

### **Regional Loan Center (RLC) Outlook Mailbox Transition to ServiceNow**

1. Purpose. The Department of Veterans Affairs (VA) Loan Guaranty (LGY) program is publishing this Circular to notify participants of the VA Home Loan program such as lenders, servicers, Veterans and other external stakeholders that RLC-based Outlook mailboxes used for submitting customer service inquiries or program specific questions to Construction and Valuation (C&V) and Specially Adapted Housing (SAH) personnel will be decommissioned and transitioned to a ServiceNow Portal. The link for the ServiceNow portal, along with contact information for other areas of LGY, can be found here: <https://www.benefits.va.gov/HOMELOANS/contact.asp>.

2. Background. The LGY program administers 14 Outlook mailboxes at the eight RLCs where program participants can contact the C&V and SAH staff. LGY is streamlining the way correspondence is submitted by moving to a single web portal that will direct questions to LGY staff. This process is intended to improve standardization of responses as well as eliminate redundancies in staff responding to the same question posed to different mailboxes. This web portal is the same system that currently allows customers to request assistance from LGY on technical issues with LGY systems like VALERI or WebLGY. Outlook mailboxes for Loan Administration and Loan Production completed this transition in June 2023.

3. Action. On November 3, 2023, an automatic reply will be added to the 14 mailboxes listed below, directing correspondents to use the ServiceNow portal to submit questions to LGY. The web address of the portal will be sent out November 3, 2023, when the mailboxes are decommissioned. Those mailboxes will no longer be monitored, and instead customers will receive responses through ServiceNow. The web-portal will include required and optional fields to help LGY understand and respond to customer questions. The same LGY staff who had previously supported the mailboxes will monitor and respond to inquiries in ServiceNow.

a. The mailboxes to be transitioned are as follows for C&V:

- (1) Atlanta: 316LGYCNV@VA.GOV
- (2) Cleveland: 325CNV@va.gov
- (3) Denver: 39VA262.VBADEN@va.gov
- (4) Houston: CV62.VBAHOU@va.gov
- (5) Phoenix: CVGC.VBAPHO@va.gov
- (6) Roanoke: CV.VBAROA@va.gov
- (7) St. Paul: CV335@va.gov
- (8) St. Petersburg: 17CRV2.VBASPT@va.gov

b. The mailboxes to be transitioned are as follows for SAH:

- (1) Houston: lgysah.vbahou@va.gov
- (2) Cleveland: sah.vbacle@va.gov
- (3) Denver: sah.vbaden@va.gov
- (4) St. Paul: rlc.vbaspl2@va.gov
- (5) Atlanta: SAH.VBAATG@va.gov

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(6) Phoenix: sah.vbapho@va.gov

4. Questions. The ServiceNow web portal includes information on submitting questions, including which fields are required and which are optional. For questions or comments, please contact VA at 1-877-827-3702, between the hours of 8:00 AM and 6:00 PM Eastern Standard time.

5. Recission: This Circular is valid until rescinded.

By Direction of the Under Secretary for Benefits

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