VALERI Servicer Newsflash

February 23, 2016

IMPORTANT INFORMATION

Servicer Transfer Events – Servicers that report through a servicing system must use the Bulk Upload Template to report the Servicing Transfer Events until further notice. Issues were found in the daily change file process that requires additional information to properly report the transfer events. Clear Quest (CQ) ticket 11954 has been opened to address the issue and is tentatively scheduled for the VALERI 16.3 manifest release in September. Thank you for your patience in this matter.

Security Awareness Password Resets – All VALERI user accounts require a password reset on an annual basis. VALERI daily transaction file accounts are included and subject to the annual password reset. InterChange Services PowerCell (which supports VALERI) will coordinate the password change with VALERI servicers and perform a test to ensure functionality is successful. Password changes are expected to take place in February 2016.

State Foreclosure Process and Statutory Bid Information – The State Foreclosure Process and Statutory Bid Information spreadsheet has been relocated from the Guides and Templates link to the Guaranty Claims – Rules, Fees and Costs link on the VALERI internet website.

M26-4, VA Servicer Handbook – Updates to M26-4 have been published and are located at http://www.benefits.va.gov/WARMS/M26_4.asp.