**SUBJECT:** VA Reconsideration of Value Procedures

**DATE OF DISTRIBUTION: 6/22/2022**

**CHANNEL: Retail and Wholesale**

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**Executive Summary**

MSF Reconsideration of Value guidelines are being amended to follow VA’s recommendation that the SAR review and approve all VA ROV requests.  The Appraisal Review Desk has been tasked with reviewing all documents and comparable sales provided for consideration in these requests.  The attached procedures include the VA guidelines and internal guidelines set for the Appraisal Review Desk.  The updates are identified in red text on the attached process update.

**VA Reconsideration of Value Requests**

**NOV must be issued prior to requesting a reconsideration of value.**

The VA required package to include the following:

1. An email from veteran/borrower requesting the ROV must be provided, and this will need to be attached to the ROV form
2. The requestor will need to type all the information provided on the ROV form to assure it is legible for the RLC. If it is not typed the review desk coordinator is to use their judgment based on the requestors script to assure it is legible.
3. All information provided on the ROV form, and the attached grid must be completed with no missing fields
4. The loan team is allowed to include the value requested on the VA ROV only.
5. The VA ROV form must be signed by the SAR (name cannot be typed out – must be signed digital or wet signature only).
6. The SAR must enter notes in WebLGY to recommend the ROV.

**Appraisal Review Desk process**

1. Email the completed package to review.desk@mortgagesolutions.net.
2. The Appraisal Review Desk will review the ROV request the same day as received unless the request comes in after 4pm MST. If the request is submitted to the Review Desk after 4pm it will be reviewed the next business day.
3. The Appraisal Review Desk will review the package and the grid for the following:
	* The ROV requested from the loan team must have no duplicate comparables from the appraisal report.
	* The ROV must include an MLS sheet for each comp provided.
	* The proximity of the comps to the subject property must be provided on the ROV.
	* Square footage of each comp on ROV request should not exceed 20% high or low of the subject’s square footage
	* If the subject property has a basement and all the comps on appraisal report have a basement then the comps provided on ROV must have a basement as well.
4. If any verbiage, signatures, or comps provided do not fall within the VA guidelines of the ROV the Appraisal Review Desk will send the ROV back to the loan team with a request for revisions.
5. Once the ROV request has been approved by the Appraisal Review Desk, the reviewer will mark the ROV box on the Appraisal Info screen in Byte and send the request to the SAR assigned to the loan file for review and if approved, the SAR must enter their approval note in the convo log, VA WebLGY. and sign the request.
6. Underwriting review and approval will be completed in 24 hours for purchases and 48 hours for refinances.
7. The Underwriter will manage the ROV pipeline once Appraisal Reviewer marks the checks the ROV box on the Appraisal Info screen in Byte.
8. The request will then be sent back to the Review Desk at review.desk@mortgagesolutions.net.
9. The Review Desk will verify notes have been entered by the SAR in WebLGY and the request has been signed by the SAR.
10. The Review Desk will submit the approved ROV to the RLC and put a copy of the email in the convo log.
11. The Review Desk will email the loan team and the SAR to acknowledge the ROV request has been submitted to the RLC. The email will include the verbiage “Please allow up to two to three weeks for a response. We may receive a response sooner than anticipated but these are the guidelines the VA has provided us.”
12. Per the VA Appraisal Process handbook:



1. When the Review Desk receives a response from RLC accepting or declining the ROV, the email will be uploaded to the convo log in byte. If the email from the RLC includes a new value, then the Appraisal Info screen in Byte will be updated with the new value and the email from the RLC will be forwarded to the loan team and the SAR.