

VALERI Servicer Newsflash

January 20, 2022

VALERI Downtime – The application will be unavailable on Thursday, January 27, 2022, for a system deployment. Users must log out of the system by 8:45 pm. EST. Release notes will be available on January 24, 2022, at <https://www.benefits.va.gov/HOMELOANS/technology-knowledge-center.asp#Release%20Notes>.

- **Bill of Collection Status and Offset Report** – After the January 27 system release, this report will be moved from Salesforce Reports to Analytics Reports.
- **Partial Claim Payment Status Report** – After the January 27 system release, this report will be renamed as the "Partial Claims Certified" report and will also be moved from Salesforce Reports to Analytics Reports. The report will include new columns for the payment due date, default cured date and partial claim loan number.

VA Circular 26-21-23 – Special Relief Following Kentucky Severe Storms, Straight-Line Winds, Flooding and Tornadoes, was issued on December 14, 2021, and is located at https://www.benefits.va.gov/HOMELOANS/resources_circulars_valeri.asp.

VA Circular 26-21-27 – Property Inspection Requirements for COVID-19 Forbearance Cases, was issued on December 21, 2021, and is located at https://www.benefits.va.gov/HOMELOANS/resources_circulars_valeri.asp.

VA Circular 26-22-01 – Special Relief Following Colorado Wildfires and Straight-Line Winds, was issued on January 3, 2022, and is located at https://www.benefits.va.gov/HOMELOANS/resources_circulars_valeri.asp.

Servicer User VALERI Access and Change Requests – Servicer user access is managed by the individual servicer's designated administrators. Therefore, inquiries regarding user access or changes must be directed to the servicer's VALERI administrator.

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 regularly to monitor their users' login activity and ensure at least two active administrators are always in an active status.

Servicer Information Updates – Servicers must notify VA (by submitting a ticket in ServiceNow at <https://yourit.va.gov/csm>) of any changes in company name, address, Tax ID number, or bank account information. If servicer's information is not up to date in VA's payment system, it will prevent the servicer's payments from being certified in VALERI.

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/>.