

VALERI

VA Loan Electronic Reporting Interface

Special VALERI Help Desk Servicer Communications for Friday, July 31, 2009

Attention: New Servicer Guide

As of today, the newest version of our Servicer Guide has been posted on the VALERI website, located at <http://www.homeloans.va.gov/valeri.htm>. All changes are captured in footnotes for your review. Please reference the Servicer Guide for additional help with processing loans in the VALERI system. If you have any additional questions, contact your assigned loan technician.

Help Desk Contact Information

Hours: 8:30am-4pm EST

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

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

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