

### **Deactivation of Inactive LGY Hub Accounts**

1. Purpose. The purpose of this Circular is to remind all registered users of the Department of Veterans Affairs (VA) Loan Guaranty Service (LGY) Hub that inactive accounts will be deactivated.
2. Background. LGY Hub is used to access LGY applications based on permission roles as internal and external users. All registered users of LGY Hub are required to log into LGY Hub at least once every 90 calendar days.
3. Action. LGY Hub users must log into LGY Hub at least once every 90 calendar days to avoid account deactivation. On January 10, 2023, and onward all LGY Hub user accounts that have been inactive for more than 90 days will be deactivated.
4. Resources. For more information about inactive accounts, reactivation, and LGY Hub, please reference LGY Hub Frequently Asked Questions (FAQs) - <https://lgy.va.gov/lgyhub/help> and LGY Hub User Guide - [https://www.benefits.va.gov/homeloans/documents/docs/lgy\\_hub\\_user\\_guide.pdf](https://www.benefits.va.gov/homeloans/documents/docs/lgy_hub_user_guide.pdf).
5. Questions. Deactivated users should contact their lender/servicer admin, or the individual that provided them with their company PIN, to activate or validate your account. Alternatively, the user may "Submit a help ticket" by selecting the link at the bottom of the LGY Hub Frequently Asked Questions (FAQs) page located at <https://lgy.va.gov/lgyhub/help>.
6. Rescission. This Circular is valid until rescinded.

By Direction of the Under Secretary for Benefits

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Distribution: CO: RPC 2021 SS (26A1) FLD: VBAFS, 1 each (Reproduce and distribute based on RPC 2021)