

VALERI

VA Loan Electronic Reporting Interface

VALERI Help Desk Servicer Communications for Friday, March 6, 2009

Important- Please Read

Extension for Post-Audits

Please note that due to the system-related issues affecting multiple servicers and their post-audit cases, Central Office has decided to extend the due date for post-audits for all servicers to **March 15th**.

For Your Information

Filing Claims on ARM Loans

Just a reminder that when completing a claim on an ARM loan, there is a specific link to provide ARM information under the Interest Rate Change heading entitled, 'ARM Interest Rate Change'. Please see Section 9.6 in the VALERI servicer guide. Failure to provide this information will result in your claim being filed incorrectly and may result in the claim being denied by the VA. Please contact the Help Desk if you do realize you filed this portion of the claim incorrectly and we will assist you.

User Management Procedures

For security reasons, we are delegating user management responsibility to company administrator. Company administrators should handle requests such as adding new user, updating user information or re-setting password. Please refer to Servicer Guide Chapter 2 at <http://www.homeloans.va.gov/valeri.htm> for how to manage users.

For any users needing to have admin access, please review the online training guide entitled Event Administration Guide (Event Administrators Only). This is located in the 'Document Library' at <http://homeloans.va.gov/valeri.htm>. After reviewing the guide, please sign the last page to verify that you have taken training, send it to your company administrator, and have your company administrator forward it to VA. Thanks for your assistance with this.

Loan Modification Approved Event

If you reported this event incorrectly, there is no need for you to contact the Help Desk to have this event canceled. Instead, proceed with reporting the correct event (repayment plan approved, special forbearance approved).

Loan Modification Complete Event

If you have reported a Loan Modification Complete event and need to make changes, please contact your VA technician. They will verify the information (the interest rate, loan amount, term of loan, etc.) and will then forward your request to the Help Desk to change the loan modification information in VALERI.

GNMA Coupon Rate

The GNMA Coupon Rate in effect as of the close of business on February 28 was 4.5 percent. This means that any loan modification that is approved in the month of March may not carry an interest rate greater than 5 percent. This information is also posted on the VALERI website at <http://homeloans.va.gov/valeri.htm>.

Request for Updated POC Lists

Please remember to send us updated POC lists as needed. Thank you for helping us keep our records up to date. For your reference, a blank POC list is attached below and can be emailed directly to the Help Desk if you have had any recent changes.

Direct Connection Users Call

Please make note of the new call schedule. The call will be held on a **bi-weekly** basis effective March 19, 2009, from 1:00 – 2:00 pm, EST. To join the call, dial 1-800-767-1750, and use passcode 73938.

Reminder: New Help Desk Contact Information

New Hours: 7:30am-4pm EST

New 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

New Fax: 215-991-5448

Same Phone: While email is now the best way to contact us, our phone number has remain 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
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