

VALERI Servicer Newsflash

Wednesday, July 06, 2011

FOR YOUR INFORMATION

Appeal Submissions

To minimize delays and avoid unnecessary denials, please remember that you must upload supporting documentation and enter justification for each item with your appeal submissions in SWP (the Servicer Web Portal).

- Your justification for each item should detail why the fees were necessary and should identify any specific state laws or statutes that support the additional expenditures.
- Examples of acceptable supporting documents include payment ledgers, property preservation invoices, attorney invoices and court documents. Please note that in most cases, an internal write-up describing the circumstances of the case will not be sufficient.

Please refer to Chapter 12 – Appeals on page 147 of the **VA Servicer Guide** for additional information.

HELPFUL HINT

We encourage you to visit our website at www.benefits.va.gov/homeloans/valeri.asp for copies of VA circulars and regulations, information on VALERI reporting requirements and contact information for our Regional Loan Center staff members.