VALERI Servicer Newsflash

January 19, 2023

VALERI Release – The application will be unavailable on Thursday, January 26, 2023, from 9:00 p.m. to 11:59 p.m. EST for a system release. Users must log out of the system by 8:45 p.m. EST. After the release, the Analytics reports will return to the normal 1-day delay in data generation.

Multiple Event Reporting – Servicers must report events timely following the timeliness requirements outlined in [38 Code of Federal Regulations §36.4317](https://) ([VA Servicer Handbook M26-4](https://), Chapter 2.04) and should not report multiple events on the same loan on the same day to 'catch up.' Multiple events reported on the loan on the same day can interfere with the event processing sequence logic and impact subsequent event reporting.

"Invalid Sale Results" Event – This event should only be reported if the foreclosure sale was subsequently invalidated ([VA Servicer Handbook M26-4](https://), Chapter 2.04). If the original sale was completed and valid but the "Results of Sale" event was reported with incorrect data, servicers are to contact the assigned loan technician for assistance. Do not report an "Invalid Sale Results" event just to be able to re-report the "Results of Sale" event.

Redeemed Properties – Redemption of a property by the borrower does not impact the terminated loan in VALERI. Servicers must not report any events (Invalid Sale Results or Improper Transfer of Custody) in VALERI. The loan must remain in 'Terminated' status. Redemption instructions are located at https://www.benefits.va.gov/HOMELOANS/servicers_valeri_guides.asp.

Contacting VA – Per [VA Circular 26-20-39](https://), Transition to ServiceNow as Loan Guaranty Service's Unified Helpdesk Tool, servicers must submit all technical and policy inquiries in ServiceNow. Loan specific inquiries and escalations should continue to be directed to the assigned loan technician. The Technician contact list is located at https://www.benefits.va.gov/homeloans/servicers_valeri.asp.