

VALERI Servicer Newsflash

Friday, February 17, 2012

Appeal Submission

To expedite the processing of your appeals, please pay close attention to the appropriate boxes when submitting your request, especially when appealing escrows and credits. The "appealed" box on the escrow and credit details should be populated with the amount of your appeal. Do not sort any of these categories, as the sort function is not working properly. If you do sort the categories, then when the appealed items are visible to VA for review, they will not match what you requested. Here's a sample snapshot showing an appeal for the amount not approved on the initial claim:

Escrows and Credit Details

Category	Description	Paid Date	Submitted	Approved	Recommendation	Appealed
Credit	EscrowCreditBalance	01-01-0001	\$399.70	\$399.70	<input type="text" value="399.70"/>	<input type="text" value="0.00"/>
Credit	SuspendedCredits	01-01-0001	\$1,947.65	\$870.64	<input type="text" value="870.64"/>	<input type="text" value="1077.01"/>
Credit	ProceedAmountHeldInSuspense	11-01-2005	\$1,077.01	\$1,077.01	<input type="text" value="1,077.01"/>	<input type="text" value="0.00"/>

Fill in the "appealed" box with the amount of your appeal.

Missing Report Information

If you do not see any Bill of Collection (BOC) payment-related transactions on any report, such as the BOC and Offsets report, it might be because the payment history page has not been updated through the migration of data from ALAC (VA Finance). We are aware of this problem and VA is working on a resolution. In the meantime, please contact the VA assigned technician so he or she can reach out to ALAC and obtain the BOC information to update VALERI.

Refunded Loans

When VA agrees to "refund" a loan, VA will notify you to submit claim and title documentation within 60 days of the date of the "VA Approval Letter." At that time, VA requests that you refrain from reporting non-payment to credit bureaus and that you discontinue any form of foreclosure. VA will pay the claim upon acceptance of the title documentation, so it is very important that you mail a completed refund package to the assigned technician as soon as all information is available. Please note VA does not pay supplemental claims on refunded loans. For a complete list of required title documents, please refer to the VALERI website at <http://www.benefits.va.gov/homeloans/valeri.asp>.