

VALERI Servicer Newsflash

January 16, 2020

IMPORTANT INFORMATION

Appeals – Servicers must upload documents and select the “Submit” button to complete the appeal submission. This action creates the appeal review process in the loan technician’s workbasket. For complete instructions, refer to the VALERI Servicer User Guide located at https://www.benefits.va.gov/HOMELOANS/servicers_valeri_guides.asp.

Claim Detail Results Report – Some users are encountering “Application Error” and/or “Sorry to interrupt” error messages. This issue is scheduled to be resolved with the system release on January 31, 2020. Once the issue is resolved, VA will extend appeal timeframes on impacted claims certified on or after December 1, 2019.

Utility Advances – VA will reimburse this expense based on the payment date and not the work completion date, however, the “Work Complete Date” is currently a required field on the Claims Bulk Upload Template. As a workaround, in addition to entering the payment date in the “Payment Date” field, the same payment date should be entered in the “Work Completion Date” field. A future system enhancement will remove the “Work Completion Date” column from the template.

Illinois Consent Judgment – If a loan terminates by a consent judgment in Illinois, the servicer should report the Deed in Lieu Complete event. VALERI will automatically pay the deed in lieu attorney fee on the Basic Claim. If the servicer incurred foreclosure attorney fees, the servicer will need to submit an appeal.

Unassigned Loans – Due to a system issue, some loans with a successful Electronic Default Notice (EDN) event are not being assigned to VA Loan Technicians. Servicers looking to submit a pre-approval request may contact the Loan Administration Officer at the Regional Loan Center (RLC) of geographical jurisdiction. The RLC contact information is located at https://www.benefits.va.gov/homeloans/servicers_valeri.asp.

Electronic Default Notice (EDN) Event – Although not required, servicers are highly encouraged to provide obligor phone number(s) when reporting the EDN event to assist loan technicians should they need to contact the borrower for any reason.

REMINDERS

Accessing VALERI – The new VALERI application must be accessed with the Google Chrome browser.

Contacting VA – Only VALERI system related inquiries should be directed to the VALERI Technical team at valeri.vbaco@va.gov. Loan specific inquiries should be directed to the assigned VA Loan Technician. Policy inquiries should still be directed to the VALERI Helpdesk at valerihelpdesk.vbaco@va.gov. When submitting inquiries related to upload issues, servicers must provide the uploaded spreadsheet and the auto-generated error message received.

This newsflash is intended for mortgage servicers participating in the VA Loan Guaranty Program only. If you have received this newsflash in error through govDelivery, please visit <https://subscriberhelp.granicus.com/s/article/How-do-I-unsubscribe-from-email-updates> to unsubscribe. Veterans looking for information on VA benefits should visit <https://www.va.gov/>.