



Effective August 30, 2024

VASP SERVICING TRANSFER

VA SERVICING PURCHASE (VASP) TRANSFER

SEEKING ASSISTANCE

A GUIDELINE FOR MORTGAGE SERVICERS

As you start to implement the VASP Servicing Transfer Program, it may become necessary for a Mortgage Servicer Professionals to seek assistance regarding the instructions or guidelines. For this purpose, an advocate is provided for inquiries related to specific aspects of the program.

Whether it is help in understanding the program itself or the particular details within the transfer process, you may contact the advocate following the inquiry details below.

INQUIRIES REGARDING VASP SERVICING TRANSFER AND THESE GUIDELINES SHOULD BE SENT TO:

INQUIRIES TO THE VASP SERVICING TRANSFER ADVOCACY TEAM (VSTAT) SHOULD ONLY COME FROM THE DESIGNATED CONTACTS IDENTIFIED AS “VASP SERVICING TRANSFER” WITHIN VALERI

VA-VASP@VRMCO.COM

INCLUDE KEY INFORMATION REGARDING THE PARTICULAR COMPONENT OF THE GUIDELINES OR INSTRUCTIONS AND YOUR SERVICER INFORMATION. ONLY GENERAL INQUIRIES WILL BE ANSWERED. INQUIRIES RELATED TO SPECIFIC VASP CASES OR LOANS IN A TRANSFER WILL NEED TO BE DISCUSSED WITH YOUR TRANSFER COORDINATOR.

INQUIRIES REGARDING VA SERVICING PURCHASE (VASP) PROGRAM, POLICIES OR CASES THAT ARE NOT YET CERTIFIED SHOULD BE SENT TO:

Servicers should use ServiceNOW (SNOW) to enter a ticket for these types of inquiries.