

VALERI Servicer Newsflash

April 1, 2019

IMPORTANT INFORMATION

Circular 26-19-8, Special Relief Following Alaska Earthquakes, was issued on March 1, 2019, and is located on the VALERI internet at https://www.benefits.va.gov/homeloans/servicers_valeri.asp.

Circular 26-19-7, Special Relief Following Alabama Severe Storms, Straight-line Winds and Tornadoes, was issued on March 8, 2019, and is located on the VALERI internet at https://www.benefits.va.gov/homeloans/servicers_valeri.asp.

Servicer Handbook Update – Revisions to multiple chapters and appendices have been posted in M26-4 and are reflected on the transmittal document dated February 26, 2019. They can be accessed at https://www.benefits.va.gov/homeloans/servicers_valeri.asp.

Appraisal Fee Changes – Appraisal fees for numerous states have recently been updated. The changes will be reflected on the VALERI Fee Cost Schedule, which is located at http://www.benefits.va.gov/HOMELOANS/servicers_valeri_rules.asp.

Fee Cost Schedule Updates – Effective March 8, 2019, the max allowable for the Posting Notice of Sale fee in Texas has been updated. This change is reflected on the VALERI Fee Cost Schedule, which is located at http://www.benefits.va.gov/HOMELOANS/servicers_valeri_rules.asp.

Assumptions – Guidance on Assumptions can be found in the M26-1, Chapters 2, Sections 5 and 6, and the Lender's Handbook, Chapter 5, Section 7, which is located at https://www.benefits.va.gov/WARMS/Site_Map.asp.

REMINDER

Redemption Instructions – Redemption instructions are located on the VALERI internet at https://www.benefits.va.gov/HOMELOANS/servicers_valeri_guides.asp. All questions and inquiries related to redemption procedures are to be directed to vrn-redemption@vrnco.com.

Vacant Assets – The removal of hazardous materials from the exterior and interior of properties is a requirement prior to transferring custody of vacant properties, as outlined in M26-4 Appendix G located on the VALERI internet at https://www.benefits.va.gov/HOMELOANS/servicers_valeri_guides.asp.

VALERI Access – Individuals requiring assistance with VALERI access must contact their company administrator within their organization. The VALERI Helpdesk does not reset passwords or edit/create/activate/deactivate servicers' user profiles. These types of requests should not be submitted to the VALERI Helpdesk (VA Servicer Handbook, M26-4, Chapter 2).