

VALERI

VA Loan Electronic Reporting Interface

VALERI Help Desk Servicer Communications for Wednesday, February 25, 2009

Servicer Calls

Please note that both the Direct connect and the Portal calls have been moved to Thursdays.

Direct Connect servicers

Please call in to 1-800-767-1750, passcode: 73938 from 1-2pm EST every week.

Servicer Web Portal servicers

Please call in to 1-800-767-1750, passcode: 73938 from 2:30-3:30pm EST **every other week** starting next Thursday (3/5/2009).

These calls are intended to discuss general questions or issues you are experiencing with VALERI. Please continue to contact the Help Desk directly for assistance with specific loans.

Changes to the Foreclosure Sale Scheduled: If the Foreclosure Sale Schedule event is reported and the Sale is canceled or rescheduled, there is no need to contact VALERI Helpdesk to cancel the already reported Foreclosure Sale Scheduled event. Please just submit another Foreclosure Sale Scheduled event with the updated information.

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