

VALERI

VA Loan Electronic Reporting Interface

VALERI Help Desk Servicer Communications for Friday, October 2, 2009

For Your Information

Estimated Cure Date on Approved Repayment Plan or Special Forbearance

Please note that the estimated cure date field must be completed to be eligible for incentive payment and to avoid delay in processing.

Contact Information Change Event

Please remember that all required fields must be completed, including the borrower's first and last name (in addition to updating the address field). If these are not provided, the system will not display the necessary information in the loan information screen.

Difference Between a Supplemental and Appeal Claim

As clarification, please submit a supplemental claim for any items that you failed to file on the initial claim, or for items paid after the initial claim was submitted. Submit an appeal claim when you believe you are entitled to a payment that VA denied on a claim, or if a basic claim event was rejected because it was submitted late. Appeals must be filed within 30 days of the VA's decision.

Help Desk Contact Information

Hours: 7:30am-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

7:30am-4pm EST

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