VALERI

VA Loan Electronic Reporting Interface
VALERI Help Desk Servicer Communications for Thursday, January 22, 2009

Important! Please Read
Bulk Upload Demonstration Tomorrow
Please feel free to join the servicer tomorrow (Friday, Jan. 23) for a brief demonstration on how to use the Bulk Upload template along with a review of common mistakes. The details of the Live Meeting and the call in information are listed below. Please only have one representative from your company join in order to ensure that the maximum number of servicers can participate. The normally scheduled weekly call will be held once the demonstration has finished.

1pm- Direct connection servicers
1. Please watch the livemeeting on your computer at: https://www.livemeeting.com/cc/vaoi/join
Go to the website, enter the meeting id: bulk upload.
You will then be prompted to enter you email address and company name.
2. Please dial in for the audio of this call at:1 (800) 767-1750 Participant code: 73938

2:30pm- Servicer web portal servicers
1. Please watch the livemeeting on your computer at: https://www.livemeeting.com/cc/vaoi/join
Go to the website, enter the meeting id: bulk upload2.
You will then be prompted to enter you email address and company name.
2. Please dial in for the audio of this call at:1 (800) 767-1750 Participant code: 73938
If you have any problems joining the Live Meeting or the call, please contact the Help Desk.

Loss Mitigation Letter Guidance
Please remember that the loss mitigation letter must be sent to the borrower within 75 days of the original payment due date of the current default. Section 4.2.6 in the Servicer Guide reviews this policy and also includes guidance on what must be included in the letter.

For Your Information
Administrator Training: Change to Procedure
If you need administrator access to VALERI please review the administrator guide entitled Event Administration Guide (Event Administrators Only) with someone at your company who already has administrator access. Once you have completed your review, please sign the last page and fax it back to us at: 215-991-5448. Your user account in VALERI will then be updated. Please note that this is a change from our previous process. You no longer need to email the Help Desk that you have completed training.

New Bulk Upload Template as of January 10th, 2009
All servicers that use the bulk upload template (primarily servicer web portal servicers) will need to use the new template. The new template is attached below for your reference and is also available at: http://homeloans.va.gov/valeri.htm and is entitled " 2009-01-12 SWP Bulk Upload Template - *Posted 12/31/2008 ." All other versions of the template will result in an error message and will not be accepted in VALERI.

Action Required for Direct Connection Servicers: New Daily Change File, Compliance Required by May 1, 2009
All direct connection servicers are required to use the new daily change file by May 1, 2009. The

file is being updated to include the Transfer of Custody Event. This will allow servicers to send this event over to VALERI automatically and will no longer require you to manually report each Transfer of Custody through the Servicer Web Portal. Please work with your service bureau (MSP, Fi-serv, etc) to prepare your new file. There will be a phased implementation of this new file. Your servicing shop may begin submitting the new file in any of the following four groups: **February 1, March 1, April 1, or May 1**. Once you know when your file will be ready, please email the Help Desk indicating which group you would like to join.

Emails and Error Messages to the Help Desk
Please continue to send clear and descriptive emails of issues you come across in VALERI. Be sure to include the VA loan number, what you are doing in the system, and the exact problem that occurred. Also, if you come across a server or error message in VALERI and are reporting it to the Help Desk, please copy and paste a screen shot of the error into a Word Document and attach the document to an email. This allows us to forward the error message directly to our second level help desk. Thanks for your assistance with this.

Change to Help Desk Point of Contact Information
Tanya Brennan is no longer on the VALERI project and her e-mail tanya.brennan@va.gov was deactivated. For escalated issues or questions regarding VALERI please direct your e-mails to Andrew Trevayne at andrew.trevayne@va.gov.

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