



Your Easiest Path
to Homeownership™

Guide Announcement

Issue Date 05/23/19

Effective Date As Noted

GA 2019-011

VA Handbook Revision – Ordering the COE and the Appraisal

Purpose

This announcement includes the following topic:

- ✓ Revised requirement regarding ordering the Certificate of Eligibility (COE) and the appraisal
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Certificate of Eligibility (COE) and the Appraisal

According to VA Pamphlet 26-7 Chapter 5 revisions the Certificate of Eligibility (COE) is **required to be obtained PRIOR to ordering an appraisal.**

There are two ways to order the COE:

- ✓ Veteran to fully complete and sign Form 26-1880 – Request for a Certificate of Eligibility and return to Loan Officer for MSI to order; or
 - ✓ Veterans can apply for the COE online through the eBenefits website. A reference number will be generated and will need to be supplied to MSI for access to COE.
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GA-2019-011

This communication is intended for use only by mortgage professionals and business partners of Mortgage Services III, LLC (MSI).

Page 1 of 3





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VA Handbook Revision – Ordering the COE and the Appraisal, Continued

**Documentation
Need to
Request COE**

Please see table below for documentation needed to request a COE.
Information also available on [VA website - Certificate of Eligibility](#)

Category	Documentation Needed
Veteran	DD214 – required to have a copy showing the character of service (item 24) and the narrative reason for separation (item 28)
Current or former National Guard or Reserve member who has been activated Federal Active Service	
Active Duty Service member	Current statement of service <ul style="list-style-type: none"> ✓ Signed by (or by the direction of): the adjutant, personnel office or commander of the unit or higher headquarters ✓ Showing full name, SSN, date of birth, entry date on active duty, duration of any lost time, and name of the command providing the information
Current National Guard or Reserve member who has never been Federal active service	Statement of service: <ul style="list-style-type: none"> ✓ Signed by (or by the direction of): the adjutant, personnel officer or commander of your unit or higher headquarters ✓ Showing full name, SSN, date of birth, entry date on duty, total number of creditable years of service, duration of any lost time, name of the command providing the information

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**Documentation
Need to
Request COE,
continued**

Category	Documentation Needed
Discharged member of the National Guard who has never been activated for Federal active service	<ul style="list-style-type: none"> ✓ NGB Form 22, Report of Separation and Record of Service, for each period of National Guard service AND ✓ NGB Form 23, Retirement Points Accounting and proof of the character of service
Discharged member of the Selected Reserve who has never been activated for Federal active service	Copy of the latest annual retirement points statement and evidence of honorable service
Surviving Spouse in receipt of DIC benefits	<ul style="list-style-type: none"> ✓ VA Form 26-1817 (include veterans and surviving spouses SSN); and ✓ Veteran's DD214 (if available);
Surviving Spouse not receiving DIC benefits	See VA Benefits Surviving Spouse not receiving DIC for instructions on how to receive a COE

Effective Date Effective Immediately

Questions Retail – Please contact your Manager with any questions
Mod Corr – Please contact your Account Executive with any questions

GA-2019-011

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Page 3 of 3

