

VALERI

VA Loan Electronic Reporting Interface

VALERI Help Desk Servicer Communications for Friday, September 4, 2009

Attention: Bulk Upload Template Error

If you see the following error in your Bulk Upload Template, "**Invalid VA Loan Number**", please check the date of guaranty on the Loan Guaranty Certificate (LGC) rather than the closing date. If there is no guaranty date or it is in the past few days then it is possible that the loan has not yet transferred over to VALERI. Any time one of your loans is guaranteed by the VA it takes a few days for it to come over to the VALERI system. Once this occurs, you should then be able to successfully report on it.

Reminder: New Users

To be set up as a new user in VALERI, please contact your company administrator. If you need to be set up as a company administrator, in VALERI, please read through the Event Administration Guide, located at <http://www.homeloans.va.gov/valeri.htm> under Document Library. Once you complete the guide, please fill out the last page and fax it to us. Detailed instructions are included within the form.

Help Desk Contact Information

Hours: 7:30am-4pm EST

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

Fax: 215-991-5448

Phone: While email is now the best way to contact us, our phone number remains 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