

# VALERI Servicer Newsflash

**August 18, 2023**

**VA Circular 26-23-8** – Forbearance Timeframe Extension for Borrowers Affected by COVID-19, dated April 21, 2023, is located at [https://www.benefits.va.gov/HOMELOANS/resources\\_circulars\\_valeri.asp](https://www.benefits.va.gov/HOMELOANS/resources_circulars_valeri.asp).

**VA Circular 26-21-07 (Change 3)** – Loan Repayment Relief for Borrowers Affected by COVID-19, dated May 26, 2023, is located at [https://www.benefits.va.gov/HOMELOANS/resources\\_circulars\\_valeri.asp](https://www.benefits.va.gov/HOMELOANS/resources_circulars_valeri.asp).

**VA Circular 26-23-12** – VA's COVID-19 Home Retention Waterfall and COVID-19 Refund Modification, dated July 19, 2023, is located at [https://www.benefits.va.gov/HOMELOANS/resources\\_circulars\\_valeri.asp](https://www.benefits.va.gov/HOMELOANS/resources_circulars_valeri.asp).

**VALERI Servicer User Guide** – Several new sections have been added to include:

- Announcements
- Manage Analytics Licenses
- Viewing Servicer Reported Claim Data
- Required Documents for Suspicious Loan Modification and Early Payment Default
- Adequacy of Servicing
- Required Documents for Post Audit

The updated user guide is located at [https://www.benefits.va.gov/HOMELOANS/servicers\\_valeri\\_guides.asp](https://www.benefits.va.gov/HOMELOANS/servicers_valeri_guides.asp).

**User Deactivation** – ALL VALERI users should log into the application at least once every 30 days to avoid deactivation. Users who have not logged into VALERI in the past 45 days (previously 90 days) will be automatically deactivated. Reactivation requires the user to complete the registration and approval process again through [AccessVA](#). If additional assistance is needed after registering successfully, users should contact their servicer administrator for VALERI and request a ServiceNow ticket to be opened on the user's behalf at <https://yourit.va.gov/csm>. Servicer administrators should generate the "Servicer User Audit" report at least every six months to monitor their users' login activity and ensure at least two active administrators are always in an active status.

**Fiscal Year 2023 End-of-Year Close Out** – Due to end-of-year close out processing, the Department of Veterans Affairs (VA) Financial Management System (FMS) will not be available from October 1, 2023, to October 4, 2023. As a result, no payments authorized in VALERI (incentives, acquisitions, or claims) will be released during this time. Payments will be released beginning October 5, 2023. For any payments not received by October 20, please contact the assigned VA technician.

*This newsflash is intended for mortgage servicers participating in the VA Loan Guaranty Program only. If you have received this newsflash in error through GovDelivery, please visit <https://subscriberhelp.granicus.com/s/article/How-do-I-unsubscribe-from-email-updates> to unsubscribe. Veterans looking for information on VA benefits should visit <https://www.va.gov/>.*