

# VALERI Servicer Newsflash

**March 23, 2023**

**VALERI Release** – The application will be unavailable on Thursday, March 23, 2023, from 9:00 p.m. to 11:59 p.m. EST for a system release. Users must log out of the system by 8:45 p.m. EST. The following items will be included:

- LM-323858 – When the user sorts the Bill of Collection and Offset report by a column that has blank values, the report will display a dash to represent blank values.
- LM-324258 – The Partial Claims Denied report will include the denial reason.
- LM-320420 – The "Servicer Loan Number" will be displayed on the WebLGY and Servicing Non-Matching Loans report.

**VA Loan Accounting Center Contact** – Servicers should generate the reports available in VALERI to review payments and bills of collection (BOC). If specific payment or BOC information cannot be ascertained from the reports and there is no assigned loan technician in VALERI, servicers may contact the Administrative and Loan Accounting Center at [ALAC.VBAMLA@va.gov](mailto:ALAC.VBAMLA@va.gov).

**Updated Redemption Instructions** – Redemption instructions have been updated on the VALERI internet at [https://www.benefits.va.gov/HOMELOANS/servicers\\_valeri\\_guides.asp](https://www.benefits.va.gov/HOMELOANS/servicers_valeri_guides.asp). All inquiries related to redemption procedures are to be directed to [vrm-redemption@vrmco.com](mailto:vrm-redemption@vrmco.com).

**Release of Liability and Transfer of Ownership** – Servicers must report the Release of Liability event, regardless of the loan status, when an obligor has been released from liability. Servicers are required to report the Transfer of Ownership event, regardless of the loan status, when they learn that an authorized transfer of ownership has been completed (VA Servicer Handbook M26-4, Chapter 3.04).

**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. Reactivation requires the user to complete the registration and approval process again through AccessVA. If additional assistance is needed after registering successfully, users should contact their servicer administrator for VALERI and request a ServiceNow ticket to be opened on the user's behalf at <https://yourit.va.gov/csm>. Servicer administrators should generate the "Servicer User Audit" report at least once every six months to monitor their users' login activity and ensure at least two administrators are always in an active status.

**ServiceNow Tickets** – When a ticket is resolved, the creator of the ticket receives an auto generated email from [yourit@va.gov](mailto:yourit@va.gov) and has 7 calendar days from the resolved date to reopen the ticket. The ticket will permanently close and be deleted from the ServiceNow technician's queue after the 7<sup>th</sup> day, and it cannot be reassigned. If additional action is being requested after the 7<sup>th</sup> day, a new ticket must be opened.

*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.qranicus.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/>.*