

# VALERI Servicer Newsflash

February 23, 2015 – CORRECTED VERSION

## IMPORTANT INFORMATION

### Direct Connect Servicers:

Black Knight Financial Services, Inc. (BKFS) recently established a policy that states, "All user accounts within the BKFS domain require a password reset on an annual basis." VALERI daily transaction file accounts fall into this classification and are subject to this policy. InterChange Services PowerCell (which supports VALERI) will coordinate the password change with VALERI servicers and will perform a test to ensure successful functionality. BKFS began contacting servicers in order to complete this task on Monday, February 11, 2015. For questions please contact [InterchangeServices.Powercell@bkfs.com](mailto:InterchangeServices.Powercell@bkfs.com).

**Servicer Calls** - Due to limited lines available for our bi-weekly servicer calls, we have split the calls with servicers based on the alphabetical order of servicer names. To receive an invitation for future calls, please send an email request to the VALERI Helpdesk and include your name, position, email and phone number. Our next call is Thursday, February 26, 2015. Below is the breakdown of the call times:

- A-L – 1:00 p.m. EST
- M-Z – 2:00 p.m. EST

## REMINDER

**Title Package Due Date** – Title packages are due to Vendor Resource Management based on the loan termination date. VA's definition of loan termination date is the Sale Date or Confirmation of Sale based on the information found in the Title Documentation, Insurance and Timeframe Requirements spreadsheet located on the VALERI internet site.

## DEVELOPMENT UPDATES

On Friday, February 20, 2015, VALERI Manifest 3.2 will be deployed. VALERI will be down from 7:00 p.m. EST to 11:00 p.m. EST. The following VALERI application enhancement will be included in the release:

**CQ 10504** – Appeal Post Audit Claim is a new process available on the servicer web portal (SWP). This new appeal process is only applicable on Post Audits where VA issued a Bill of Collection (BOC) on a claim. The appeal will allow a servicer to submit documentation/justification for each adjusted line item. The timeframe to appeal a Post Audit claim is 30 days from certification of the post audit.