



Servicer Setup Questionnaire

Please complete this VALERI Servicer Setup Questionnaire and email it back to [VALERI Helpdesk at valerihelpdesk.vbaco@va.gov](mailto:valerihelpdesk.vbaco@va.gov).

VALERI Questions	Responses
General Servicer Information	
Company Name	
Company Address (Please use the physical address instead of P.O. Box number)	
Name of Servicing Bureau or Third Party Software currently used for servicing of loans, if applicable.	
Date questionnaire submitted	
Company Points of Contact (POC)	
Primary POC for all VALERI implementation related activities (name, phone number, email address)	
Primary POC for VALERI technical related questions (name, phone number, email address)	
Loan Volume	
Current number of VA guaranteed loans you are servicing?	
Of that volume, how many VA loans are currently delinquent (more than 60 days past the payment due date).	
Servicer Loan Reporting (for both current and delinquent VA loans)	
Are you going to use the website (VALERI Servicer Web Portal) to report events on both current and delinquent VA loans?	
If not, are you going to establish a direct connection through your servicing bureau or through your own system? Note - you must comply with the 234 byte specification (refer to the Servicing System Interface document) on the VALERI website to have a direct connection.	

Subservicing	
Does your company subservice loans for any other company?	
Servicer IP Testing	
Primary (POC for VALERI testing related questions (name, phone number, email address))	
NOTE - You may need to participate in an IP connection test prior to sending any data files. Our contractor will provide you with detailed instruction for this test.	
Does the network used by your servicing system transmit data extracts immediately following the processing cycle including weekends and holidays?	
Please contact the VALERI helpdesk with any questions you may have.	