

VALERI Servicer Newsflash

Thursday, August 4, 2011

ACTION REQUIRED

New Servicer Web Portal (SWP) and Claims Bulk Upload Templates

Effective Monday, August 8, 2011, updated versions of the SWP and Claims Bulk Upload Templates will be available on the VALERI website at <http://www.benefits.va.gov/homeloans/valeri.asp>. Please ensure that you use the new templates on all events and claims submitted on or after August 8, 2011.

FOR YOUR INFORMATION

Appraisal Inquiries

For the most accurate and timely responses on all loan-specific issues, including requests for appraisal extensions, we ask that you contact the assigned VA Loan Technician in VALERI.

However, all appraisal *issues*, such as problems with ordering a liquidation appraisal or difficulties with the WebLGY system, are handled by VA's Construction and Valuation (C&V) section and all such inquiries should be sent to the C&V department within the office of jurisdiction. Unlike loan assignments in VALERI, this function is based on regional jurisdiction. For a breakdown of these regional assignments, you may refer to <http://www.benefits.va.gov/homeloans/rlcweb.asp>.