

## CENTRALIZATION OF LAPP AND SAPP PROGRAMS

1. Purpose. The purpose of this circular is to announce the centralization of application processing and training for the Lender Appraisal Processing Program (LAPP) and Servicer Appraisal Processing Program (SAPP). The centralization of these programs will ensure that program participants receive consistent training across the nation.

2. Background. Currently, the LAPP and SAPP programs are being managed by nine Regional Loan Centers (RLC). The RLCs process applications, conduct training, and perform oversight of all lender Staff Appraisal Reviewers (SARs), including reviewing and issuing Notices of Value for test cases. As a result of this arrangement, each RLC developed its own method of reviewing applications and providing training. Under the new arrangement, VA Central Office (VACO) will manage the LAPP and SAPP application processing and training components of the program. The RLCs will continue to perform oversight of all SARs, including completing the reviews of the test cases.

3. Actions. Effective September 1, 2009, Central Office will take over LAPP and SAPP SAR application processing and training.

a. Applications. Lenders and servicers should submit all SAR applications (Lender's Handbook, chapter 15) to:

Department of Veterans Affairs  
Administrative and Loan Accounting Center (105/241A)  
Attn: Agent Cashier  
1615 Woodward Street  
Austin, Texas 78772-0001

b. Training. Training schedules will be announced shortly via the VA Website. A Broadcast announcement will be made via the Veterans Information Portal (VIP) when the schedules are available.

c. Test Cases. As noted above, RLCs will continue to perform the reviews of LAPP and SAPP SAR test cases. SARs should notify the RLC of jurisdiction of their completed test case by e-mail with a "cc" to VAVBAWAS/CO/SARSUPPORT@va.gov. The subject line of the e-mail must (1) have the words "SAR Test Case," (2) indicate whether the SAR is LAPP or SAPP, and (3) include the SAR's ID number (e.g. **SAR Test Case LAPP SAR ID #15369**). The body of the e-mail must contain the VA Loan Number.

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4. Questions. All inquiries should be sent by e-mail to Karen Locust at VAVBAWAS/CO/SARSUPPORT@va.gov.

5. RESCISSION: This circular is rescinded January 1, 2012.

By Direction of the Under Secretary for Benefits

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Loan Guaranty Service

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