

Alert

Update

Reminder

Clarification

Training
Information

Preview

VA Elimination of Builder ID Number for Certain Guaranteed Loans and Updates to Builder Complaint Process

Truist Bank (Truist) announces alignment with The Department of Veterans Affairs (VA's) recently issued rescission of the procedure for builders to request a VA builder identification number for processing VA-guaranteed loans on new and proposed construction properties. VA has also updated the process for addressing complaints about builders received from Veterans.

Effective Dates

Effective for new and existing VA loan applications on or after May 02, 2025.

Background Information

In February 2006, VA ceased compliance inspections for new and proposed construction properties secured by VA-guaranteed loans, relying instead on local building inspections and construction warranties of 1- or 10-years. Despite this significant change, VA did not update procedures related to how VA employees to handle Veteran complaints related to construction, leaving many Veterans with the impression that VA has authority to compel builders to correct construction defects or other issues.

Bulletin Details

Truist aligns with the following updates:

Builder Identification Number

- A VA-issued builder identification number is no longer necessary for issuing the NOV or processing a loan on a new or proposed construction property for VA-guaranteed loans.
- Builders are still expected to meet any state and/or local licensing requirements.

Builder Complaints

- When a Veteran submits a builder complaint, VA will provide Veterans with resources for resolving complaints about builders instead of interceding.
- Depending on the nature of the complaint, this could include leveraging the services and expertise of the local building department, licensing boards, or recommending the Veteran seek legal counsel in the event of a serious matter.
- The NOV in WebLGY is being updated to remove references to VA providing assistance with construction complaints.

Other Resources

Support Group	Description and Contact Information:
Correspondent Relationship Coordinator	Specific questions on applying this procedure to specific loan files. Contact your Correspondent Relationship Coordinator at 800.382.2111, option 1.
Product Support	Provides phone and email support on products, policies, and procedures as well as new product rollout and existing product enhancement. Contact Product Support at 800.382.2111, option 3.

This information is for use by mortgage professionals only and should not be distributed to or used by consumers or other third parties. This is not for solicitation of sales. Information is accurate as of date of posting and is subject to change without current product details and lending procedure. Truist Bank does not guarantee or assume liability for any third-party products or services. Truist Bank is an Equal Housing Lender. ©2025 Truist Financial Corporation. Truist, Truist Purple and the Truist logo are service marks of Truist Financial Corporation. All rights reserved.