VALERI Servicer Newsflash

September 14, 2020

Circular 26-20-12, Change 1 – Extended Relief Under the CARES Act for those Affected by COVID-19, was issued on September 7, 2020, and is located at https://www.benefits.va.gov/HOMELOANS/resources_circulars_valeri.asp.

Circular 26-20-28 – Interest Rate on Loan Modifications with a Trial Payment Plan, was issued on August 13, 2020, and is located at https://www.benefits.va.gov/HOMELOANS/resources_circulars_valeri.asp.

Circular 26-20-29 – Extended Eviction Moratorium for Borrowers Affected by COVID-19, was issued on August 24, 2020, and is located at https://www.benefits.va.gov/HOMELOANS/resources_circulars_valeri.asp.

Circular 26-20-30 – Extended Foreclosure Moratorium for Borrowers Affected by COVID-19, was issued on August 24, 2020, and is located at https://www.benefits.va.gov/HOMELOANS/resources_circulars_valeri.asp.

Circular 26-20-31 – Special Relief Following California Wildfires, was issued on August 27, 2020, and is located at https://www.benefits.va.gov/HOMELOANS/resources_circulars_valeri.asp.

Circular 26-20-32 – Special Relief Following Severe Storms in Iowa, was issued on August 27, 2020, and is located at https://www.benefits.va.gov/HOMELOANS/resources_circulars_valeri.asp.

Circular 26-20-34 – Special Relief Following Hurricane Laura, was issued on September 4, 2020, and is located at https://www.benefits.va.gov/HOMELOANS/resources_circulars_valeri.asp.

Inactive 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 90 days will be automatically deactivated. The application automatically deactivates inactive users every two weeks, and the next deactivation is scheduled for September 22, 2020. Reactivation requires the user to complete the registration and approval process again through AccessVA. The VALERI Helpdesk cannot create or edit servicer user accounts. Servicers should generate the "Servicer User Audit" report regularly to ensure that at least two active administrators are always available to avoid delays.

VA Technician Contact – Servicers can obtain the assigned loan technician's email address by selecting the assigned technician's name in VALERI. The VALERI Technician Contact list is still available in Knowledge in VALERI and at https://www.benefits.va.gov/homeloans/servicers_valeri.asp.

Claim Detail Results Report and Events with Fatal Rules Report – Users are encountering "Sorry to interrupt" error message. Until further notice, the temporary workaround to avoid receiving the error message is to select "ALL" in the date filter.

Rejected Events – An event will reject if there is at least one fatal business rule failure. Servicers can view the business rule results by selecting the rejected event and the event rules, to determine what data fields require corrections to re-report the event.