



March 27, 2024

John Bell  
Executive Director  
Loan Guaranty Service  
Veterans Benefits Administration  
US Department of Veterans Affairs  
810 Vermont Avenue, NW  
Washington, D.C. 20420

Dear Executive Director Bell:

On behalf of the National Association of REALTORS'® (NAR), 1.5 million members, I write to urge the Department of Veterans Affairs (VA) to revise its policies pertaining to fees veterans cannot pay when using their VA home loan benefit. REALTORS® serve as advocates for homebuyers through the entire purchasing process, many of whom specialize in working with VA buyers. In this exceedingly competitive market, we are concerned that the VA's current policies place veterans at a significant disadvantage compared to traditional buyers.

Under VA policies, buyers using their home loan benefit are prohibited from compensating their professional representative directly. In situations where no offer of compensation is offered from a seller, VA buyers are immediately put at a disadvantage, potentially forcing them to forego professional representation, lose a property in an already limited inventory, choose a different loan product, or exit the market entirely.


From the initial home search, inspections, negotiations, and closings, REALTORS® work closely with their veteran clients to ensure their offers are seen and considered in a competitive market. Nine out of ten consumers use the service of a real estate professional<sup>1</sup>. When representing veterans, REALTORS® explicitly ensure they can utilize the benefits promised to them for their service and sacrifice for our country.

The VA home loan guarantee program is a vital homeownership tool that provides veterans with a centralized, affordable, and accessible method of purchasing homes as a benefit they earned for their service to our nation. NAR wants to ensure that VA buyers remain active participants in the real estate market to achieve the American Dream of Homeownership.

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<sup>1</sup> [NAR Profile of Homebuyers and Sellers](#)

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Our association remains committed to working with you to create solutions for those who have served our country. If you have any questions or comments, please feel free to reach out to Jeremy Green, NAR's Federal Housing Policy Representative at (312) 329-8404 or JGreen@NAR.REALTOR.

Sincerely,



Kevin M. Sears  
2024 President, National Association of REALTORS®

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