

# VALERI Special Announcement

**April 10, 2024**

Department of Veterans Affairs (VA) Manual 26-4 Servicer Handbook, Chapter 9, has been updated to include new information regarding the VA Servicing Purchase (VASP) program. In addition, Appendix F "Additional VA Contact Information" has been replaced with the new "VA Home Retention Waterfall." Changes are outlined on the corresponding transmittal documents dated April 10, 2024, and the policy is effective May 31, 2024. The updated M26-4 and transmittals are available at [https://www.benefits.va.gov/WARMS/M26\\_4.asp](https://www.benefits.va.gov/WARMS/M26_4.asp).

**Accepting VASP submissions** – Servicers can send VASP submissions to VA beginning May 31, 2024. VA recognizes that servicers may need time to comply, therefore servicers have until October 1, 2024, to implement. Servicers should report any IT solutions that cause extended timeframes in VASP implementation. Servicers should ensure all home retention options, including VASP, are considered prior to foreclosure.

All inquiries related to this announcement are to be submitted in ServiceNow at <https://yourit.va.gov/csm>.