Appraisal Firewall Quick Start Guide
Information for Rotation Managers

Appraisal Firewall technology maximizes your relationships with your appraisers and streamlines the entire appraisal process. The technology automates appraiser selection, service areas, qualifications, and payment, then routes orders and messages to your trusted local appraisers. Best of all, you spend less time placing orders and get completed appraisals faster.

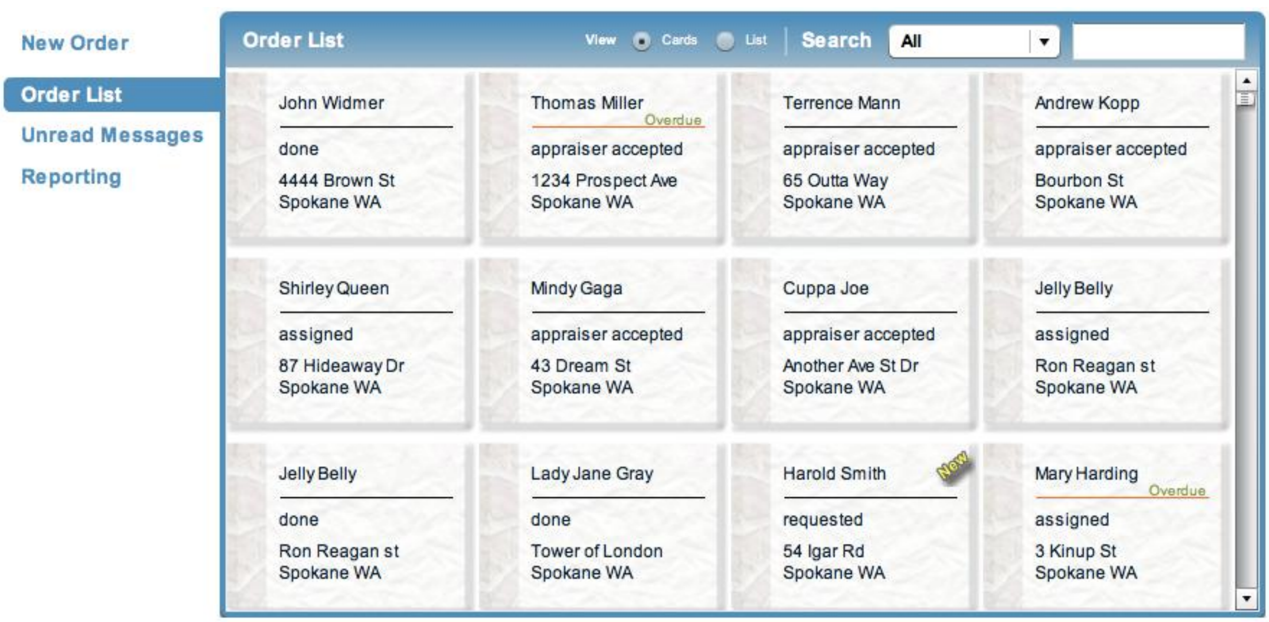
The Dodd-Frank Act and other regulations establish enforceable appraisal independence standards for all banks. Appraisal Firewall provides documentation and audit tracking so that you can prove to auditors that every appraisal was developed free from influence.

Basic Usage and Layout

Use the action menus along the top to perform specific actions in Appraisal Firewall: view **My Profile, My Users, My Appraisers,** and **My Products.** Your logged-in Rotation Manager's email address is at the top right, along with a**Logout** link.

Along the left side of your screen, you cancreate new orderswiththe **New Order** link, check on your orders with **Order List**, view**Unread Messages**, and track and manage your appraisal orders with **Reporting**.

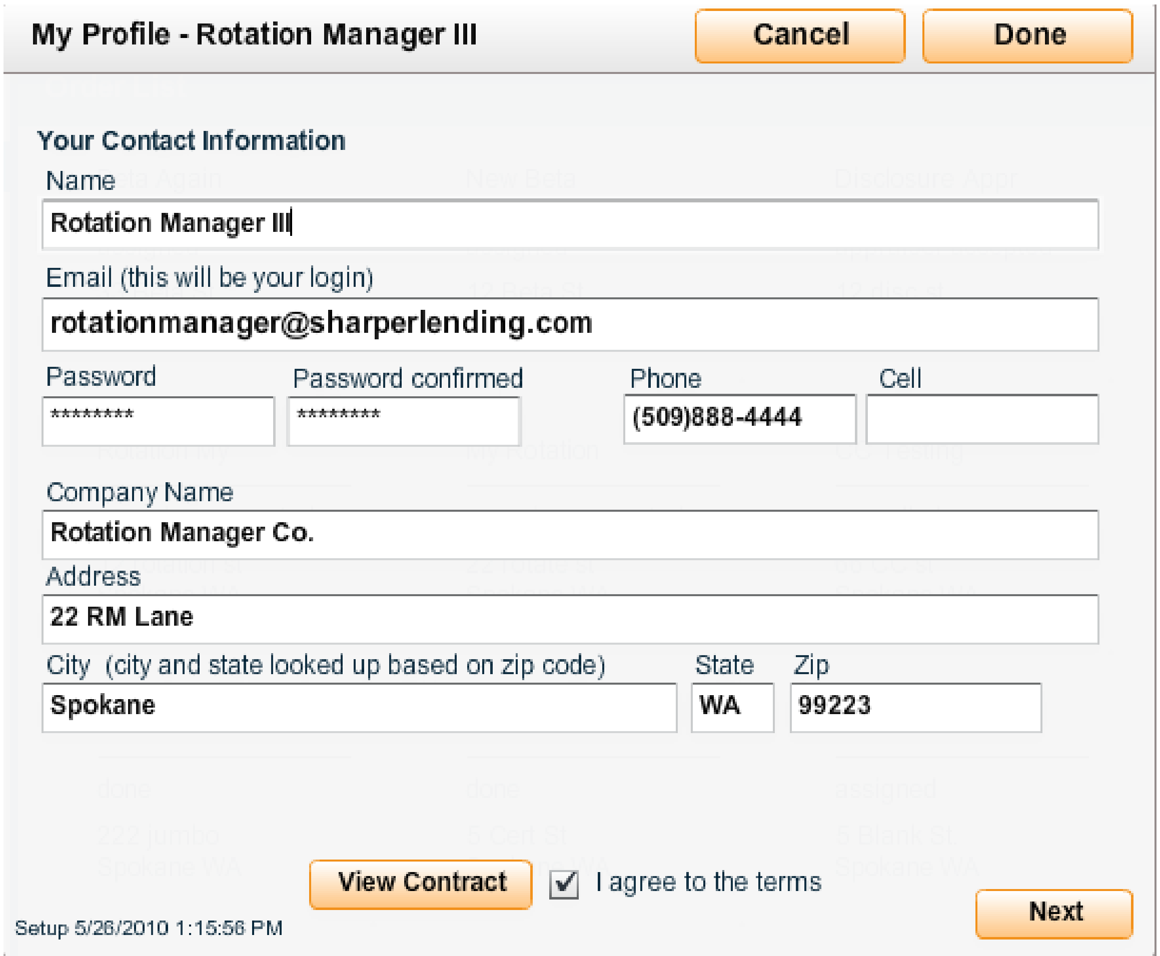
The **Order List** section contains all of yourappraisal orders. Click on an Order Card to open it and review the order information. When completed, you can access the appraisal PDF report from within an Order.



The bottom of the screen contains Appraisal Firewall Customer Service contact information in case you need to contact us with questions. The bottom right of the screen contains the type of user that you are logged in as.

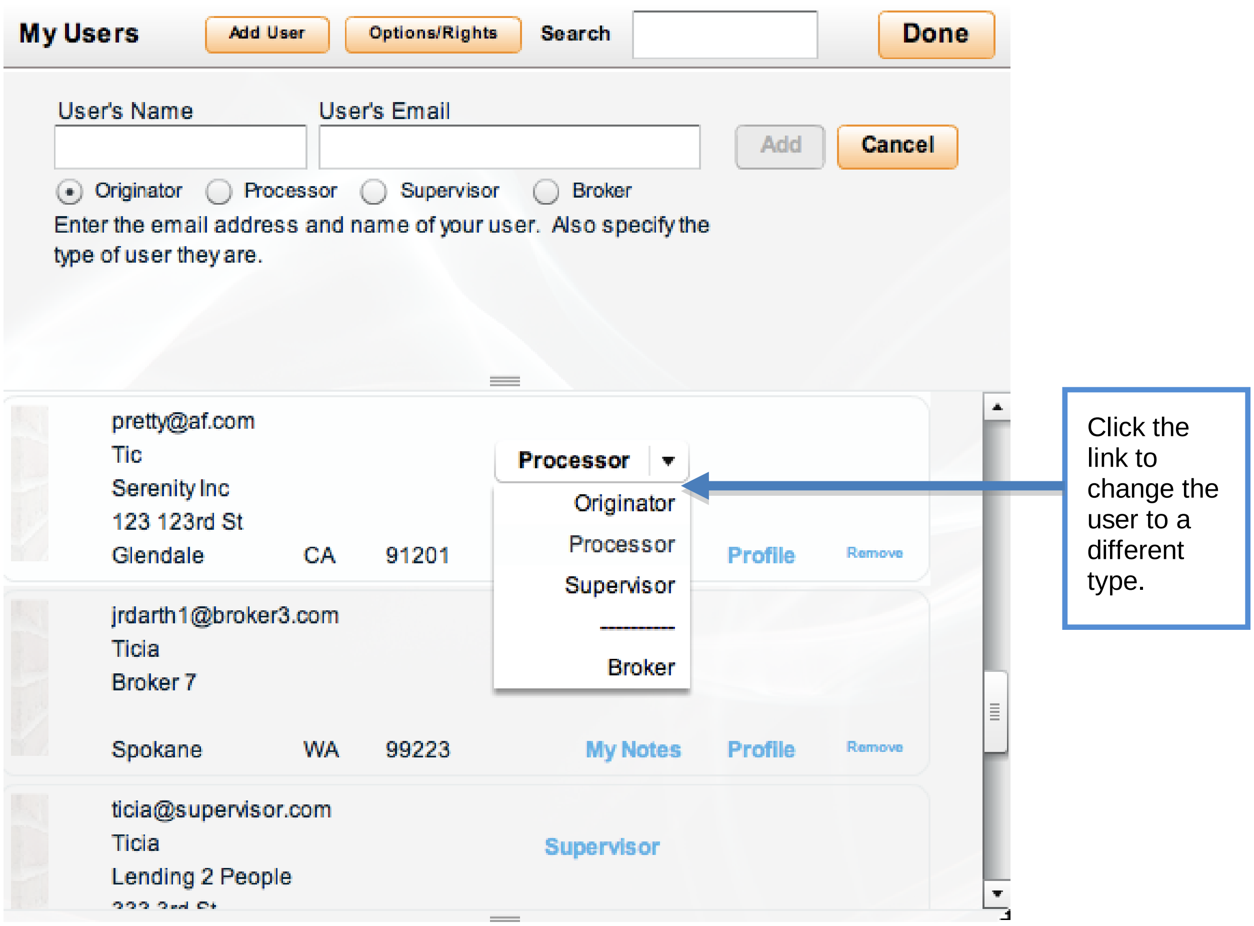
My Profile

With **My Profile**, you can view and edit your company information, including contact numbers, login information, and address. You can also click the**Next**button to modify your billing preferences.



My Users

My Users allows you to view existing users and add new ones, while also enabling you to set options/rights that will be linked with your users' accounts. You are able to create notes on a per user basis, view each user's profile, and remove a user from your list if necessary(See Appendix A for a description of different user types and their suggested use in Appraisal Firewall).

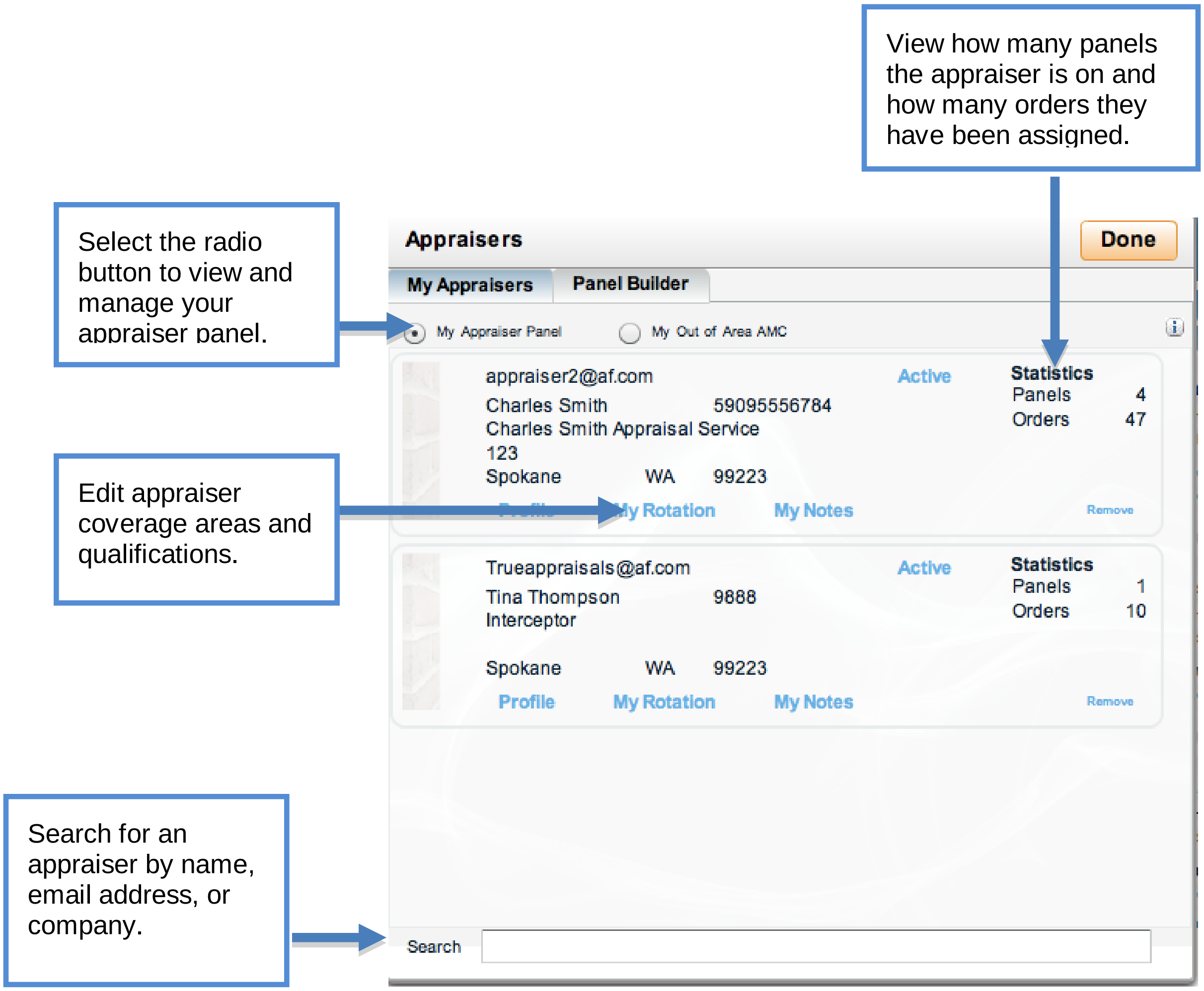


- Use the **Options/Rights** button to assign different rights to your users based on how you want them to interact with the system. You can also designate if you would like appraisals to be automatically or manually routed to an appraiser whenever an order is placed.
- Each entry in the **My Users** screen represents a user than can access Appraisal Firewall and place orders.
- Click the **User Type** (Originator, Process, Supervisor, Broker) on a user entry to change the user to a different type. *See Appendix A for a description of user types, and what they can and cannot do.*
- View **Notes** for this user (only you can see these Notes), review the user's **Profile**, and **Remove** users from this screen as well.

Click Here for a Demo on the My Users screen

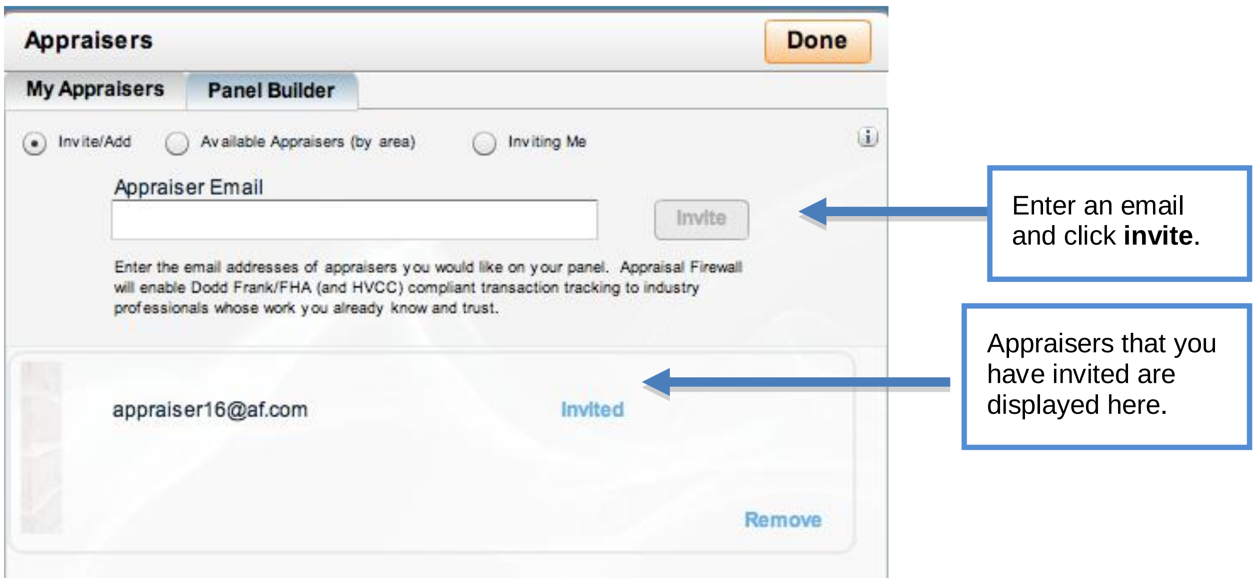
My Appraisers

My Appraiser Panel is your list of active appraisers that can receive orders. Search for appraisers in your panel, plus edit coverage areas, qualifications and other appraiser data from the links at the bottom of each appraiser entry.



Panel Builder

Use the **Panel Builder** tab to add appraisers to your panel. You can add to your active appraiser panel by selecting the **Invite/Add** radio button, or search for appraisers in a particular area with **Available Appraisers.** The **Inviting Me** button displays appraisers that have requested to join your panel.



Additional Info: Lender/Investor Appraisal Requirements

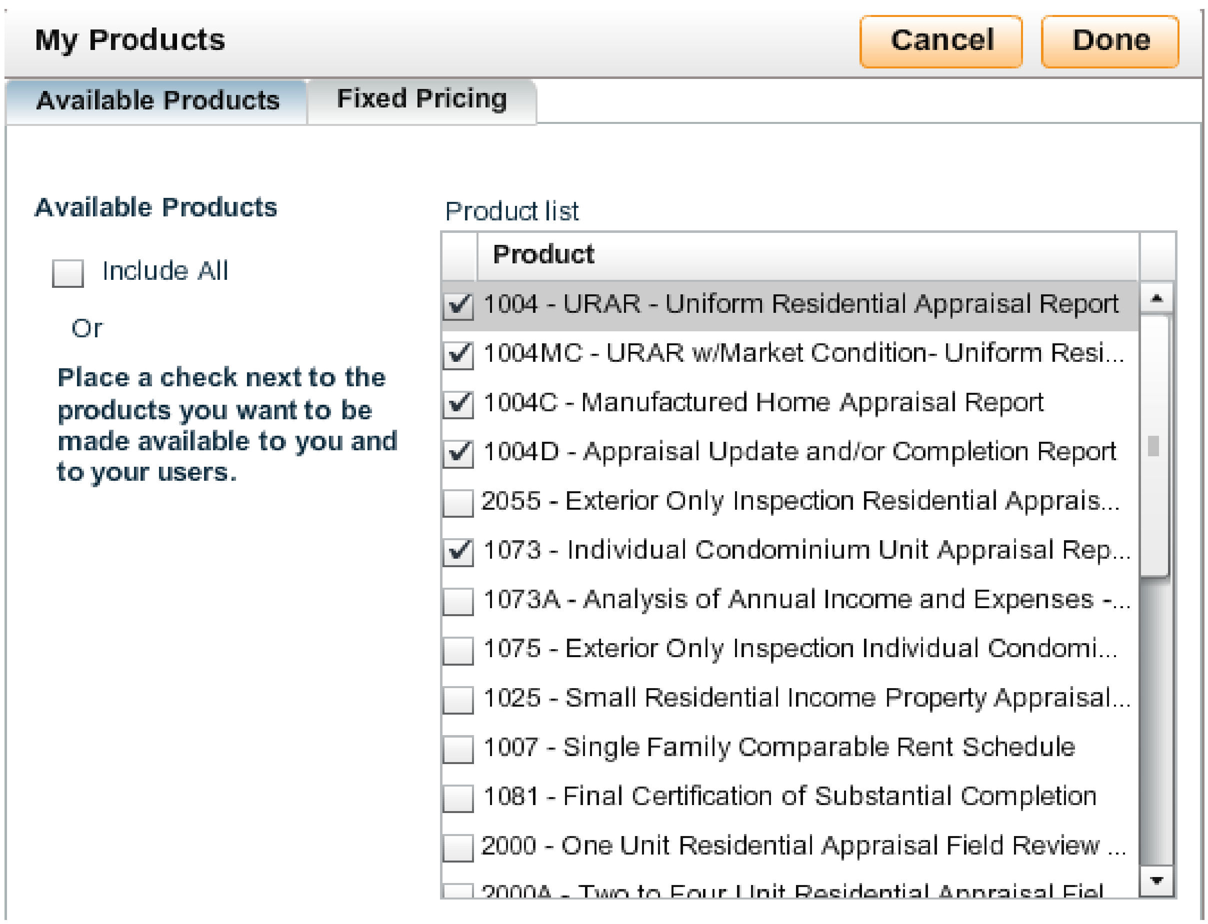
The **My Appraisers** and **Panel Builder** screens also offer a variety of solutions if you have secondary loan requirements for your appraisals. For example, some secondary market investors require specific AMCs be used for appraisals on loans that will be sold to them. These are custom solutions that are primarily for mortgage banks or loan originators – any company that you may sell loans to on the secondary market. Contact your Customer Service Representative if you would like more information on secondary market solutions.

My Products

My Products allows you to control the types of appraisal products your users are allowed to place (**Available Products**), as well as the price you want to pay your appraisers (**Fixed Pricing**).

Available Products

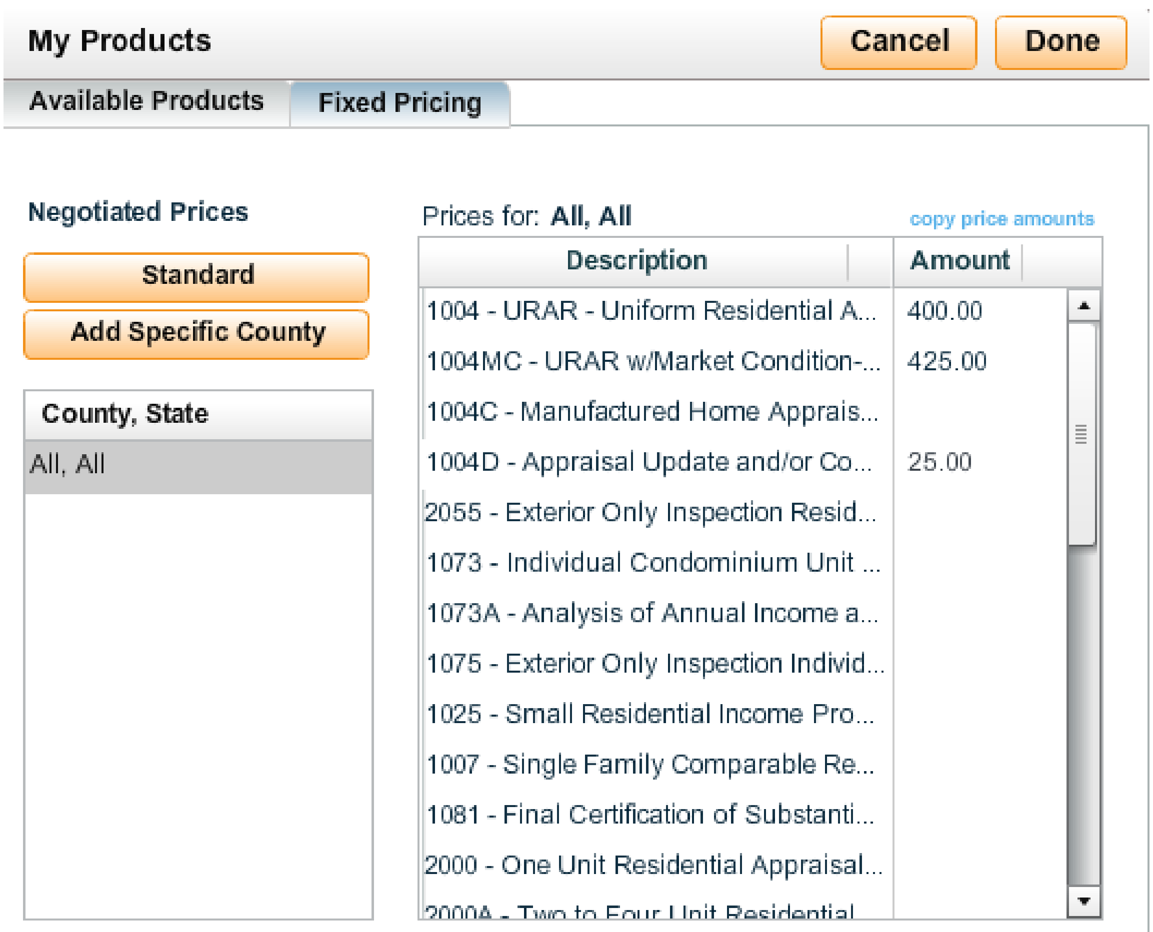
By checking **Include All**, your users will see a list of all of the system's products to choose from when placing an order. If you would like to limit your users to select appraisal types, place a check next to the products on the right side of the window that you would like be made available to you and your users.



Fixed Pricing
Appraisal Firewall allows your appraisers to set their own appraisal fee prices. Now, with new GFE requirements and specific variances that need to be met between the GFE and the HUD-1, many lenders are looking to reduce the variance on their appraisal costs and fix them. The **Fixed Pricing** screen allows you to do this – to override your appraiser's prices, and to pay these exact amounts only.

You can keep the default setting of **All, All** so that across all counties and all states, you pay the exact price per appraisal product that you enter in under the **Amount** column. You can also enter specific fixed prices per county and state (and even down to Zip Code) and keep the **All, All** for any orders placed outside the specific county/zip/state.

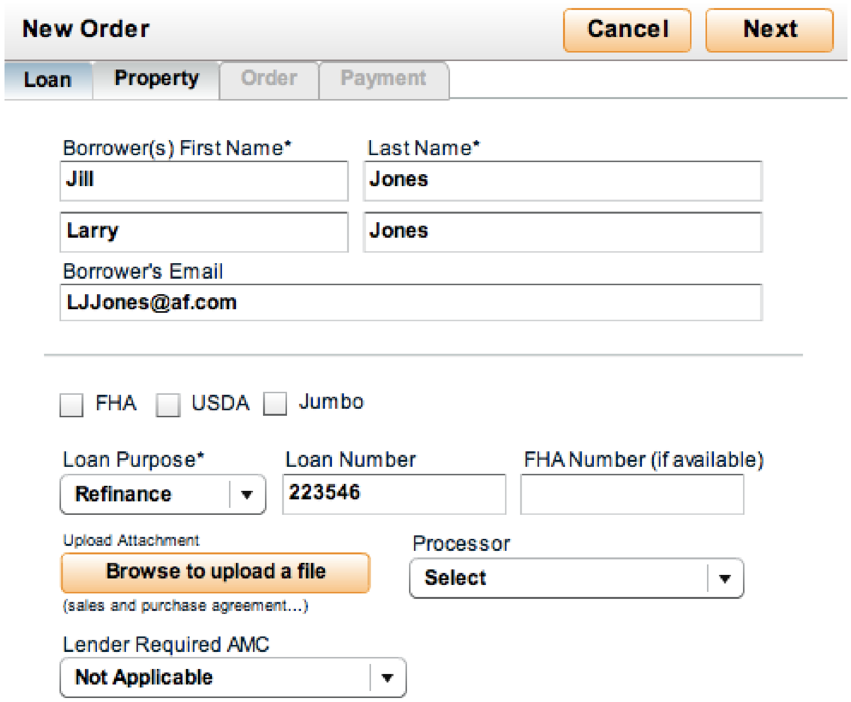
*Hint: To fix pricing for a specific county, but default back to the appraiser's pricing for everywhere else, you can remove the **All, All** entry – just hover over it and click the blue "X" at right. This allows you to fix prices in certain counties, but to keep the appraiser's pricing for appraisals ordered outside of this specific county.*



When an appraiser receives an order with a "fixed price," the appraiser will not be able to modify the price.

New Order

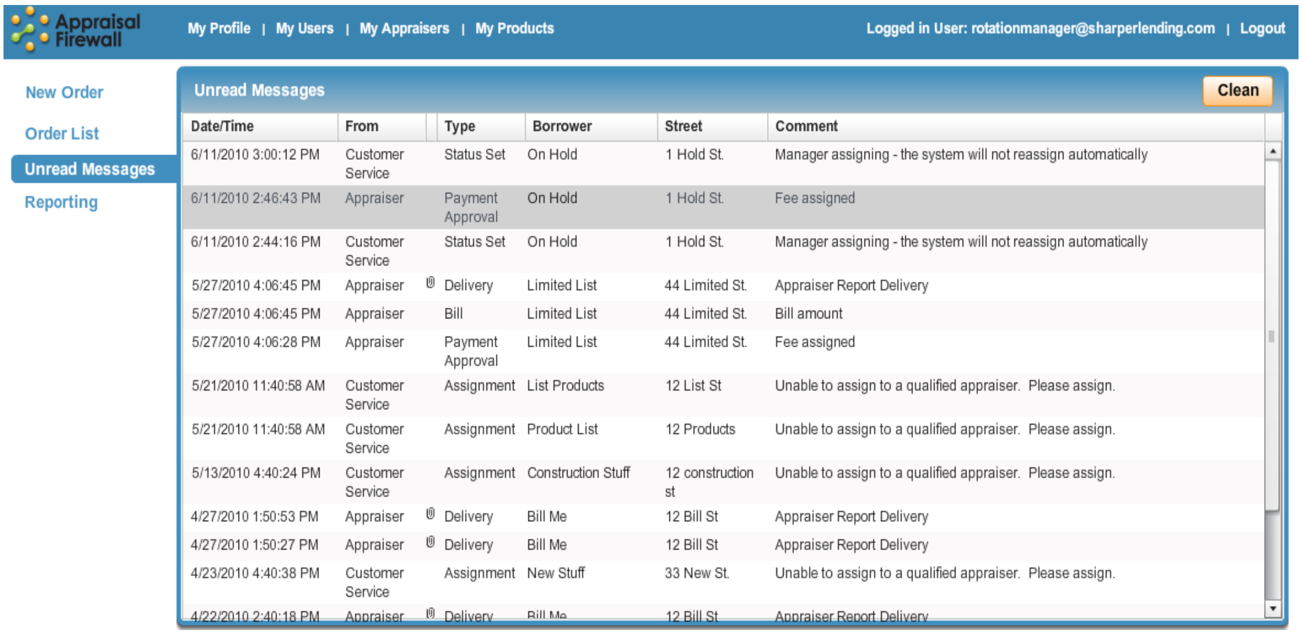
Click the **New Order** link at the left to order an appraisal. The **New Order** screen contains four tabs that collect property, borrower, and payment information. Providing accurate property data helps the appraiser quickly identify pertinent order details. Orders that have been placed successfully will appear in your Order List and, can be routed to an appraiser on your panel.



Click Here for a Demo of Placing a New Order

Unread Messages

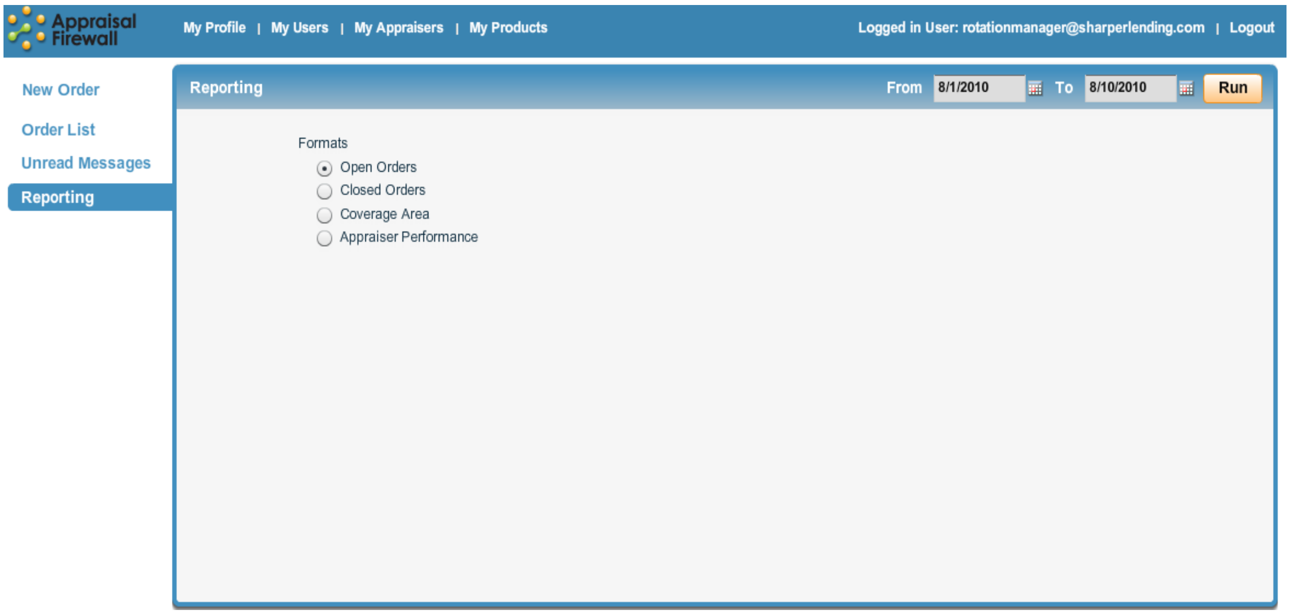
This gives you a quick view of messages between lenders and appraisers, including status updates and billing activities. Double-click on any message to open that specific order, as well as clear the message from the **Unread Messages** list.



Date/Time	From	Type	Borrower	Street	Comment
6/11/2010 3:00:12 PM	Customer Service	Status Set	On Hold	1 Hold St.	Manager assigning - the system will not reassign automatically
6/11/2010 2:46:43 PM	Appraiser	Payment Approval	On Hold	1 Hold St.	Fee assigned
6/11/2010 2:44:16 PM	Customer Service	Status Set	On Hold	1 Hold St.	Manager assigning - the system will not reassign automatically
5/27/2010 4:06:45 PM	Appraiser	Delivery	Limited List	44 Limited St.	Appraiser Report Delivery
5/27/2010 4:06:45 PM	Appraiser	Bill	Limited List	44 Limited St.	Bill amount
5/27/2010 4:06:28 PM	Appraiser	Payment Approval	Limited List	44 Limited St.	Fee assigned
5/21/2010 11:40:58 AM	Customer Service	Assignment	List Products	12 List St	Unable to assign to a qualified appraiser. Please assign.
5/21/2010 11:40:58 AM	Customer Service	Assignment	Product List	12 Products	Unable to assign to a qualified appraiser. Please assign.
5/13/2010 4:40:24 PM	Customer Service	Assignment	Construction Stuff	12 construction st	Unable to assign to a qualified appraiser. Please assign.
4/27/2010 1:50:53 PM	Appraiser	Delivery	Bill Me	12 Bill St	Appraiser Report Delivery
4/27/2010 1:50:27 PM	Appraiser	Delivery	Bill Me	12 Bill St	Appraiser Report Delivery
4/23/2010 4:40:38 PM	Customer Service	Assignment	New Stuff	33 New St.	Unable to assign to a qualified appraiser. Please assign.
4/22/2010 2:40:18 PM	Appraiser	Delivery	Bill Me	12 Bill St	Appraiser Report Delivery

Reporting

Run a management report from the **Reporting** tab to track and manage your open orders (not yet completed), orders that are completed, the areas of coverage associated withyour appraiser panel, and appraiser performance.



- **Open Orders –** This report displays basic details on all orders in your order list that are currently open. This includes such data as property address, lender/appraiser contact information, and order status.
- **Closed Orders –** View all completed orders within the specified date range. The Closed Order report contains pertinent order information such as appraisal price and service fee.
- **Coverage Area**– This report shows information about all appraisers' qualifications on your appraiser panel including license information and counties of coverage. These counties will coincide with information input on the My Rotation window, or will default to what is entered on the appraisers' profiles.
- **Appraiser Performance**– Run this report to view performance statistics of your appraisers. At a glance you can view appraisers' prices for each order, their turn times, and how many orders they have completed.

Working in an Order

From the Order List, clicking on an order card opens the appraisal so that you can view the details about that order.

The basic order layout includes menu options at the top along the blue bar. These menus include the **Order** menu, the **Communicate** menu, and the **View** menu.

The **Order** menu offers a number of appraisal order-specific options that are available depending on the type of user that is viewing the order.

- **Assign Appraiser**(RM Only) – you can reassign this appraisal order to a different appraiser. Select Assign Appraiser to display a list of eligible appraisers for this property. You can assign the order to an appraiser within your panel, or select one from the All Appraisers list. Select the Backup AMC radio button to route this order to an AMC. **Assign Appraiser** is available until an appraiser has accepted the order.
- **Manage Parties** (RM Only) – allows you to view the user that placed the appraisal order, and to view the appraiser assigned to the order. Additionally, you may add a **Processor** to this order or change the **Originator**, who can then login and view/work on the order.
- **Order 2nd Appraisal** – enables you to order a second appraisal on this property that will automatically be routed to a new appraiser. Use this feature when two appraisals are required for one property – such as an FHA flip. When selected, a New Order screen will appear, with property information automatically populated.

You will need to re-enter credit card information if a credit card was used on the original order.

- **Cancel Order** – this cancels the appraisal order. Cancellation/Trip fees may apply.
- **Change Price** – available only after an appraiser requests a price change, select this feature to respond to a price change request. You can accept or decline the appraiser's request for a price increase, and provide an explanation.

The **Communicate** menu offers a number of options to communicate with parties involved in the order.

- **Notes** (RM Only) – add an order-specific note on this order. Only Rotation Managers can add and view notes.
- **Send Message** – lets the user send a message to the appraiser. Rotation Managers can disallow Originators, Processors, Brokers, and Supervisors from sending messages to appraisers depending on settings in the **My Users** screen.
- **Send FHA Case Number** – only available on FHA appraisal orders. This option allows the Rotation Manager to send the case # assigned by FHA to the appraiser for completion of the appraisal.
- **Dispute Comps** – only available on completed orders. This feature allows you to add additional comparable sales you would like the appraiser to consider.
- **Forward Appraisal** – only available on completed orders. This is a compliance feature that allows you to send a copy of the appraisal to a Borrower, or to a third party who may need to view the completed appraisal (underwriters). Appraisal Firewall tracks to whom the appraisal is sent in the Communications Log.

The **View** menu allows you to access PDF documents relating to the appraisal. All options on the **View** menu are available after the order has been completed and returned to you.

- **Communications Log** – displays a printable view of all messages and all activities that occurred on this order. You can print hardcopies of the log to go along with the loan file for compliance purposes to prove that no undue appraiser influence occurred.
- **Appraisal** – allows you to view the completed appraisal.
- **Invoice** – displays all costs involved in this appraisal order and to whom they should be remitted. This includes an itemized list of applicable technology transaction fees, appraisal fees, and billing service fees.

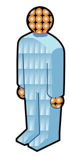
Below the menu options, you will find the **Property** tab, and the **Communications** tab.

- The **Property** tab contains all details about the subject property that were entered at the time of the order.
- The **Communications** tab displays a log of all messages, status changes, and activities that occurred on this appraisal. Open the **View** menu and select **Communications Log** to print off this log for hardcopy storage.

Appendix A

Lender/Rotation Manager

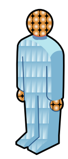
- Independent of/not commissioned on Loan Production
- Representative of a Market Area (Lenders can have multiple Market Areas)
- Sets up approved Lender appraisal process, including:
    - Appraiser panels
    - Managed User lists (supervisors, processors, originators, brokers)
    - Payment preferences
- Can place orders and view orders for all users within their Managed User list
- Can designate allowable actions within Managed User list (what a user can/cannot do)



Rotation Manager
(Market Area/Branch)

Supervisor

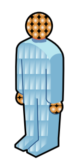
- Is commissioned on Loan Production
- Can see all orders for all Managed Users under a Rotation Manager/Market Area
- Can initiate appraisal orders within the RM's appraiser panel and lenders approved appraisal process
- Cannot view, add, or edit appraisers
- Cannot view, add, or edit users



Supervisor

Originators and Processors

- Are commissioned on Loan Production
- Are often inside the office on the Retail side
- Can only see orders that they have placed, or those they have been invited to
- Originators are Loan Officer types – typically in more of a sales role
- Processors are Loan Processor types – typically do more ordering, processing, and completion work (*Note – Processors cannot view Management Reports*)

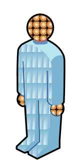


Originator
(Loan Officer)

Processor
(Loan Processor)

Brokers

- Brokers must follow their investor/mortgage bank/wholesale lender's appraisal ordering instructions
- Brokers are commissioned on Loan Production
- Can only see appraisal orders that they have placed, or those they have been invited to
- Brokers are often outside of the investor/mortgage bank office on the Wholesale side
- Once on a Managed User list, Brokers are very similar to Originators in terms of what they can and cannot do



Broker