

Special Relief for those Potentially Impacted by COVID-19

1. Purpose. The Department of Veterans Affairs (VA) is working with other federal partners to assess next steps in response to recent reports of cases of Coronavirus Disease 2019 (COVID-19) in the United States. To keep Veterans and stakeholders safe while continuing the mission of VA Home Loan Program, VA is providing the following information. Please note, VA is continuing with normal program operations and information will be shared as updates are made available regarding the VA Home Loan program.

2. Veterans. If you have an in-person appointment scheduled with your lender, servicer, appraiser, or VA staff and answer “yes” to any of the following questions, please call the point of contact before your scheduled appointment.

- a. Are you having flu-like symptoms, such as fever, cough, or shortness of breath?
- b. In the last 14 days, have you traveled to a high-risk area for transmission of COVID-19?
- c. Have you been in close contact with someone confirmed to have COVID-19 or who is being evaluated for COVID-19?

In lieu of conducting a face-to-face meeting, VA will make every effort to conduct meetings by telephone. However, VA may have to postpone the meeting or Veterans may request to have a meeting postponed based on circumstances.

3. Lenders and Servicers. Lenders should have continuity of operation plans in place to support ongoing ability to conduct business operations in the event of an interruption to business operations and processes. Servicers may employ the following relief for Veterans impacted by COVID-19:

- a. Forbearance Request. VA encourages holders of guaranteed loans to extend forbearance to borrowers in distress as a result of COVID-19. We understand the impact may be temporary, but it is still a hardship. Servicers should work with impacted borrowers who are unable to make their mortgage payments to ensure they are evaluated for VA Loss Mitigation options outlined in Chapter 5 of the VA Servicer Handbook M26-4, https://www.benefits.va.gov/WARMS/M26_4.asp. VA encourages the proper use of authorities granted in VA regulations to provide assistance in appropriate cases. For example, Title 38, Code of Federal Regulations (CFR), section 36.4311 allows the reapplication of prepayments to cure or prevent a default. Also, 38 CFR 36.4315 allows the terms of any guaranteed loan to be modified without the prior approval of VA, provided conditions in the regulation are satisfied.

- b. Late Charge Waivers. VA believes that many servicers plan to waive late charges on affected loans and encourages all servicers to adopt such a policy for any loans that may have been affected.
- c. Credit and VA Reporting. In order to avoid damaging credit records of Veteran borrowers, servicers are encouraged to suspend credit bureau reporting on affected loans. Please contact the appropriate Regional Loan Center (RLC) with any questions.

4. Appraisers. Appraisers should continue to conduct business as outlined in Chapter 10 of the M26-7, Lender's Handbook, https://www.benefits.va.gov/WARMS/pam26_7.asp. If you have an appointment scheduled and answer "yes" to any of the following questions, please contact the RLC of jurisdiction or the point of contact for the scheduled appointment to determine whether the appointment needs to be rescheduled or whether the assignment should be reassigned.

- a. Are you having flu-like symptoms, such as fever, cough, or shortness of breath?
- b. In the last 14 days, have you traveled to a high-risk area for transmission of COVID-19?
- c. Have you been in close contact with someone confirmed to have COVID-19 or who is being evaluated for COVID-19?

The Centers for Disease Control and Prevention has advised the best way to prevent illness is to take preventative measures. When onsite, appraisers are encouraged to observe the following measures to help prevent the spread of respiratory diseases including the novel COVID-19:

- a. Before and after exiting the home, use an alcohol-based hand sanitizer with at least 60 percent alcohol.
- b. Avoid close contact with individuals who may be present in the home which includes no handshakes or fist bumps.
- c. Avoid touching your eyes, nose, and mouth.
- d. Cover your cough or sneeze with a tissue, then throw the tissue in the trash and immediately clean your hands with a hand sanitizer that contains at least 60 percent alcohol.

Please contact the RLC of jurisdiction if you have been impacted by COVID-19 and are unable to complete your appraisal assignments. The email addresses for each of the RLCs are available at:

https://www.benefits.va.gov/HOMELOANS/contact_rlc_info.asp.

5. Rescission: This Circular is rescinded April 1, 2021.

By Direction of the Under Secretary for Benefits

Jeffrey F. London
Director
Loan Guaranty Service

Distribution: CO: RPC 2021

SS (26A1) FLD: VBAFS, 1 each (Reproduce and distribute based on RPC 2021)

Foreclosure Moratorium for Borrowers Affected by COVID19

1. Purpose. The Department of Veterans Affairs (VA) strongly encourages mortgage servicers to observe the following actions regarding home loan borrowers affected or potentially affected by Coronavirus Disease 2019 (COVID-19).

2. Moratorium on Foreclosure. Although the loan holder is ultimately responsible for determining when to initiate foreclosure, and for completing termination action, VA strongly encourages loan holders to establish a sixty-day moratorium beginning March 18, 2020, on completing pending foreclosures or initiating new foreclosures on loans. VA regulation 38 C.F.R. 36.4324(a)(3)(ii) allows additional interest on a guaranty claim when eventual termination has been delayed due to circumstances beyond the control of the holder, such as VA-requested forbearance. Due to the widespread impact of COVID-19, loan holders should consider the impact of completing an eviction action when choosing to retain a property instead of conveying to VA. VA requests holders not expose Veterans and their families to additional risk through an eviction action, if at all feasible. Any questions about impact of actions by the loan holder should be discussed with the VA Regional Loan Center (RLC) of jurisdiction.

3. Rescission: This Circular is rescinded April 1, 2021.

By Direction of the Under Secretary for Benefits

Jeffrey F. London
Director, Loan Guaranty Service

Lender Guidance for Borrowers Affected by COVID-19

1. Purpose. On March 13, 2020, the President of the United States declared a National Emergency due to Coronavirus Disease 2019 (COVID-19). This Circular provides guidance for Department of Veterans Affairs (VA) home loan borrowers affected by COVID-19 and describes temporary measures regarding loan origination, closing, and guaranty.

2. Background. VA may only guarantee a loan when it is possible to determine that the Veteran is a satisfactory credit risk and has present or verified anticipated income that bears a proper relation to the anticipated terms of repayment as outlined in the [VA Pamphlet 26-7, Chapter 4 Credit Underwriting](#). In addition, VA-guaranteed loans must maintain first lien position, as stated in [38 U.S.C § 3703\(d\)\(3\)](#) and [38 C.F.R. § 36.4355](#).

3. Effective Dates. The policies outlined in this Circular are effective for all loans closed on, or after, the date of this Circular and until further notice or the rescission of this Circular.

4. Income Verification Guidelines. Lenders should continue to use good judgment and flexibility when verifying stable and reliable income. Lenders should make every effort to satisfy VA's longstanding requirements concerning Verification of Employment (VOE) as outlined in the [VA Pamphlet 26-7, Chapter 4 Credit Underwriting](#).

a. If their propriety method is impacted due to temporary business closures, the lender should use the guidelines listed below.

(1) The lender may utilize employment and income verification third-party services. Additional fees associated with these services cannot be charged to the Veteran, as stated in [VA Pamphlet 26-7, Chapter 8, Section 2 Fees and Charges the Veteran-Borrower Can Pay](#).

(2) If the lender is not able to utilize a third-party service to verify employment and income, a VOE can be met with evidence of direct deposit from a bank statement and paystubs covering a at least one full month of employment within 30 days of the closing date. Lenders should reconcile payment amounts between the paystubs and direct deposit listed on the bank statement.

(3) If the required VOE documentation cannot be obtained by evidence of bank statement and paystubs, and the borrowers have cash reserves totaling at least 2 months mortgage payments (PITI) post-closing, the loan is eligible for guaranty. The lender's effort to obtain the VOE must be documented in the Correspondence section of WebLGY.

b. In the event lenders utilize option (2) or (3) as verification, they must document in box 47 of the remarks section on [VA Form 26-6393, Loan Analysis](#), the option they selected and the supporting documentation.

5. Underwriting Loans. For income analysis purposes, as outlined in [VA Pamphlet 26-7, Chapter 4 Credit Underwriting](#), VA guidelines generally require income to be stable and reliable for 2 years.

a. If the applicant was impacted by COVID-19 (i.e. furlough, curtailment of income, etc.), that period should not be considered a break in employment or income provided they have returned, or are anticipated to return, to work in the same capacity and income levels. In addition to standard verification documentation, applicants should provide furlough letters where applicable.

b. VA continues to encourage lenders to take proactive measures in documenting and uploading evidence of their analysis and justifications for all borrowers, especially for “borderline” cases. This may proactively address questions that VA may otherwise ask and prevent a loan level audit of that loan.

6. Electronic Mortgages (eMortgages), Electronic Notes and the use of Allonges. VA anticipates an increase in eMortgages consistent with VA’s longstanding policy, established in [VA Pamphlet 26-7, Chapter 9, Legal Instruments, Liens, Escrows, and Related Issues](#). VA is actively working with other federal housing agencies and Government National Mortgage Association (GNMA) to increase the accessibility of eMortgages. Lenders are reminded to comply with investor and/or GNMA guidance. It is important to clarify that an eMortgage package may or may not include an electronic note (eNote). VA loans for which the promissory note is an eNote are eligible for guaranty.

a. Promissory Note Requirements. eClosing transactions, for all closings executed as of the date of this Circular may not include the use of an allonge. Any eClosing transaction including the use of an allonge is ineligible for guaranty and subject to the removal of the guaranty. While VA does not publish a standard Note or eNote as a template, VA encourages industry and technology partners alike, to review eNote templates to remove clauses referencing the possible inclusion of allonge.

(1) Closings transactions including allonge(s), that would otherwise modify the terms of an eNote, are required to be closed using traditional, paper-based closing procedures. eClosings transactions are permissible for both, mortgages where the resulting promissory is an eNote and mortgages where the resulting promissory note is a paper note bearing a wet signature.

b. Electronic Notarization. VA loans for which electronic notarization was used as a part of an eClosing, including in-person electronic notarization (IPEN) and remote online notarization (RON) are eligible for guaranty provided that the notarization is valid and effective under applicable law and regulations.

7. Lien Position. VA acknowledges the closure of some local Recording Offices may result in the inability to record liens in a timely manner. In certain jurisdictions, lien position is strictly determined by recordation date. Extended closures could result in the inability to appropriately record the first lien position of VA Home Loans, as stated in [38 U.S.C § 3703\(d\)\(3\)](#) and [38 C.F.R. § 36.4355](#).

a. In instances where the VA loan was not initially in first lien position, and the holder was subsequently able to secure first lien position, the loan may later be submitted for guaranty. VA

will exercise all discretion under existing authorities to provide every opportunity to the lender to secure guaranty.

b. As a reminder, VA can only issue evidence of guaranty for loans in first lien position. The inability to secure first lien position may result in the removal of the VA Guaranty or Indemnification for the life of loan.

8. Timeline to Request Evidence of Guaranty (Loan Guaranty Certificate). VA understands that lenders may experience operational delays as a result of COVID-19. Such issues may affect the lender's ability to request the Loan Guaranty Certificate, in WebLGY, within 60 days of closing per [38 C.F.R. § 36.4303](#).

a. Lenders are reminded that justification for the delay must be provided when requesting the Loan Guaranty Certificate. Justifications should be uploaded to the Correspondence section of WebLGY. For additional guidance when providing justification, please refer to [Pamphlet 26-7, Chapter 5, Section 4, Topic b](#).

b. If the delay was related to COVID-19, the justification should include this information, so the delay does not adversely impact the lender's good standing. As a reminder, per [38 C.F.R. § 36.4313](#), lenders are required to remit funding fees within 15 days of loan closing.

9. Questions. Contact a VA Regional loan Center (RLC) by calling 1-877-827-3702, with hours of operation between 8am to 6pm EST.

10. Rescission: This Circular is rescinded April 1, 2021.

By Direction of the Under Secretary for Benefits

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Valuation Practices during COVID-19

1. Purpose. On March 13, 2020, the President of the United States declared a National Emergency due to Coronavirus Disease 2019 (COVID-19). Loan Guaranty (LGY) is committed to protecting Veterans, appraisers and industry stakeholders while continuing to execute our mission of delivering VA home loan benefits. The potential risks associated with the COVID-19 provides unique challenges in the appraisal process as VA fee panel appraisers may be required to access the interior of homes. The Centers for Disease Control and Prevention (CDC) has encouraged social distancing between individuals to limit community spreading of COVID-19. As a result, this Circular provides guidance for valuation and appraising for VA home loan purposes.

2. Background. Appraisals are performed by an appraiser on VA's fee panel to protect the interest of Veterans, lenders, servicers, and VA. VA's fee panel is comprised of independent licensed fee appraisers. The appraiser is an independent state licensed or certified professional that provides objective, impartial, and unbiased opinions about the value of real property aiding those who own, manage, sell, invest in, and/or lend money on the security of real estate. Appraisers assemble a series of facts, statistics, and other information regarding specific properties, analyze this data, and develop opinions of value. Each appraisal assignment challenges the appraiser's ability to put analytical skills into practice, exercise sound judgment, and communicate effectively, to estimate the market value of the property in accordance with the Uniform Standards of Appraisal Practice (USPAP) and VA appraisal guidelines as outlined in the [VA Pamphlet 26-7, Chapter 10 Appraisal Process \(NEW\)](#). All appraisal types, except for some liquidation appraisals, require the appraiser access and view the interior of the property. This has been normal practice in the real estate industry for decades to aid in the determination of market value and ensure real property meet the safe, sound, and sanitary requirements as outlined in the detailed list of Minimum Property Requirements (MPRs), [38 CFR §36.4347c](#).

3. Effective Dates. The policies outlined in this Circular are effective for all loans closed on, or after, the date of this Circular and until further notice or the rescission of this Circular.

4. Action. VA will change the long-standing practice of requiring access to the interior of the home for certain types of loans and characteristics of those loans. Appraisers will still follow the same procedures of the VA appraisal process and are still required to meet USPAP and state requirements for delivering an appraisal that meets those qualifications, but are allowed the broader use of exterior inspection. Considering the health and safety of Veterans and VA Appraiser Fee Panel members during this national emergency, valuations may come in a form of an Exterior-Only appraisal with enhanced assignment conditions or in limited instances, a Desktop appraisal. On page 1 of the Uniform Residential Appraisal Report (URAR), Subject section, "Map Reference" appraisers are to state "Exterior-Only" or "Desktop." These procedures are temporary in nature and VA will return to normal operations after the national emergency.

5. Notice. USPAP Standards Rule 1-2, Standards Rule 2-2, and Advisory Opinion 2 does not require an inspection unless necessary to produce credible assignment results. Although an interior inspection would customarily be part of the scope of work for a VA appraisal assignment, health or other emergency conditions may require an appraiser to make an Extraordinary Assumption (EA) about the interior of a property. This is permitted by USPAP if the appraiser has a reasonable basis for the EA and still results in a credible analysis. The appraisers will always determine the scope of work for the assignment. All EA will be boldly noted in the Reconciliation section of the report. The report will be completed “AS IS” unless there are MPR requirements the appraiser observed in the review of the property. Without an interior review of the property, the appraiser can make an EA concerning MPRs with the information available.

a. The appraiser will continue to gain access to view the interior property in the instances outlined below.

(1) Purchase Transaction (vacant property). When the appraiser’s assigned geographic jurisdiction does not have restrictions imposed by authorities prohibiting individuals leaving their domicile, such as mandatory quarantine or shelter-in-place.

(2) Purchase or Refinance Transaction (property occupied). When the appraiser’s assigned geographic jurisdiction does not have restrictions imposed by authorities prohibiting individuals leaving their domicile, such as mandatory quarantine or shelter-in-place. In addition, all parties must agree to the interior inspection and meet the following:

(a) either party has not been instructed by health authorities to stay home or practice social distancing; or

(b) does not have flu-like symptoms (such as fever, cough, or shortness of breath); or

(c) has not been quarantined under direction of public health authorities; and

(d) no parties are within the CDC guidance of high risk found at: <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>.

b. If either party does not wish to move forward with the interior inspection or do not meet the criteria listed above, the appraiser may move forward with an Exterior-Only appraisal with enhanced assignment conditions. Lenders may not direct the appraiser to conduct an interior inspection.

6. Exterior-Only Appraisal. This report option with enhanced assignment conditions will be completed on the FNMA 2055/1075 URAR form. For manufactured homes and multi-unit (2-to-4 unit) properties, appraisers will use the 1004C or 1025 form. Appraisers are to boldly and inconspicuously state “Per Department of Veterans Affairs, no interior inspection was provided due to COVID-19.” Exterior-Only Appraisal with enhanced assignment conditions will be limited to the maximum 2020 Freddie Mac Conforming Loan Limit for a one-unit limit for the county or county-equivalent area.

a. Purchase or Refinance transactions. When an area may be restricting personal contact or when either party are in or have others that reside with them that are categorized as high risk

according to the CDC, the appraiser must make every effort to complete the enhanced assignment conditions listed below.

(1) The appraiser will review the full exterior of the property and provide photos of all sides of the property with detailed notes of the exterior and any visible MPRs. In instances of obstructed or restricted view and access is unable to be granted or allowed, Multiple Listing Service (MLS) photos of these areas may be utilized. If MLS photos are utilized, it must be explained in the appraisal report.

(2) A measurement of the footprint of the home should be provided if accessible. This is not to determine the gross living area (GLA) but for the appraiser to reconcile with public records.

(3) The appraiser will conduct a detailed interview over the phone with the occupant, Veteran, or real estate professional regarding the property. It is the appraiser's responsibility to obtain sufficient information to provide a creditable report. Interview questions should be noted and kept in the appraisers work file. Key items that may impact market value should be noted in the appraisal report with details about what was provided and by whom.

(4) The appraiser may utilize any and all photos available from MLS, provided by the occupant, Veteran, or real estate professional.

b. Liquidation and Servicer Appraisal Processing Program (LGI/SAPP). Effective immediately, all liquidation reports will be completed on a [Freddie Mac Form 2055, Exterior-Only Inspection Residential Appraisal Report](#). The appraiser can complete the exterior appraisal as they have historically without the need for enhanced assignment conditions outlined above.

7. Desktop Appraisal Valuations. This report option will be completed on the FNMA 1004, 1073, 1004C, 2025 and the appraiser will be required to attach a copy of the provided Scope of Work (SOW) Exhibit A, certifications, and assumptions in all reports. Appraisers are to boldly and inconspicuously state "Per Department of Veterans Affairs, no interior inspection was provided due to COVID-19".

a. Desktop valuations will be limited to the maximum 2020 Freddie Mac Conforming Loan Limit for a one-unit limit for the county or county-equivalent area. The lender will address this at the time of the assignment.

b. Desktop appraisals will be conducted when the appraiser's assigned geographic jurisdiction has restrictions imposed by authorities prohibiting individuals leaving their domicile, such as mandatory quarantine or shelter-in-place. Lenders must state in both in "public" notes in WebLGY and by e-mail to the appraiser if they will accept a Desktop appraisal. If the lender will not accept a Desktop appraisal, the appraiser will place the assignment on hold for 30 days and then subsequently cancel, if the status has not changed. The appraiser will annotate "public" notes in WebLGY updates on a weekly basis.

(1) Purchase transactions. The appraiser defines the scope of the work and will annotate in the appraisal report concerning the source of information provided.

(2) Cash-Out Refinance Transactions. The appraiser will prioritize assignments based on purchase transactions first and determine if sufficient information is publicly available and

verifiable. Appraisers are not required to proceed on the assignment if information is not available to provide a credible report. In the event the appraiser is not able to complete the assignment, the lender may choose to cancel the request or have the RLC suspend the assignment until the national emergency is lifted and a more detailed report can be produced.

(3) Liquidation Transactions. Desktop valuations will not be utilized for liquidation purposes.

c. VA understands that there may be insufficient data available to produce a creditable report. Appraisers are not required to accept a Desktop valuation order. In addition, the use of Assisted Appraisal Processing Program (AAPP) is not authorized for Desktop appraisals. When an appraiser believes the scope of work required to develop a credible report is not capable in a Desktop appraisal, the appraiser must contact the RLC to place the assignment on hold.

8. Reconsideration of Value. In times of uncertainty, the housing market strengths may be less predictable to report. Appraisers will have comparable sales that took place prior to the President declaring a national emergency and active and pending sales can be less predictable. During this time, it is important to ensure that Veterans continue to be able to purchase a home. VA, the lender, and the appraiser will work together during this time to assist in the best possible outcome for the Veteran.

a. Purchase Transactions. Reconsideration of Values (ROV) for purchase transactions will be restricted to no greater than 5 percent from the appraiser's opinion of value. The same criteria is required as outlined in [VA Pamphlet 26-7](#), Chapter 10 Appraisal Process (NEW), Section 22. In addition, a field review by VA Regional Loan Center (RLC) staff will not be a completed in conjunction with the ROV request.

b. Cash-Out Refinance Transactions. VA will suspend ROV requests for cash-out refinance loans until further notice.

c. Liquidation Transactions. VA will suspend ROV requests for liquidation loans until further notice.

9. Memorandum of Values. In extreme cases when an appraiser is not available to complete an appraisal assignment for a purchase, VA has the authority and ability to issue a Memorandum of Value (MOV). This will be completed on a case-by-case basis.

10. Renovation and Repair Loans. Appraisers are to suspend any renovation and repair assignments until further notice.

11. Repair Inspections. Due to the lack of verification of completion by the appraiser or inspector that repair items have been completed, lenders have one of the two following options to supply to VA.

a. Lenders have the authority and are encouraged to certify repairs, especially repairs performed by licensed personnel, instead of an appraiser certification as outlined in the [VA Pamphlet 26-7](#), Chapter 10 Appraisal Process (NEW), Section 23, Topic b. Repair certifications which may involve lead-based paint must still be completed by a fee appraiser;

however, the lender can escrow for future inspection and costs with a third-party. Lenders may hold funds in escrow for repairs to be completed after closing.

b. All repairs must be completed and escrowed funds distributed before the loan may be guaranteed by VA as outlined in the [VA Pamphlet 26-7, Chapter 12 Minimum Property Requirements \(NEW\), Section 44, Topic e](#). In addition, there must be adequate assurance that the work will be completed timely and satisfactorily (up to 180 days).

12. Termite Inspections. [VA Pamphlet 26-7, Chapter 12 Minimum Property Requirements \(NEW\), Section 33, Topic b](#), requires a wood inspection report if the property is located in an area on the Termite Infestation Probability Map where the probability of termite infestation is "very heavy" or "moderate to heavy". If there is no known or visible evidence of termite infestation present, the seller and realtor must provide a certification to that fact. If there is known or visible evidence of termite infestation, a clear termite report must be provided within one year of close of escrow.

13. Any additional NOV conditions. Any additional items that need to be met on the NOV to comply with VA requirements will have to be met in 180 days from the date of the NOV issuance. All conditions must be completed before the loan will be guaranteed by VA. The Veteran must acknowledge and accept any and all conditions not met prior to closing.

14. Appraiser Information. The appraiser defines the scope of the work and they must have enough information to provide a creditable report. The appraiser will need to rely upon all publicly discoverable records, MLS photos and commentary, real estate professionals and homeowners. It is imperative this information is documented and retained. Key items that may impact market value should be noted in the appraisal report with details about what was provided and by whom. When relying upon photos provided by another party or from the MLS, it should be noted in the report. When the appraiser believes that the assignment is too complex to be completed by a Desktop or Exterior-Only appraisal, the appraiser is to contact the RLC and the lender to place the assignment on hold.

15. Communication. To keep Veterans and appraisers safe while continuing the mission of the VA Home Loan program, communication between the Veteran, lender, appraiser and other stakeholders is key during this time. Below is the guidance being provided.

a. Veteran.

(1) If the appraiser is scheduled to complete an interior review of the property and you or another occupant of the home is experiencing flu like symptoms, such as fever, cough or shortness of breath, or have tested positive for COVID-19, you must notify the lender immediately.

(2) If you are initiating the ROV process, please notify and provide your lender any evidence/justification in support of the request.

b. Lender.

(1) If the appraiser is scheduled to complete an interior review of the property and the Veteran notifies you of a change in his/her or another occupant of the home's health, please notify the appraiser immediately.

- (2) Ensure the appraiser has the necessary interior or exterior access to the property.
- (3) Provide any MLS photos or other supporting evidence so the appraiser can provide a creditable report.
- (4) Communicate with the appraiser, Veteran and VA throughout this process both by e-mail, phone and “public” notes in WebLGY.

c. Appraiser. VA understands that appraisers may experience operational delays as a result of COVID-19; however, every effort should be made to complete the appraisal within state defined timeframes outlined at:

https://www.benefits.va.gov/HOMELOANS/appraiser_fee_schedule.asp.

(1) Please contact the RLC of jurisdiction or the point of contact for the scheduled appointment if you have tested positive for COVID-19 or have a change in your health status that would prevent you from completing an assignment.

(2) Communicate with lender, clients and VA throughout this process both by e-mail, phone and “public” notes in WebLGY.

(3) In circumstances where timelines may be extended, the appraiser must clearly document WebLGY in the “public” notes and communicate directly with the lender.

16. Fees. Fees for services will remain as posted at https://www.benefits.va.gov/HOMELOANS/appraiser_fee_schedule.asp. Fees for Exterior-Only appraisal with enhanced assignment conditions or a Desktop appraisal will remain the same as an Interior appraisal. VA may require appraisers to complete a 1004D appraisal update within one year of completing an Exterior-Only or Desktop appraisal under the same fee payment.

17. For additional questions, please contact your VA RLC by calling 1-877-827-3702, option #6 within the hours of operation between 8am to 6pm EST.

18. Rescission: This Circular is rescinded April 1, 2021.

By Direction of the Under Secretary for Benefits

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