

VALERI

VA Loan Electronic Reporting Interface

VALERI Help Desk Servicer Communications for Tuesday, February 3, 2009

Help Desk to Focus on Defects

The Help Desk is shifting its focus to reporting and resolving defects. This shift means that we need to reduce the number of instructional calls and emails we receive here at the Help Desk. As part of this effort, we are encouraging you to contact your assigned VA technician if you have any questions regarding a specific loan in VALERI. Examples of when to contact your technician would be questions like: Can you extend my Notice of Value? Why did my event fail? What should I report now? You can find the name and contact information for your assigned technician by logging into VALERI and looking up the specific loan. If you do not have a technician assigned to your case, but you have an instructional question please call the office of jurisdiction. The phone numbers for the nine RLCs can be found in Annex 9 at the back of the servicer guide. (The servicer guide is posted at www.homeloans.va.gov/valeri.htm in the 'document library'.) This website also has a number of helpful reference documents that may assist you in answering your questions as well.

You should continue to email the help desk with any password issues, defects, or error messages you come across in VALERI. The Help Desk is trying to focus primarily on resolving defects and administrative issues so your cooperation with this is much appreciated.

GNMA Coupon Rate

The GNMA Coupon Rate in effect as of the close of business on Jan 31 was 4.5 percent. This means that any loan modification that is approved in the month of February may not carry an interest rate greater than 5 percent. This information will also be posted on the VALERI website.

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