

VALERI Servicer Newsflash

January 25, 2017

IMPORTANT INFORMATION

Servicer Handbook Update – Revisions to multiple chapters and appendices are reflected on the transmittal document dated November 17, 2016, and have been posted in M26-4. They can be accessed at http://www.benefits.va.gov/WARMS/M26_4.asp.

User Profiles – When creating or editing user profiles in the VALERI application, special characters such as dashes, hyphens, or apostrophes cannot be included in the user's name. Use of special characters can prevent the user from generating reports within the VALERI application. Impacted users have been identified and their company administrators have been provided with instructions on how to modify the user's name.

Circular 26-14-22, Change 1 – VA Making Home Affordable Program – VA has extended the rescission date of the basic Circular to October 1, 2017. The Circular can be located on the VALERI website at http://www.benefits.va.gov/homeloans/servicers_valeri.asp.

Property Management Contact – General property management inquiries should be directed to PM.VBACO@va.gov. Title related questions should continue to be submitted to Vendor Resource Management at vrm-title@vrmco.com.