

# VALERI Servicer Newsflash

August 17, 2018

## IMPORTANT INFORMATION

**Duplicate Bill of Collection (BOC) Numbers** – There is currently a defect in the VALERI application resulting in the generation of duplicate Bill of Collection transaction numbers. We are collaborating with the Administrative Loan and Accounting Center (ALAC) to work around this issue. The resolution to correct the defect is scheduled to be included in the 18.4 VALERI release on December 8, 2018.

**Appraisal Fee Changes** – Effective Saturday, September 1, 2018, liquidation appraisal fees in Colorado will increase so that all counties will have the same fee per property type. The counties that currently have lower fees will increase to be in line with the rest of the counties. These changes will be updated and reflected on the VALERI Fee Cost Schedule, which is located at [http://www.benefits.va.gov/HOMELOANS/servicers\\_valeri\\_rules.asp](http://www.benefits.va.gov/HOMELOANS/servicers_valeri_rules.asp).

**ALAC Contact Change** – The [alac.mlavba@va.gov](mailto:alac.mlavba@va.gov) mailbox is currently inactive. Until further notice, all payment related inquiries should be directed to Rochele Galbizo at [Rochele.Galbizo@va.gov](mailto:Rochele.Galbizo@va.gov) and Kevin Brice at [Kevin.Brice@va.gov](mailto:Kevin.Brice@va.gov).

## REMINDERS

**VALERI Access** – Individuals requiring assistance with VALERI access must contact their company administrator within their organization. The VALERI Helpdesk does not reset passwords or edit/create/activate/deactivate servicers' user profiles. These types of requests should not be submitted to the VALERI Helpdesk (VA Servicer Handbook, M26-4, Chapter 2)

**Escalations** – Please do not copy the VALERI Helpdesk when contacting the VA-assigned loan technician/Regional Loan Center (RLC). The VALERI Helpdesk does not take any action on loans that are assigned to loan technicians unless the RLC specifically requests the helpdesk's assistance. If a matter requires escalations beyond the loan technician, it should be directed to RLC management and not the VALERI Helpdesk. VA RLC Contact List is located at [https://www.benefits.va.gov/homeloans/servicers\\_valeri.asp](https://www.benefits.va.gov/homeloans/servicers_valeri.asp) (VA Servicer Handbook, M26-4, Chapter 1).