

VALERI Special Announcement

Friday, March 31, 2017

The Department of Veterans Affairs (VA) origination system (WebLGY) had a recent update that is causing a delay in sending data to the VALERI application. We have identified approximately 11,000 loans that do not show an obligor name. An error message will show on your Servicer Event Log report and you may experience issues viewing the loan in the Servicer Web Portal (SWP).

If a loan is guaranteed between March 26, 2017, and April 11, 2017, the loan will not populate in VALERI until after the April 11th release. We anticipate all file processing updates to be completed by April 14th.

We are unable to process any Contact Information Change Events that were submitted March 26 – 28, 2017. Electronic Default Notifications submitted during the same time frame will be recoverable and processed.

We appreciate your patience and will keep you updated as we resolve this issue.