VALERI Servicer NewsFlash
Monday, November 23, 2009

IMPORTANT- PLEASE READ
Release 1.28
Release 1.28 was successfully deployed on Friday, November 20th. The release contained performance enhancements that will improve the speed of several commonly used pages.

FOR YOUR INFORMATION

REMINDER: Training on VALERI Reports
VA will host a WebEx training for servicers regarding VALERI reports. Please email Mary Ann Mills at mary.mills@va.gov to receive attendee information. Please also include specific topics or questions you would like to be included in the agenda prior to November 23, 2009.

REMINDER: VALERI Helpdesk
Servicers should continue to contact the Assigned Loan Technician in VALERI or the RLC of nearest geographic proximity. The VALERI Helpdesk, valerihelpdesk.vbaco@va.gov and (877) 309-6947, will no longer be used to report VALIERI issues. Additional information, including FAQs, has been posted to: http://www.homeloans.va.gov/valeri.htm

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Helpful Hint
VALERI allows you to search by last name only, first name only or by first name and last name. If you search by first name and last name, a space should be used to separate the first name and last name and commas should not be used. You can also use partial names, such as using "Temple" for "Templeton".

Also, it was recently reported the servicer loan number search was not working in VALERI. This has been corrected in VALERI with Release 1.28.

Thanks,

The VALERI Support Team
Questions? Refer to http://www.homeloans.va.gov/valeri.htm for support.