



Loan Guaranty Conference 2023

VALERI Servicer Operational Reports

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VA



U.S. Department
of Veterans Affairs

Report Types

▶ Salesforce

- All servicer users have access
- In real time

▶ Analytics

- Users require license
- Limited number of licenses allowed for each servicer
- License is granted to user at the servicer administrator's discretion
- 1–2-day delay data generation

Salesforce Reports

- ▶ Acquisition Payment Status
- ▶ Cumulative Payments
- ▶ Incentive Payment Status
- ▶ NED Affected Portfolio
- ▶ Post Audit Incentive
- ▶ Servicer Action Required

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Salesforce Reports Details

- ▶ **Cumulative Payments** - Provides a detailed list of cumulative payment activity (claim, acquisition, incentive) for the Certification Date range specified.
- ▶ **Servicer Action Required** - Provides a list of loans where Review Substantial Equity, Review Early Payment Default, or Review Suspicious Loan Modification process has launched during the selected date range and also includes the VA Technician assigned to the loan.

Analytics Reports

- ▶ Adequacy of Servicing (AOS) Action Required
- ▶ Appeal Claim Details
- ▶ Appeal Detail Results
- ▶ Appeal Post Audit Incentive Detail Results
- ▶ Appeal Post Audit Claim Detail Results
- ▶ Appeal Summary

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Analytics Reports 2

- ▶ Bill of Collection Status and Offset
- ▶ Claim Detail Results
- ▶ Claim Summary
- ▶ Default Resolution Rate Volume and Efficiency
- ▶ Events Status
- ▶ Events With Fatal Rules
- ▶ Notice of Value Issued

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Analytics Reports 3

- ▶ Partial Claim Certified
- ▶ Partial Claim Denied
- ▶ Payment Denial
- ▶ Post Audit and Appeal Post Audit Summary
- ▶ Post Audit Claim Detail Results
- ▶ Post Audit Incentive Detail Results
- ▶ Post Audit Selection and Status

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Analytics Reports 4

- ▶ Pre-Approval Status
- ▶ Reconveyance Status
- ▶ Servicer Loan Listing
- ▶ Servicer User Audit
- ▶ VA Purchase Consideration
- ▶ VA Purchase Decision
- ▶ WebLGY and Servicer Non-Matching Loans

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Analytics Reports Details

- ▶ **AOS Action Required** - Provides a list of loans where an open Adequacy of Servicing process has launched within the selected date range 120 days of default, indicates the VA Technician assigned and whether a loss mitigation event has been completed on the default case.
- ▶ **Bill of Collection Status and Offset** - Provides a description by case on all BOC activities including the specific line items, reason categories and dollar amount. It also summarizes amounts collected (i.e. cash receipt) and offsets.

Analytics Reports Details 2

- ▶ Claim Summary - Provides the claim status from pending through certification for basic claims and supplemental claims.
- ▶ Events Status - Provides processing status information on all servicer significant event updates received by the system.
- ▶ Events With Fatal Rules- Provides processing status information on fatal/non-fatal/error rules on all servicer significant event updates received by the system. It includes dates for event reporting and processing, business rules applied, and the results (fatal/non-fatal/error, regulatory infraction Y/N) for each event.

Analytics Reports Details 3

- ▶ **Partial Claim Certified** - Provides a list of certified Partial Claim payment activities for all loans including payment certification date and amount.
- ▶ **Partial Claim Denied** - Provides Partial Claim requests submitted by the servicer that have been denied along with the denial reason.

Analytics Reports Details 4

- ▶ **Post Audit Selection and Status** - Provides a list of all cases selected for Post Audit review and their status. The report generates based on the date the case was selected for Post Audit.
- ▶ **Servicer Loan Listing** - Provides a list all loans belonging to the selected servicer, along with key borrower, property, loan and event details.

Analytics Reports Details 5

- ▶ **Servicer User Audit** - Provides names and IDs of all active and inactive servicer users to include their license(s), role, status, and email.
- ▶ **WebLGY and Servicer Non-Matching Loans** - Provides information about events submitted during a specified date range which did not meet the VALERI matching criteria.

Questions?

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