

VALERI

VA Loan Electronic Reporting Interface

VALERI Help Desk Servicer Communications for Friday, September 25, 2009

Attention: New Claims Bulk Upload

The news Claims Bulk Upload template has been uploaded and is available on the VALERI website at <http://www.homeloans.va.gov/valeri.htm> under "Document Library."

Servicers Feedback Forms

We would like to thank you for submitting your feedback results. We very much appreciate your input and are working on compiling results that we can use to improve your VALERI experience.

Helpful Hints

Please consider submitting a "Tip of the Week" you would like to share with fellow servicers. We are looking to potentially include one tip per communications email and would greatly appreciate your input.

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

8:30am-4pm EST

valerihelpdesk.vbaco@va.gov