

# VALERI

VA Loan Electronic Reporting Interface

**VALERI Help Desk Servicer Communications for Monday, August 10, 2009**

## **Attention: New Servicer Guide**

Please note, the latest version of the servicer guide is now posted on the VALERI website, located under document library, at <http://www.homeloans.va.gov/valeri.htm>. Please refer to this guide for your loan servicing questions.

## **Attention: Submitting Multiple Transfer of Custody Events**

Please note, most servicers are now able to submit the Transfer of Custody event through the Servicer Web Portal (SWP). If you are submitting this event through your servicing system, there is no need for you to manually submit this event through SWP again. If you submit multiple Transfer of Custody events within the three day processing window for events, both of them will reject and you will need to submit it manually through the SWP. To find out if you have submitted this event through our servicing system, please log into VALERI and under the Event Inbox see if the Transfer of Custody event already exists. If you see that it is pending (a clock next to it), then there is no need to submit it again through the SWP.

## **Reminder: VALERI Admin Functions**

Effective 7/13/09, the following two VALERI administration functions have been delegated to the Regional Loan Center (RLC) level:

- 1) Extending Notice of Value (NOV) expiration dates to allow processing of Transfer of Custody (TOC) events
- 2) Requesting revision to erroneous or incomplete data reported on loan modifications to allow processing of the loan modification

Please remember there is no need for you to contact the Help Desk on these issues, rather be sure to contact the technician assigned for your loan

## **Help Desk Contact Information**

**Hours:** 8:30am-4pm EST

**E-mail:** Please send all help desk e-mails to: [valerihelpdesk.vbaco@va.gov](mailto:valerihelpdesk.vbaco@va.gov)

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

8:30am-4pm EST

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