

TRANSFER OF CERTIFICATE OF ELIGIBILITY (COE) PROCESSING TO
ATLANTA REGIONAL LOAN CENTER (RLC)

1. Purpose. This circular announces the transfer of all COE processing from the Winston-Salem Eligibility Center (EC) to the Atlanta RLC.
2. Effective Date. As of October 1, 2011, the Winston-Salem EC will cease operations. All requests for COEs will then be submitted to the Atlanta RLC.
3. Mailing Requests for COEs to the Atlanta RLC. There should be very few instances of a lender having to send a mailed, paper application to the Atlanta RLC. Instead, lenders should utilize as much as possible the online COE application feature in WebLGY, which is located in the Veterans Information Portal. In many cases, lenders using the WebLGY application can obtain a COE in seconds. Lenders unable to obtain a COE online have the option of submitting an electronic application. This allows for the uploading of any supporting documentation and eliminates the need to complete and mail a paper form to the Department of Veterans Affairs. Veterans can also apply for a COE online at <http://www.ebenefits.va.gov> to take advantage of the same features.
4. Mailing Address and Telephone Number. The mailing address of the Atlanta RLC for COE issues is: **Atlanta Regional Loan Center, Attn: COE (262), P.O. Box 100034, Decatur, GA 30031**. The telephone number for the Atlanta RLC is **1-888-768-2132**. Mail sent to the Winston-Salem EC post office box will be monitored for 1 year. On October 1, 2012, that mailbox will be closed and no longer monitored. Individuals that call the Winston-Salem EC phone number, 1-888-244-6711, after September 20, 2011, will hear a message advising them to contact the Atlanta RLC.
5. Rescission: This circular is rescinded October 1, 2012.

By Direction of the Under Secretary for Benefits

Michael J. Frueh
Acting Director, Loan Guaranty Service

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