

# VALERI Servicer NewsFlash

Tuesday, December 8, 2009

## IMPORTANT- PLEASE READ

### **ACTION REQUIRED: Rejection and Business Rule Failures relating to ROS and TOC event**

Please contact your assigned VA technician if a Results of Sale (ROS) or Transfer of Custody (TOC) event failed. Please note that VALERI is designed to follow a defined sequence of events and therefore requires that the ROS event be reported before the TOC event.

## FOR YOUR INFORMATION

### **REMINDER: VALERI Help Desk e-mail**

We would like to remind servicers to refrain from copying [valerihelpdesk.vbaco@va.gov](mailto:valerihelpdesk.vbaco@va.gov) on any emails they sent to the VA technicians or the RLC. The mailbox, [valerihelpdesk.vbaco@va.gov](mailto:valerihelpdesk.vbaco@va.gov), is being used to respond to event cancellation requests and administrative requests such as password resets or the issuance of new user IDs.

### **NOV (Notice of Value) for compromise sales and deeds-in-lieu**

In accordance with 38 CFR 36.4822 and Section 5.2.4 of the Servicer Guide, servicers are required to obtain a VA appraisal of the property at least 30 days prior to completing a compromise sale or a deed-in-lieu. NOV-related questions should be directed to the Construction and Valuation Office of the Regional Loan Center that is in nearest proximity to the Servicer. The contact information for each RLC may be found at <http://www.homeloans.va.gov/valeri.htm>.

### **Helpful Hint**

When uploading your documents in preparation for a claim for a Adjustable Rate Mortgage (ARM) we recommend including a copy of the Mortgage Note. The Note will provide your VA Assigned Loan Technician with information to assist in processing the claim.

Thanks,

The VALERI Support Team

Questions? Refer to <http://www.homeloans.va.gov/valeri.htm> for support.