

VALERI Servicer Newsflash

May 19, 2020

Circular 26-20-17 – New Reason for Default for those Affected by COVID-19, was issued on April 29, 2020, and is located at https://www.benefits.va.gov/HOMELOANS/resources_circulars.asp.

Circular 26-18-5, Change 1 – Department of Veterans Affairs (VA) Property Management and Servicing Contract, was issued on April 20, 2020, and is located at https://www.benefits.va.gov/HOMELOANS/resources_circulars.asp.

Circular 26-18-3, Change 1 – Department of Veterans Affairs (VA) Acceptance of Properties, was issued on April 20, 2020, and is located at https://www.benefits.va.gov/HOMELOANS/resources_circulars.asp.

Analytics Reports – There is a standard 24-hour timeframe for events and actions completed in VALERI to migrate and display in reports in Analytics. For example, if an event processes on Monday, it will not appear on the report until Tuesday. There is no delay in Salesforce Reports.

Appeals Job Aids – Five new articles have been added in Knowledge in VALERI to assist servicers with submitting appeals:

- Appeal Denied Incentive
- Appeal Late Claim
- Appeal Paid Claim
- Appeal Denied Acquisition
- Appeal Late Acquisition

Inactive User Deactivation – Users who have not logged into VALERI in the past 90 days will be automatically deactivated. VALERI does not provide users with a warning message prior to deactivation. Reactivation of a deactivated user requires the user to complete the registration and approval process again through AccessVA. The VALERI Helpdesk cannot create or edit servicer user accounts. In addition, servicers should always maintain at least two administrators in active status in case one administrator is unavailable.

Technician Contact – In order to protect Veteran privacy and ensure loan inquiries are directed to the correct VA Loan Technician, servicers must refer to the Technician and Regional Loan Center contact list located in Knowledge. Servicers should not assume the Loan Technician's email address because VA email addresses often include numbers.

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/>.