

VALERI Servicer NewsFlash

Monday, November 9, 2009

IMPORTANT- PLEASE READ

Appealing Maximum Guaranty Claims

VA has received appeals from servicers with the sole justification being that VALERI calculated the Max Guaranty incorrectly. Max Guaranty is based upon the Total Eligible Indebtedness. Total Eligible Indebtedness in VALERI is calculated as the sum of unpaid principal balance, accrued unpaid interest, allowable advances and expenses, less any credits **prior to the termination date**. Expenses and advances paid after the termination date are not calculated into the Total Eligible Indebtedness, thus have no impact on Maximum Guaranty. If you have any questions, please contact your assigned technician or RLC of jurisdiction.

Helpful Hints

Scheduling Automatic Reports

We understand that many of you have been experiencing problems accessing your reports. In the future, a helpful hint is to schedule your reports to run automatically during non-business hours to alleviate these issues. To do this, click "Schedule" underneath the report you plan to run. This will take you to a screen with a drop-down menu next to "Run Object" where you will need to select the frequency with which you want to run this report, and then set parameters. For more detailed instructions, please reference pp. 15-31 of the Scheduling Automatic Reports Quick Reference Guide, available in the Document Library on the VALERI website.

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

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