

VALERI Servicer Newsflash

September 7, 2017

IMPORTANT INFORMATION

Circular 26-17-23, Special Relief Following Hurricane Harvey was issued on August 29, 2017, and is located on the VALERI Internet at http://www.benefits.va.gov/homeloans/servicers_valeri.asp.

Circular 26-17-24, Special Relief Following Idaho Flooding, Landslides, and Mudslides was issued on August 29, 2017, and is located on the VALERI Internet at http://www.benefits.va.gov/homeloans/servicers_valeri.asp.

Circular 26-17-25, Special Relief Following Iowa Severe Storms, Tornadoes, Straight-line Winds, and Flooding was issued on August 29, 2017, and is located on the VALERI Internet at http://www.benefits.va.gov/homeloans/servicers_valeri.asp.

Regional Loan Center (RLC) Contact Information –The RLC contact list has been revised to reflect the national Loan Guaranty phone number and new extensions for employees. The updated contact list is located at http://www.benefits.va.gov/homeloans/servicers_valeri.asp.

REMINDER

Servicer Point of Contact – Servicers should ensure that the Servicer Point of Contact (POC) information is updated in VALERI for all business areas, including but not limited to: Adequacy of Servicing, Loss Mitigation, Foreclosure, and Borrower General Contact Info. VA Loan Technicians will use the most current contact information in VALERI to send and respond to servicers' inquiries. Servicers who have not created their Servicer POC list, refer to the below guide to complete this process.

http://www.benefits.va.gov/HOMELOANS/documents/docs/newsletter/VALERIServicerNewsflash_POC_Guide.pdf