

VALERI Special Announcement

May 15, 2024

The Department of Veterans Affairs (VA) is excited to announce the Veterans Affairs Servicing Purchase (VASP) program, which will go live on **May 31, 2024**. Servicers must fully implement VASP no later than **October 1, 2024**.

- **5/31/2024** - The VALERI Events Bulk Upload template will be updated to accept VASP submissions in the VALERI application.
- **10/1/2024** – Servicers must implement VASP no later than October 1, 2024. We urge servicers to report any technical challenges that may cause delay in ServiceNow at <https://yourit.va.gov/csm>.

In addition to VASP training that is on-going, VA will offer VASP office hours to support mortgage servicers during VASP implementation. These VASP office hours sessions are optional and are an opportunity for servicers to solution VASP questions with VA. Office hours are not training sessions, and there will be no prepared content to present. Servicers do not need to register for office hours sessions in advance. Servicers can join the office hours sessions using the below links:

- June 4th 2:30 – 3:30 p.m. CST
 - <https://veteransaffairs.webex.com/veteransaffairs/j.php?MTID=me27b737f6577fc72585f7195975d0fee>
- June 18th 2:30 – 3:30 p.m. CST
 - <https://veteransaffairs.webex.com/veteransaffairs/j.php?MTID=m71d00ecf42746ce682d6aa803e3576a0>
- July 2nd 2:30 – 3:30 p.m. CST
 - <https://veteransaffairs.webex.com/veteransaffairs/j.php?MTID=me27b737f6577fc72585f7195975d0fee>
- July 16th 2:30 – 3:30 p.m. CST
 - <https://veteransaffairs.webex.com/veteransaffairs/j.php?MTID=m71d00ecf42746ce682d6aa803e3576a0>
- August 6th 2:30 – 3:30 p.m. CST
 - <https://veteransaffairs.webex.com/veteransaffairs/j.php?MTID=me27b737f6577fc72585f7195975d0fee>
- August 20th 2:30 – 3:30 p.m. CST
 - <https://veteransaffairs.webex.com/veteransaffairs/j.php?MTID=m71d00ecf42746ce682d6aa803e3576a0>
- September 3rd 2:30 – 3:30 p.m. CST
 - <https://veteransaffairs.webex.com/veteransaffairs/j.php?MTID=me27b737f6577fc72585f7195975d0fee>
- September 17th 2:30 – 3:30 p.m. CST
 - <https://veteransaffairs.webex.com/veteransaffairs/j.php?MTID=m71d00ecf42746ce682d6aa803e3576a0>
- October 1st 2:30 – 3:30 p.m. CST
 - <https://veteransaffairs.webex.com/veteransaffairs/j.php?MTID=me27b737f6577fc72585f7195975d0fee>

Servicers are encouraged to review Manual 26-4 Servicer Handbook, Chapter 9, Chapter 5 and Appendix F “VA Home Retention Waterfall.” The updated M26-4 is available at https://www.benefits.va.gov/WARMS/M26_4.asp.

All inquiries related to this announcement are to be submitted in ServiceNow at <https://yourit.va.gov/csm>.