

**Loan Guaranty Service
Lender Survey**

**OMB Number 2900-New
Respondent Burden: 15 minutes**

		No
2		Do you work for: (MARK only one)
		A headquarters/corporate office A branch office
3		Approximately, how many VA loans did your company close in the past 12 months? (MARK only one)
		Fewer than 25 25 to 50 51 to 150 151 to 500 501 to 1000 More than 1000
4		What is your primary job responsibility? (MARK only one)
		Loan originator Processor Underwriter Office manager Quality control personnel Upper/middle management Broker/agent Insurance or guaranty personnel Other
5		How long has your company been in the mortgage industry? (MARK only one)
		Less than 1 year 1 to 3 years 3 to 5 years 5 to 10 years 10 to 15 years More than 15 years
Contact & Customer Satisfaction with VA		
6		Which Regional Loan Center has your company dealt with most frequently over the past 12 months (your primary Regional Loan Center)? (MARK only one)
		<Use pull down list> Atlanta, GA Cleveland, OH Denver, CO Honolulu, HI Houston, TX Manchester, NH Phoenix, AZ Roanoke, VA St. Paul, MN St. Petersburg, FL
7		Has your company contacted VA personnel at this Regional Loan Center in the past 12 months? (MARK only one)
		Yes No (SKIP to Q11)
8		Why did you contact them? (Mark all that apply)

		<p>I had a problem with an appraisal I had problems related to the loan number I had underwriting questions I had general loan processing questions I had questions on the funding fee I had a question with a Loan Guaranty computer application (e.g., TAS, WebLGY, the Funding Fee System) I needed help with the Loan Guaranty Certificate To order an appraisal Other (Please specify): _____</p>
9		What was the primary method you used to contact VA during the last 12 months? (MARK only one)
		<p>Phone Fax E-mail Letter</p>
10		For {Q9}, how responsive was VA to your contact through this method? (MARK only one)
		<p>Very responsive Somewhat responsive Neither responsive nor unresponsive Somewhat unresponsive Very unresponsive</p>
11		How satisfied are you with the professionalism of VA personnel? (MARK only one)
		<p>Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied</p>
12		How knowledgeable do you feel VA staff is with respect to the laws and regulations governing the VA loan guaranty program? (MARK only one)
		<p>Very knowledgeable Somewhat knowledgeable Neither knowledgeable nor unknowledgeable Somewhat unknowledgeable Very unknowledgeable</p>
13		What is the best way for this Regional Loan Center to communicate to you changes in its policies or procedures? (MARK only one)
		<p>Phone Fax E-mail Letter Website</p>
14		Overall, how satisfied are you with your experiences contacting VA personnel at this Regional Loan Center? (MARK only one)
		<p>Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied</p>
Awareness		

15a		How do you usually get information on VA policies and procedures? (List top 3 in order of frequency of use)
		<hr/> <hr/> <hr/> Telephone VA E-mail VA Fax VA Walk-in to VA Access VA Web site Access to another Web site Access Lender Handbook AllRegs Attend VA-sponsored training session
16a,		For {Q15a,Q15b,Q15c} Looking back, how much of what you needed to know did you get from this source? (MARK only one)
		All Most Some Little None
17		In general, how satisfied are you with the amount of time required to obtain information from VA? (MARK only one)
		Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied
18		How satisfied are you with the clarity of the information provided by VA? (MARK only one)
		Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied
19		Have you used the VA home loan program web site (www.homeloans.va.gov/index.htm) in the last 12 months? (MARK only one)
		Yes No, I did not need to use it (SKIP to Q21) No, I did not know there was one (SKIP to Q21)
20		How helpful has the web site been in performing your job? (MARK only one)
		Very helpful Somewhat helpful Neither helpful nor unhelpful Somewhat unhelpful Very unhelpful
21		Have you used the Lender Handbook within the last 12 months? (MARK only one)
		Yes No, I did not need to use it (SKIP to Q24) No, I did not know there was one (SKIP to Q24)
22		How helpful has the Lender Handbook been in performing your job? (MARK only one)

	<p>Very helpful Somewhat helpful Neither helpful nor unhelpful Somewhat unhelpful Very unhelpful</p>
23	How could VA improve the Lender Handbook? (Mark all that apply)
	<p>Timely updates Provide an easy-to-follow format Provide a sufficient amount of content Clarity of information provided Improve ease of navigation Include FAQs on the site No improvements needed</p>
Training	
24	Have you been to a VA-sponsored training session in the last 12 months? (MARK only one)
	<p>Yes No (SKIP to Q29)</p>
25	How many VA training sessions have you attended in the last 12 months? (MARK only one)
	<p>One Two to three Four to five Six or more</p>
26	How effective was this training in preparing you to perform your job? (MARK only one)
	<p>Very effective Somewhat effective Neither effective nor ineffective Somewhat ineffective Very ineffective</p>
27	What type of VA training have you had? (Mark all that apply)
	<p>LAPP/SAR New Underwriter General program information and updates</p>
28	How satisfied have you been with the quality of these training sessions? (MARK only one)
	<p>Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied</p>
29	How satisfied are you with how often VA offers training sessions? (MARK only one)
	<p>Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied</p>
30	Overall, how satisfied are you with the information and the informational resources (e.g., web site Lender Handbook) provided by VA? (MARK only one)

	Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied
31	What would be the best way to provide you with training on the VA loan guaranty program? (MARK only three or less)
	VA-classroom training Company-sponsored training Print-media (pamphlets, fliers, booklets) On-line training (Internet, Web-based) Training videos Informational materials (e.g., handbook)
Outreach	
32	Do you encourage your eligible veteran customers to use the VA home loan program? <If answer choice is 1 or 2, go to 33 and 34; if answer choice is 3 or 4 go to 37a>:
	Yes, I encourage <i>all</i> veterans looking for a home loan to use the VA home loan program (Go to Q33) Yes, encourage <i>some</i> veterans looking for a home to use the VA home loan program (Go to Q33) No, I generally try to encourage use of another loan program (e.g., FHA, conventional, subprime) (SKIP to Q37a) No, I never or mostly never encourage veterans to use the VA home loan program (SKIP to Q37a)
33	Currently, which VA materials do you use to market the VA home loan program?
	_____ _____ _____
34	In addition to these materials, what other resources could VA provide you?
	_____ _____ _____
35	Which program aspects are MOST attractive for drawing in eligible veterans to obtain a VA home loan? (MARK only one)
	VA loan program is offered only to U.S. veterans No down payment Program offers flexible credit underwriting standards No PMI Other: _____
36	In your opinion, how frequently do lenders misperceive the VA loan program? (MARK only one)
	Very frequently Frequently Sometimes Rarely [Skip to #39] Never [Skip to #39]
37	In your opinion, what aspect(s) of the VA loan program discourages lenders and real estate professionals from recommending the program to their veteran customers? (List top 3 in order of significance)

		<hr/> <hr/> <hr/> Length of time it takes to obtain a loan Amount of paperwork (process is not streamlined) The VA Funding Fee VA residual income requirement (underwriting process) Availability of other market products VA's rotational appraiser assignment system (inability to self-select an appraiser) Ability to process loans electronically
38		In your opinion, can the VA alter these perceptions?
39a		Yes No (SKIP to Q39) How can the VA alter these perceptions? <hr/> <hr/>
39		In your experience, what is the most frequent reason that a VA application does not reach closing?
		<hr/> <hr/> <hr/>
Eligibility Determination and LGYS Systems/IT Applications		
40		Which of the VA home loan program's systems does your firm use to process VA loans? (MARK ALL THAT APPLY)
		The Appraisal System (TAS) (SKIP to Q42) WebLGY (SKIP to Q42) E-Appraisals (SKIP to Q42) Funding Fee System (SKIP to Q42) None
41		IF NONE: Why don't you use the VA home loan program's systems? (MARK only one)
		I was unaware they existed (SKIP to Q44) Other (SKIP to Q44)
42a 42b 42c 42d		(a) <i>The Appraisal System (TAS)</i> (b) <i>WebLGY</i> (c) <i>E-Appraisals</i> (d) <i>Funding Fee System</i> For each response marked: To what extent do you find this system (a,b,c,d) easy to use? (MARK only one)
		Very easy Easy Neither easy nor hard Hard Very hard
43a 43b 43c 43d		(a) <i>The Appraisal System (TAS)</i> (b) <i>WebLGY</i> (c) <i>E-Appraisals</i> (d) <i>Funding Fee System</i> For each response marked: How helpful has this system (a, b, c, d) been to you in performing your job? (MARK only one)

		<p>Very helpful Somewhat helpful Neither helpful nor unhelpful Somewhat unhelpful Very unhelpful</p>
44		How could these systems be improved or enhanced? (MARK only one)
		<p>System reports should be provided to lenders System downtime needs to be minimized Screen functionality needs to be improved No improvements needed Other</p>
45		Compared to other, similar online government systems (e.g. FHA, USDA), how EASY are the VA home loan program's systems to use? (MARK only one)
		<p>LGY systems are superior to similar government systems LGY systems are much better than similar government systems LGY systems are the same as other similar government systems LGY systems are somewhat worse than other similar government systems LGY systems are far worse than other similar government systems</p>
46		Compared to other similar online government systems (e.g. FHA, USDA), how FUNCTIONAL are the VA home loan program's systems? (MARK only one)
		<p>LGY systems are superior to similar government systems LGY systems are much better than similar government systems LGY systems are the same as other similar government systems LGY systems are somewhat worse than other similar government systems LGY systems are far worse than other similar government systems</p>
47		Overall, how satisfied are you with the VA home loan program's online systems? (MARK only one)
		<p>Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied</p>
48		Do you use WebLGY to obtain Certificates of Eligibility (COEs)? (MARK only one)
		<p>Yes (SKIP to Q50) No</p>
49		IF 'NO' on Q48 THEN: Why do you not use WebLGY to obtain COEs? (MARK only one)
		<p>I wasn't aware of the system I tried to use the system but it was not user-friendly I tried to use the system but it was 'down' I knew the system existed, but I never tried to use it</p>
50		In obtaining a COE, have you ever interacted with the Eligibility Center (located in Winston-Salem, NC)? (MARK only one)
		<p>Yes No (SKIP to Q52) Don't know (SKIP to Q52)</p>
51		IF 'YES' on Q50 THEN: Please rate your overall satisfaction with that interaction. (MARK only one)
		<p>Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied</p>
52		When you use WebLGY, how long does it typically take for you to receive a Certificate of Eligibility? (MARK only one)

		Immediately upon request, or the same calendar day 1-6 calendar days 7-10 calendar days More than 10 calendar days
52a		When you apply for a Certificate of Eligibility through the mail, how long does it typically take for you to receive a Certificate of Eligibility? (MARK only one)
		Immediately upon request, or the same calendar day 1-6 calendar days 7-10 calendar days More than 10 calendar days
53		How reasonable is the length of time it typically takes for you to receive a Certificate of Eligibility? (Mark only one)
		Very reasonable Reasonable Neither reasonable Nor unreasonable Unreasonable Very unreasonable
54		In your opinion, how long should it typically take to receive a Certificate of Eligibility? (MARK only one)
		Immediately upon request, or the same calendar day 1-6 calendar days 7-10 calendar days More than 10 calendar days
Appraisal Process		
55		How satisfied have you been with the timeliness of VA appraisers? (MARK only one)
		Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied
56		How satisfied have you been with the courtesy and professionalism of VA appraisers? (MARK only one)
		Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied
57		How satisfied have you been with the quality of work of VA appraisers? (MARK only one)
		Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied
58		Does your company participate in the Lender Appraisal Processing Program (LAPP)? (MARK only one)
		Yes No
Overall Impressions of the LGY Home Loan Program		
59		Overall, how satisfied are you with the process of completing a VA home loan? (MARK only one)
		Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied

		Very dissatisfied
60		Overall, how satisfied are you with the VA loan guaranty program? (Please evaluate the Regional Loan Center that you contact most often). (MARK <i>only one</i>)
		Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied
61		Would you recommend this program to veterans in the market for a home? (MARK <i>only one</i>)
		Yes No
62		Other than the City, State Office you contact most often (your selection in question #6), have you contacted other Regional Loan Centers in the past 12 months? (MARK <i>only one</i>)
		Yes No (SKIP to Q65)
63		In your interaction with different VA offices, do you feel that the offices consistently interpret VA policy and procedures? (MARK <i>only one</i>)
		Yes, they are always consistent Yes, they are usually consistent Sometimes they are consistent No, they are rarely consistent No, they are never consistent
64		Other than the {City, State} Office you contact most often, which of the following Regional Loan Centers have you also contacted? (Mark ALL that apply) {List does not include answer from Q6} Atlanta, GA Cleveland, OH Denver, CO Honolulu, HI Houston, TX Manchester, NH Phoenix, AZ Roanoke, VA St. Paul, MN St. Petersburg, FL
64a		Please rate your overall satisfaction with the quality of service you received when contacting the {City, State} Office?
		{Answer for each selection in Q64} Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied
65		Do you have any additional comments concerning how VA could improve its loan guaranty program? If your comments apply to individual Regional Loan Centers, please be sure to identify the offices. (To maintain confidentiality, please do not include your name, address, affiliation, or any other identifying information)
		_____ _____ _____ _____

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