

VALERI Servicer Newsflash

April 30, 2025

Servicing Transfer (Transferring Servicer) Event – Chapter 9 of the VA Servicer Handbook, M26-4 https://www.benefits.va.gov/WARMS/M26_4.asp instructs servicers to report the Servicing Transfer (Transferring Servicer) event in the VALERI application to indicate a successful transfer of the Veterans Affairs Servicing Purchase (VASP) loan to VA's contractor.

Effective immediately, servicers are to discontinue reporting this event for VASP loan transfers. Reporting of the event is creating technical challenges and causing downstream impacts to subsequent processes. Servicers are to only report the Servicing Transfer (Transferring Servicer) event for standard servicing transfers, unrelated to the VASP program.

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

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.granicus.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/>.