

Request and Requirements for Transferring VA Case Numbers

If a request is received asking for the VA Case Number to be transferred to another lender, FLCBank must be provided with:

- The request in writing by the borrower, and
- The new lender VA Lender ID number.

Before processing the VA Case Number transfer, the Case Number Processing dept. must check the status of the loan in Mortgagebot to confirm:

The loan has been disposition as either: Decline, Withdrawn or Cancel

- If status shows “[UW Denied](#)”, there must be a copy in Imageview’s “HMDA UW” Doctype Folder of the Adverse Action Letter and the VA Loan Analysis, and loan notes comments confirming the Second Level Review has been completed. ***Ok to proceed to transfer the VA Case Number to new Lender.***
- If status shows “[Cancelled/Withdrawn](#)”, loan notes comments confirming must be noted. ***Ok to proceed to transfer the VA Case Number to new Lender.***

If the loan shows in any other status:

- Email a copy of the borrower’s written request for the case number to be transferred to the Underwriter and the CRR
- The CRR will flag the loan status to “UW Exception Denied” and email the UW once the loan status is updated
- The Underwriter must review the loan within 48 hours to complete the appropriate application disposition per procedures and email credit management for Second Level Review and copy the Case Number Processing Dept.
- Credit Management will complete for Second Level Review within 24 hours and email the Case Number Processing Dept.
- The Case Number Processing Dept. will proceed to transfer the VA Case Number to the new lender

Important: VA requires the current lender to assign the case number to the new lender in the Loan Guaranty [LGYHUB](#) system immediately upon the Borrower’s request but no later than within 5 business days of the request for transfer.