

# VALERI

VA Loan Electronic Reporting Interface

**VALERI Help Desk Servicer Communications for Friday, September 18, 2009**

## **Action Required: Bi-Weekly Servicer Call**

Every other Thursday at 1:00pm, we hold our Bi-weekly Servicer Call. For those of you interested in joining the call, who have not done so before, please email the Help Desk (valerihelpdesk.vbaco@va.gov) so that we can update our communications list and be sure to include you on our future calls. The next call will be held **October 1, 2009**. Dial-in number: 1-800-767-1750, passcode: 73938.

## **Attention: New Claims Bulk Upload!**

Beginning **Monday (9/21)** please use the NEW Claims Bulks Upload template available located below and on the VALERI website at <http://www.homeloans.va.gov/valeri.htm> under "Document Library." The new template no longer includes Column (E) Inspection Amount from the Property Inspection Fees. Please contact the Help Desk if you have any questions.

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## **Reminder: Servicers Feedback Forms**

We would like to remind everyone that **today** is the deadline for submitting your feedback results. We greatly appreciate your input and look forward to your responses.

## **Help Desk Contact Information**

**Hours:** 7:30am-4pm EST

**E-mail:** Please send all help desk e-mails to: valerihelpdesk.vbaco@va.gov

**Data Quality Issues:** Please send all data quality related issues to valeridataquality.vbaco@va.gov

**Fax:** 215-991-5448

**Phone:** While email is now the best way to contact us, our phone number remains unchanged and is: 1-877-309-6947

Thanks,

The VALERI Help Desk Team

1-877-309-6947

Fax: 215-991-5448

7:30am-4pm EST

[valerihelpdesk.vbaco@va.gov](mailto:valerihelpdesk.vbaco@va.gov)