



John E. Bell III

John E. Bell III, Deputy Director, Loan Guaranty Service, Department of Veterans Affairs (VA) is responsible for delivering VA home loan benefits to his fellow Veterans. John oversees over 800 Loan Guaranty personnel nationwide. Following a successful career in the mortgage industry, John began his VA career in 2010. Under John's leadership, home loan volume has increased 525%, with a record-breaking 1.2 million Veterans closing on VA-guaranteed loans in Fiscal Year 2020. VA's share of the mortgage market has grown from less than 2% to over 13% with no increase in staffing.

John previously served as Chief of Staff for the Deputy Undersecretary for Economic Opportunity, and as the Assistant Director for Loan Policy and Valuation, Loan Guaranty Service. As Assistant Director, John headed three of the four Loan Guaranty business lines, Loan Policy, Valuation and Specially Adapted Housing. Loan Policy includes Veterans' eligibility and direct loans approved for Veterans through the Native American Direct Loan program.

John served in the US Navy during Operation Restore Hope and the Gulf War. Following his service to our Nation, John began his 20+ year career in mortgage finance while attending Lambuth University in Jackson, TN, and quickly rose to positions in senior leadership of large lending institutions including Bank of America and Countrywide Home Loans. While at Countrywide, he oversaw the design of a new portfolio retention strategy, which became an industry leading model. Additionally, he established the group which managed the VA property management contract and was credited with starting a national inspection group. This model is now used throughout the industry to reduce costs, improve community relations and decrease code violations.

A recognized leader in the industry, John frequently initiates collaborations with officials of housing programs at other Federal Agencies and leaders of industry organizations. John will be serving as the 2022 Board Chairman of the MISMO Government Forum.

When the COVID-19 national emergency struck, John was instrumental in Loan Guaranty's fast response which ensured that home loan benefits continued to be delivered to Veterans without delay and reassured industry partners at this critical time.

Through John's vision for improving service to Veterans by expanding data analytics, VA realized implementation of the automated full file loan review process, reduced timeliness for determining eligibility from 14 business days to less than 48 hours, nationalized all front-end

operations of the program and established VA's appraisal management system.

John's industry experience has influenced Loan Guaranty's transformation to better align with the fast-paced mortgage industry. He is dedicated to Loan Guaranty's mission to provide the highest level of service to each Veteran who is purchasing, refinancing, adapting or retaining a home. John looks forward to continuing his work to best serve his fellow Veterans by ensuring that a VA-guaranteed home loan is always the product of choice.