

# VALERI

VA Loan Electronic Reporting Interface

**Special VALERI Help Desk Servicer Communications for Thursday, July 2, 2009**

**Action Required: Submitting Transfer of Custody (TOC) Events**

Please refrain from submitting TOC events through the Servicer Web Portal if your company is set up to provide information through the daily file. Submitting the same event on the same day through separate methods causes VALERI to reject the event. Some companies have not changed their TOC procedures since the automation of the TOC event through the daily file, and the double reporting of the TOC event has caused some rejections. Please contact the Help Desk if you have any further questions.

**Help Desk Contact Information**

**Hours:** 8:30am-4pm EST

**E-mail:** Please send all help desk e-mails to: [valerihelpdesk.vbaco@va.gov](mailto:valerihelpdesk.vbaco@va.gov)

**Data Quality Issues:** Please send all data quality related issues to [valeridataquality.vbaco@va.gov](mailto: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

8:30am-4pm EST

[valerihelpdesk.vbaco@va.gov](mailto:valerihelpdesk.vbaco@va.gov)