

VALERI Special Announcement

November 14, 2022

The VALERI application will be unavailable on Thursday, November 17, 2022, from 9:00 p.m. to 11:59 p.m. EST for a system deployment. All users must log out of the system by 8:45 p.m. EST. The deployment will include the following items:

- LM-323207 – When a Partial Claim payment is certified on a loan where a loan modification incentive payment exists, the system will not initiate a bill of collection for the incentive payment.
- LM-323208 – After the Partial Claim event processes successfully, servicers will have two business days to upload the corresponding documents. If documents are not uploaded timely, the Partial Claim case will be systematically denied.
- LM-321044 – Servicers will be able to file a supplemental claim that only includes the insurance loss proceeds line item.
- LM-24411 – Columns that have blank values on the Partial Claim Certified report will remain visible to the user after sorting.

All inquiries related to this announcement should be submitted in ServiceNow at <https://yourit.va.gov/csm>.

This announcement is intended for mortgage servicers participating in the VA Loan Guaranty Program only. If you have received this announcement 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/>.