoke	Washington, DC, Kentucky, Maryland, Virginia, West Virginia	210 Franklin Road SW Roanoke, VA 24011
St. Paul	Illinois, Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota, Wisconsin	1 Federal Drive, Ft. Snelling St. Paul, MN 55111
St. Petersburg	Alabama, Florida, Mississippi, Puerto Rico, U.S. Virgin Islands	9500 Bay Pines Blvd. St. Petersburg, FL 33731 Mail: P.O. Box 1437, St. Petersburg, FL 33731