

VALERI Special Announcement

August 16, 2019

A VALERI system deployment was released yesterday evening, August 15, 2019. The deployment included the following items:

- A filter was added to the Non-Matching Loan Status report, so the report will only display loans where the baseline loan status does not match the current loan status.
- Knowledge articles will now be visible in the Servicer Web Portal for all users.
- Appeals will now generate in an "Appealable" status by default instead of "Expired".

If there are any questions, please feel free to contact the VALERI Help Desk at VALERIHLPDESK.VBACO@va.gov.

Thank you for your cooperation.