

VALERI SPECIAL ANNOUNCEMENT

POINTS OF CONTACT

Tuesday, January 22, 2013

FOR YOUR INFORMATION

Please direct your VRM Title Questions to:

Denise Daniel, Title Manager
Email: Ddaniel@vrmco.com
Phone: 972-232-6340

VA recently issued Veterans Information Portal (VIP) Pin Reset and User Reactivation Process (Circular 26-13-2) and paragraph 5 directed contact with RLCs for incorrect or missing POCs. That would normally be the Loan Production section at the RLC, but servicers may also contact the following to identify and/or update their Servicer POC:

Katherine Shanklin, Servicer/Holder Liaison
Direct Email: Katherine.Shanklin@va.gov
General Email: lgservicer.vbaden@va.gov
Phone: 303-914-5641

To update the Point of Contact for your **Servicer ID only**, please email to both addresses or call with the following information:

- Name of Official Contact
- Job Title
- Phone Number
- Fax Number
- Email Address

The Servicer/Holder Liaison will contact your company's POC to request a list of authorized users. Once the list is received from your POC, VA will create a file and send it for reactivation. Files are processed at 3 PM ET each day.