

VALERI Servicer Newsflash

Monday, May 17, 2010

IMPORTANT- PLEASE READ

Fee Cost Schedule

In direct response to your requests, VACO has updated the VALERI Fee Cost Schedule. The new version is now available online at <http://homeloans.va.gov/valeri.htm> and is effective immediately. Please note that there are no actual changes to the amounts VA allows, rather we are providing the information that previously existed only within the VALERI system.

Adjustments to this Fee Cost Schedule include:

- Columns are now alphabetized by state, and
- All "ACTUAL" fields have been populated with the current maximums in VALERI.

FOR YOUR INFORMATION

AOS Process Update

To address your concerns regarding the volume of AOS questions asked on some loans, we have provided guidance on the appropriate content of these inquiries. Below is a list of questions to which VA will not require a response on the initial AOS request, as this data is either provided directly through events in VALERI or is not necessary to make a proper AOS determination.

Not required on initial AOS contact:

1. What is the borrower's name?
2. What is the VA loan number?
3. What is the servicer's loan number?
4. What is the current unpaid principal balance?
5. What is the payment due date?
6. When was the last payment received?
7. What is the amount of the last payment?
8. What is the current late fee balance?
9. What is the borrower's phone number?
10. Are there any authorized third-party contacts?
11. Is the property vacant or occupied?
12. Has the property been secured?
13. Is the account in active foreclosure?
14. What is the foreclosure referral date?
15. What is the foreclosure sale date?
16. What is the foreclosure attorney's name and phone number?
17. How many letters have been sent to the homeowner?
18. Has the loss mitigation letter been sent?
19. Are there any funds in suspense?
20. Is the account in active bankruptcy?
21. What is the bankruptcy case number?
22. What is the bankruptcy type?
23. What is the post-petition or contractual due date?
24. Is there any evidence of fraud, misrepresentation, or bad faith?
25. When was each loss mitigation option (repayment plan, special forbearance, etc) considered?

26. What are the terms of all loss mitigation options that have been established?
27. Were loss mitigation options considered in the required order?

We would also like to reiterate that the four questions below are the only items to be addressed on the initial AOS contact.

Initial AOS questions:

1. Have you talked to the borrower?
2. Have you determined the reason for default?
3. Are you currently considering a loss mitigation option?
4. Why were any loss mitigation options that you considered not completed?

Please note that if VA needs additional information after you have responded to the four questions above, the Loan Technician will send follow-up questions to which we will require a response.