

From: McLamb, Denise
Sent: Wednesday, February 09, 2011 4:11 PM
To: 'Kraemer, John'
Cc: McLamb, Denise
Subject: 2900-0021 Additional information

Please see the attached screenshots as requested.

At this time, we are submitting copies of the following screens:

- o The VALERI screen on which VA technicians enter notes from phone contacts with servicers and veterans

- o The Servicer Web Portal (SWP) "Report an Event" screen, showing the 33 loan event screens servicers can access on the SWP to submit data on a specific loan directly to VA. We randomly selected one event from each event category and provided a copy of that screen. These selected screens are indicated by a green arrow on the "Report an Event screen."
 - "Report Loan Paid in Full Event"
 - "Report Foreclosure Sale Scheduled Event"
 - "Report Delinquency Status Update Event"
 - "Report Special Forbearance Approved Event"
 - "Report Bankruptcy Update Event"
 - "Report Bulk Events"

While the VALERI SWP is available to all VA servicers to report loan events manually, 99% of servicers report their data directly to VALERI through an established system-to-system data transfer.

If you need any additional information or another conference call, please let me know.