Welcome Packet

Lenders

The Data Facts Appraisal Firewall appraisal routing and communication system offers unique features that empower appraisers to have better control over their appraisal compliance processes than with using a national AMC. Appraisal Firewall provides HVCC compliance and is also compliant with the Dodd-Frank Act.

Contents

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IT Support

How to get Signed Up – <mark>For Rotation Managers Only</mark>

Go to our webpage: www.datafacts.com. Click on Login, Appraisal Firewall Login from the top menu bar.

Click on the third Login button next to Appraisal Firewall (Lenders).

Once you have clicked on the link from our Data Facts page, you will be directed to the page below. Simply click the **I'm New – s*ign me up!*** button to begin.
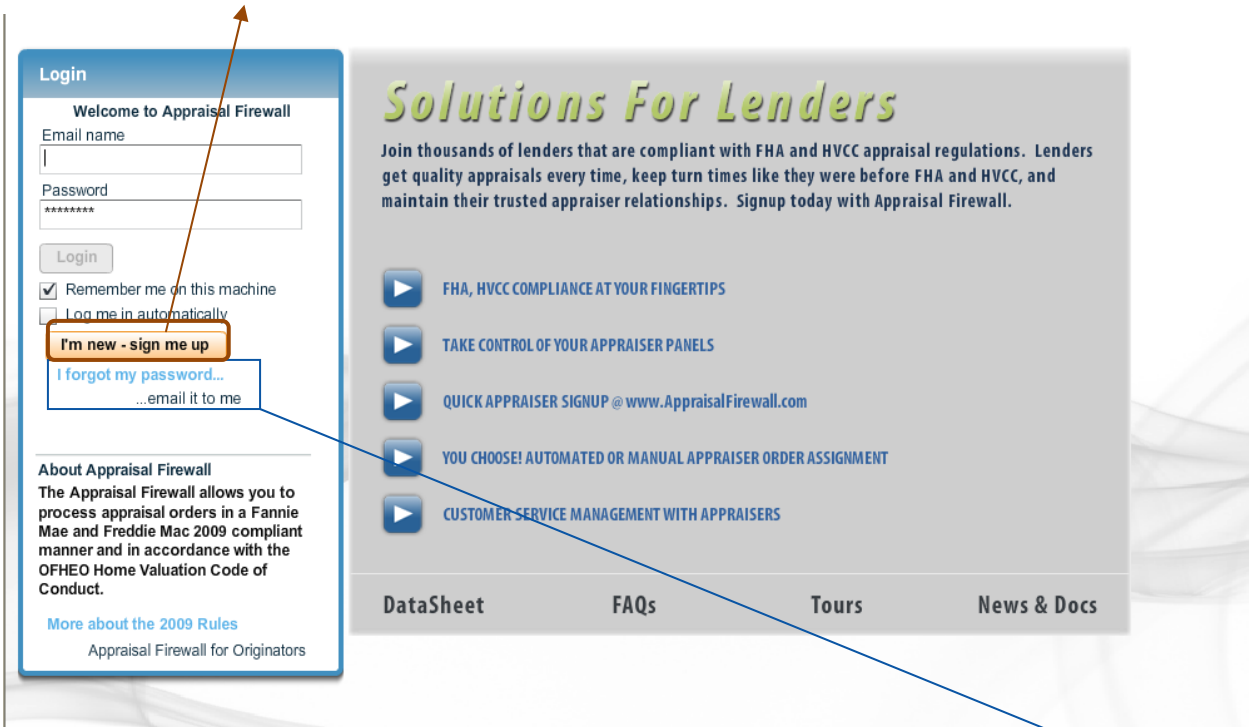
Enter in your company information. Pick a good password. Your password can be emailed to you if you ever forget it. Remember to review the contract and check the box at the bottom next to *I agree to the legal stuff.* Click **Next** and you will be taken to a screen to set up your profile. Fill each box and then check ***I agree to the terms***, and click ***Next.***

Please Note: Clicking My Profile at the top of the screen once this has been filled in will let you back into these same screens to edit. You can edit any of this information as needed, including your email address (which is also your login name).

The following screen lets you setup your **Role** in Appraisal Firewall. Note the difference between Lenders/Rotation Managers and Brokers.

My Profile - Susan Mc...

Rotation Managers have expanded capabilities. They can setup and manage users beneath them who only place orders, and can control routing automation & payment methods.

My Role
- ⦿ I am a Lender (and manage my lender's appraisal rotation)
- ◯ I am a Broker

Brokers have limited capabilities. They do not support other users. Other options on this screen are unavailable to them.

Fees

Appraisal Firewall charges a small transaction fee to support the technical transaction. If the optional billing services are used (centralized billing or credit card payments), an additional fee may be charged to cover those associated costs. You specify if the fee should be billed to the appraiser or to you.

(fees are a percentage of the total appraisal cost)

Fees Paid By
- ◯ Appraiser   ⦿ Lender (me)

Transaction fee   6 %

Billing Fee   0 %

Specify who should pay the Appraisal Firewall transaction fee in the **Fees Paid By** section: your appraiser, or you.

Back   **Next**

The transaction fee is a percentage of the cost of the appraisal report when the appraiser accepts the order.

- If the Appraiser pays the transaction fee, the appraiser will receive their appraisal fee minus the transaction fee percentage.*
- If you will pay the transaction fee, the appraiser will get their full appraisal report fee, and you will receive an invoice for the transaction fee.**

*If the appraiser invoices you for the appraisal, the appraiser will get their full fee, and Appraisal Firewall will invoice the appraiser for the transaction fee separately. If you pay via credit card, the appraiser receives their appraisal fee minus their transaction fee from Appraisal Firewall.

**If you pay for the appraisal with a credit card up front, the fee will be added to the charge and you will not be invoiced separately.

Set Up / Validate Your Appraiser Panel – <mark>For Rotation Managers ONLY</mark>

Once you have successfully logged into the system, you should check your Appraiser Panel to make sure that all of the appraisers you do business with today are in your rotation panel.

This panel is your list of appraisers who will receive your orders. Appraisal orders will be sent to the individuals in your panel in a sequential order based on who received the last order. For example, if three appraisers were eligible to receive three appraisal orders, each would receive one order.

Here is how you can do this:

1. Login to the Lender page.

2. You will first see your **Requests List** screen. This is where your appraisal orders will post to. They will be represented as "cards" on this screen and will display the borrower name, the status, and the property address (in the example below, there are three appraisal orders in various statuses for this lender).

3. Locate the *My Appraisers* button on the top of the screen. Click this *My Appraisers* button. When the **My Appraisers** screen opens, the first tab is the My Appraisers tab. On this tab, you will see a list of active appraisers that are in your appraiser panel.
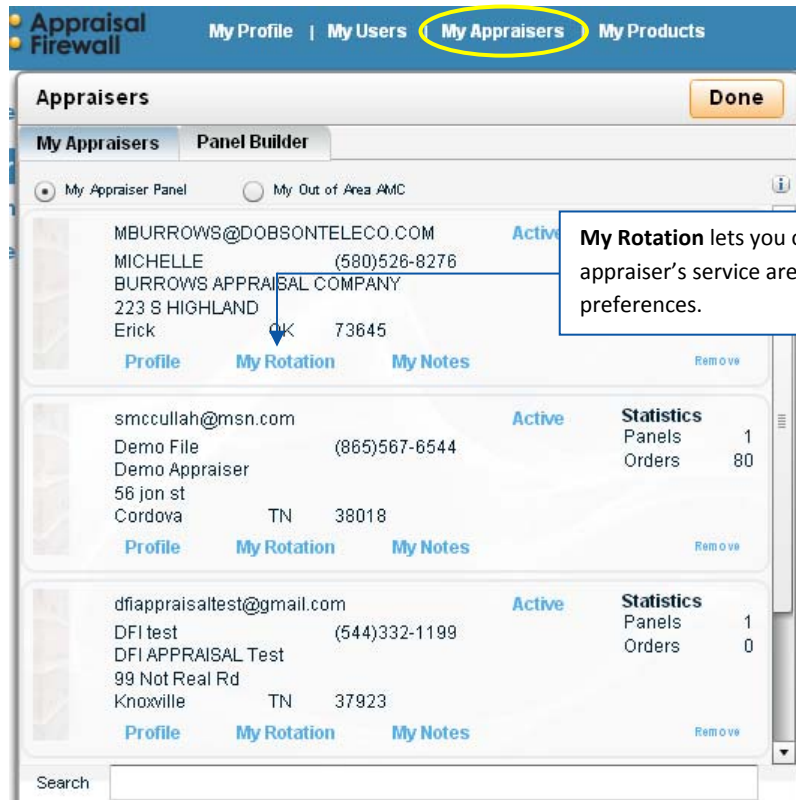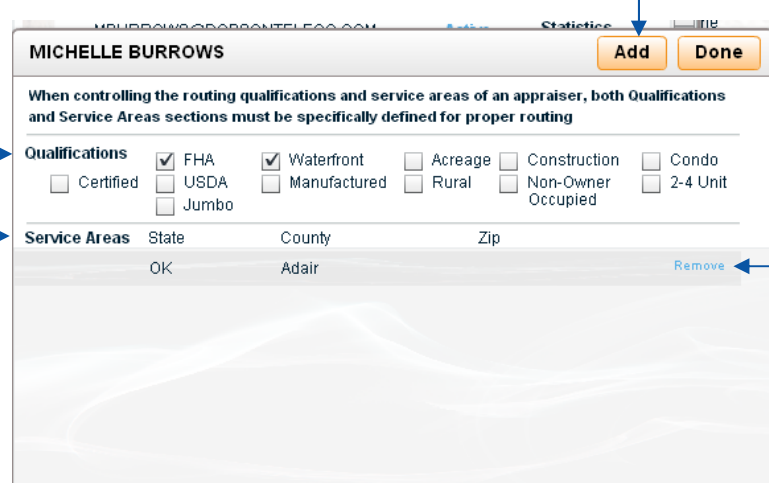

My Rotation lets you override this appraiser's service areas with your own preferences.

When you click **My Rotation**, the Rotation Specifications window opens for that appraiser. When you override and define an appraiser's service areas, it is recommended that you define both Qualifications and Service Areas for proper routing.

Click **Add** to enter service area preferences for this appraiser.

Check any **Qualifications** checkboxes to have this appraiser only receive these types of appraisal orders.

Your preferred Service Areas will display here. *Note – leave the Zip Code blank to have the appraiser cover the entire county.*

Click **Remove** to delete any service areas that you have entered for this appraiser.

To enter a coverage area that you would prefer this appraiser work in, click the **Add** button.

The state the appraiser is licensed in automatically displays. Click the **State** drop down to choose a different state.

Click **Save** to have this appraiser service this area, or **Cancel** to not proceed with this change.

Select a **County** that you would prefer this appraiser to service from the drop down list.

Enter a **Zip Code** if this appraiser should only service a specific zip code. Leave this field blank if the appraiser should service the entire county.

- You can add as many counties and zip code coverage areas as you like.

- Refrain from entering a zip code range into the Zip Code field. If you have an appraiser that services multiple zip codes, enter each one of the zip codes individually.

- Leave the Zip Code blank for the appraiser to service the entire county.

The next tab is the Panel Builder. The Panel Builder lets you add appraisers. You can invite them by entering their email address. If you have the button next to Invite/Add clicked, you will see a list of all appraisers you have invited.

If you click the button next to Available Appraisers, you can enter the state, county and/or zip and see all of the appraisers that you have for that specific area. Out to the right hand side you can see how many panels each appraiser is a part of and also how many orders they have handled to give you an idea of how much experience they have.

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Appraisal Firewall lets you choose if you want to override service areas for all of the appraisers in your panel, or only certain appraisers. You have the option to have a "mixed" panel: a panel where you have specified service areas for certain appraisers, but kept the appraiser-entered service areas for others. How you prefer to set this up is up to you.
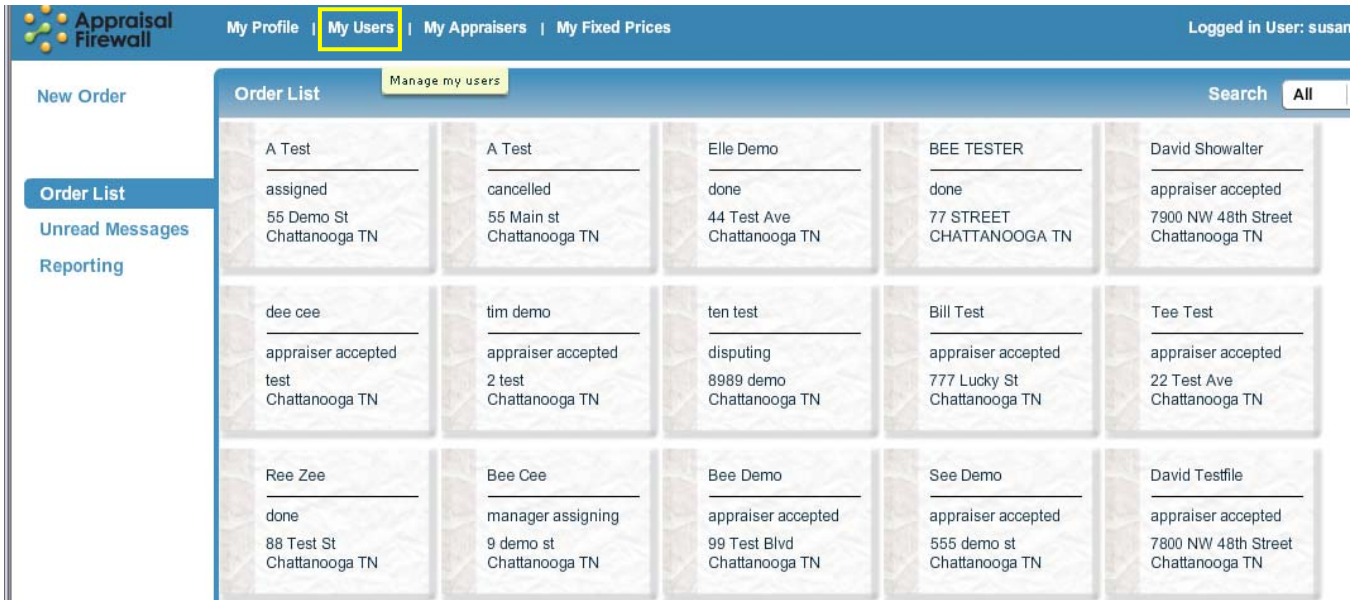
When you have controlled the service areas and qualifications of appraisers in your panel, the areas that you have entered will override the appraiser's settings in the appraiser profile. This will give you more control over your order processes to make sure the appraiser with the right expertise gets the order you want.

How Appraisal Firewall Appraiser Rotation Works

Once a lender has created their own panel of appraisers, they can start placing their appraisal orders. Appraisal Firewall rotates sequentially through the appraiser panel based on the subject property and the product that is chosen by the lender. Then, it assigns the order to the next appraiser in the rotation based on the appraisers that service that county.
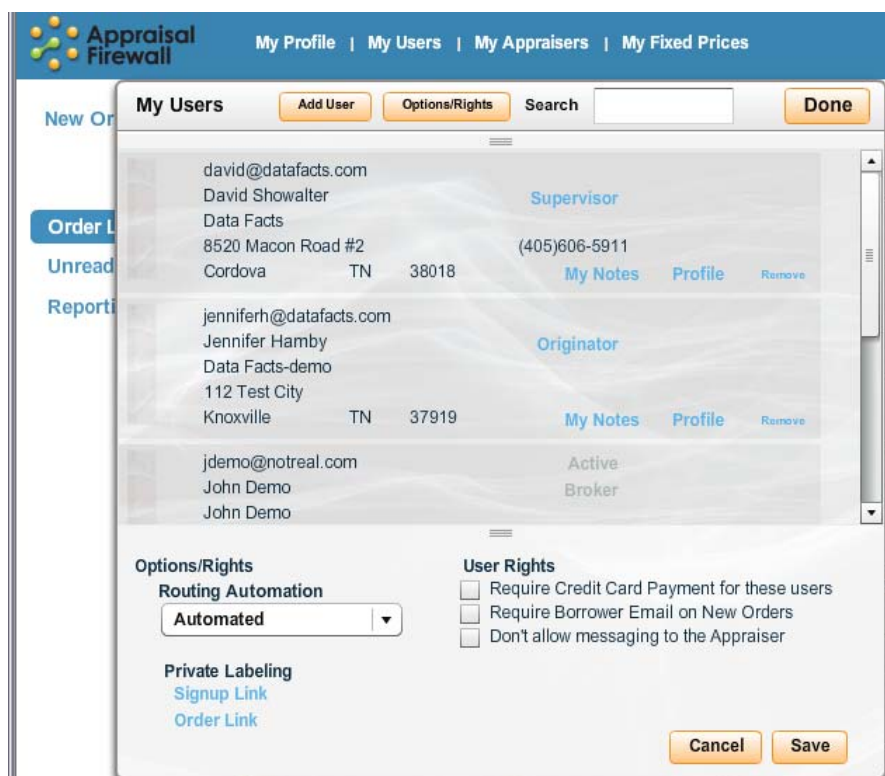
How to add New Users – <mark>For Rotation Managers Only</mark>

Login to Appraisal Firewall. Click on My Users at the top of your screen.

At the top of the box that appears, click on Add User.

Enter the User's Name that you want to add, along with their email. Then choose what type of user they are: Originator, Processor, Supervisor* or Broker. Click save when you are finished.

*The Supervisor has the rights to see all users' orders. Originators & Brokers can only see their own orders. Processors can see orders they place and any orders assigned to them.

Rotation Managers can choose a **Routing Automation**. Assign/Respond is automatic routing; Respond is manual routing. Usually this will be Assign/Respond.

Rotation Managers can choose to **Require a credit card payment** up front for each user in their list by checking this checkbox.

## How to Make Products Available & Set Fixed Pricing – For Rotation Managers Only

*Please note: This feature is completely optional. You choose if you want to utilize this feature.

Go to the top and click My Products.
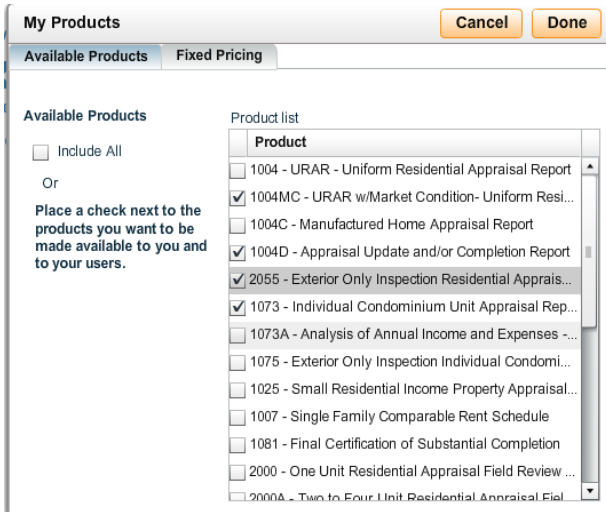
The following box will appear. Under the Available Products tab, either check the box to include all products, or leave it unchecked and choose which products you want to make available to you and your users.

Under the Fixed Pricing tab, you have the option to add a standard price for all appraisers by clicking on the Add Standard button. You can also choose a statewide fixed pricing and you can set fixed pricing for specific counties.
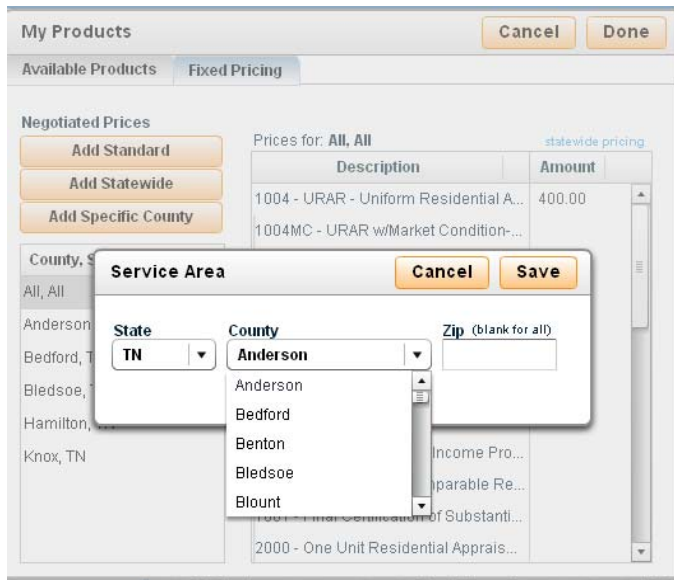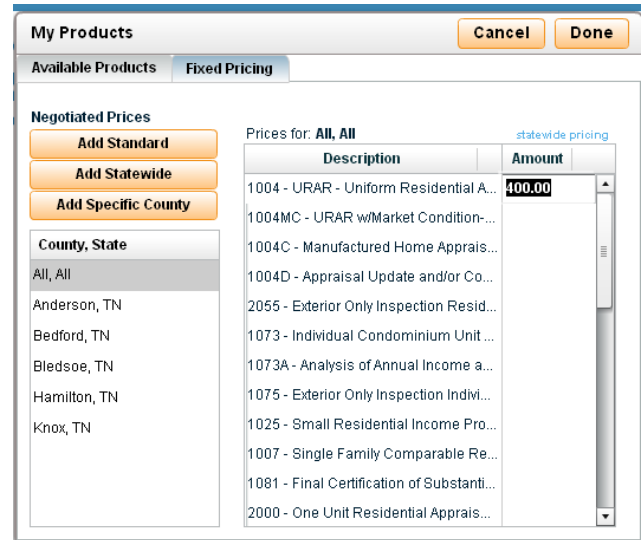
To set fixed pricing for a specific county, click on the Add Specific County button to choose what county you want to add, either by using the drop down or entering the zip.

Once you have the county you want, you can set a price for that county in the Amount area. You can set prices for as many counties as you would like. Simply click in where the price is and set whatever you would like.
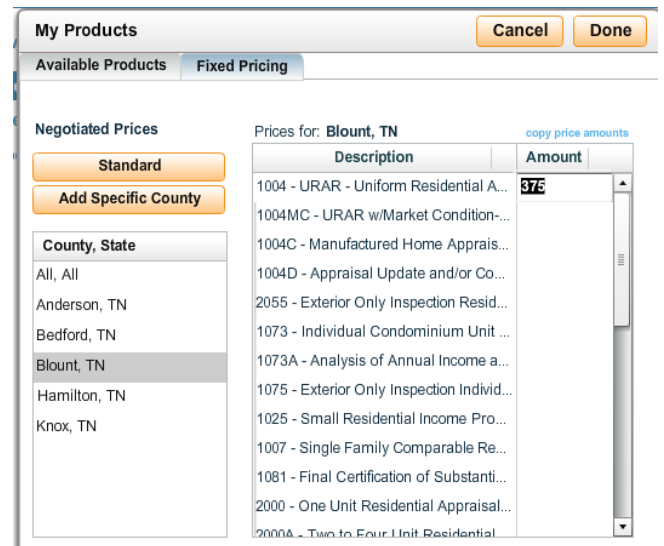
Logging Onto The Website

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Click on the third Login button next to Appraisal Firewall (Lenders).

Once you have clicked on the link from our Data Facts page, you will be directed to the page below. Simply enter your email and password and click *Login*.

Note: If you have trouble logging in, click the *I forgot my password...email it to me* link to make sure you have the correct password. Remember you can also take a tour on this site. Simply click the *Appraisal Firewall Tours* button on the lower right hand side of your screen.

Placing a New Appraisal Order

Once you have checked your appraiser panel and it meets your satisfaction, you can begin placing appraisal orders. Your appraisal orders will be placed in a sequential manner based on the appraisers that are setup properly in your panel.
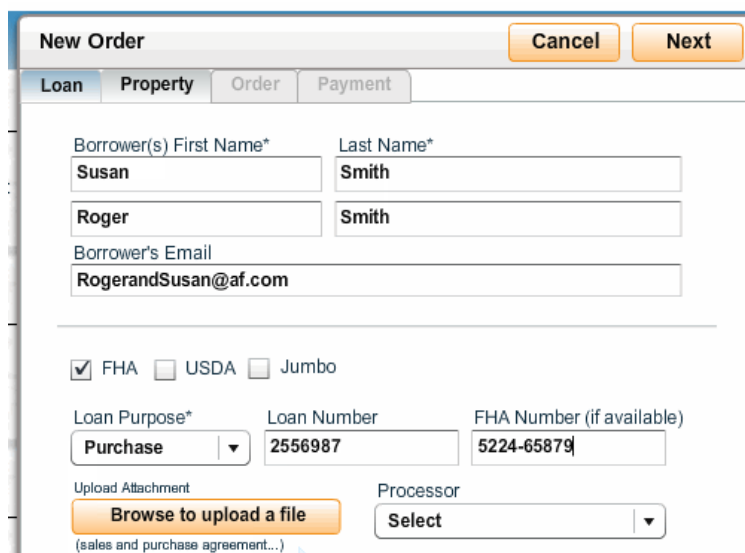
1. Login to the Lender screen.

2. Click the *New Order* button, found on the right-hand side of the screen.

3. The **New Order** screen opens. Here you can fill out the property information and other appraisal order-related information. The first tab is the *Loan* tab. Here you can fill out the Borrower(s) first and last name and email address. Specify additional appraiser requirements here. Appraisal Firewall routes orders based on appraiser's matching selections (FHA orders only route to FHA Certified appraisers). Also enter any loan details in the Loan Purpose box. You can also upload a PDF attachment and assign a processor if applicable.

4. Click next to continue the order. Type in the property to be appraised. City, State and County are looked up based on Zip Code, so you can skip ahead and enter the Zip and then press the tab key to save time.

Once you have filled in all the necessary info, click the next button.

Additional info or instructions can be typed in the box under Property Description/Instructions. Also be sure to designate special requirements if applicable. Marking Manual Assignment will require the rotation manager to manually route the order to a qualified appraiser. **Use the calendar next to the Date required field to select the date the appraisal need to be completed by – please be sure to fill in this field as it is valuable information for the appraiser.**

Finally, select your **Payment Method**. There are a couple different payment methods for lenders based on the payment options your appraisers have authorized. Some or all of these options may display based on Appraiser settings.

5. If you select Credit Card as a Payment Method, you will be taken to the *Payment* tab where you can enter your credit card information. All orders are submitted securely using HTTPS:// submission, SSL and 128-bit encryption. When ready, click the *Order* button. This appraisal order will then be placed to an appraiser that has been setup properly in your appraiser panel.

6. When the order is received by an appraiser, the appraiser will receive the order and set a fee amount for the product you've ordered. The status of the order will be *Assigned* – indicating that this order has been assigned to an appraiser. This doesn't necessarily mean that the appraiser has accepted the order – the appraiser has the choice whether to accept the order or decline it.

7. Once the appraiser accepts your order, the status will change from *Assigned* to *Appraiser Accepted*. This indicates that your order is now being processed by an appraiser.

9. The appraiser will then proceed with working up your order. During this time period, if the appraiser has any additional questions or requires additional information from you, they may send you a message. You will be notified via email if this happens. Additionally, you can send the appraiser a message at any time, and you can keep track of your order.

10. You will be notified via email when your appraisal order is completed. You can then login, open the order, and click the *Appraisal* button to receive your completed appraisal.

How To Send a Message to an Appraiser

After you and your assigned appraiser have agreed to a fee, at any point going you can send a message to your appraiser. This is a double-blind messaging process, meaning that you will not see the name of the appraiser that the message is sent to, and the appraiser will not see who sent them the message.

1. Login to the Lender side of Appraisal Firewall at http://www.datafacts.com/content/lender_services/lender_appraisals.shtml. Click on Unread Messages on the left and then click the order you want to send a message to.

2. At the top under the communicate tab, find and click on the *Send Message* button.

3. The **Message** screen then opens. You can enter text into the corresponding field, and upload any additional documentation or addendums that may be needed to complete the order here.

4. When you are ready to send the message to the appraiser, click the *Send* button. You can *Cancel* this at any time and the message will not be sent.

How To Email the Borrower a copy of the appraisal from within AF

1. Login to the Lender screen.

2. Open the file you want to work on.
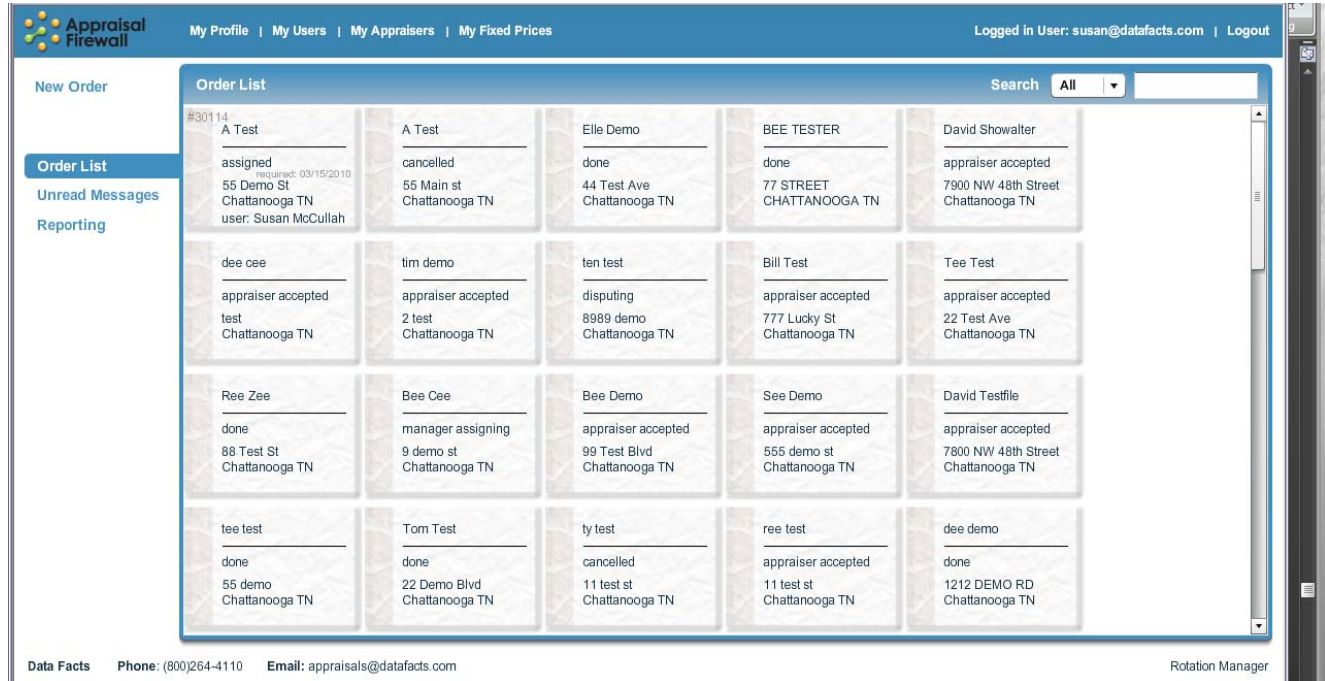
3. Click on the Communicate tab at the top, and choose Forward Appraisal.
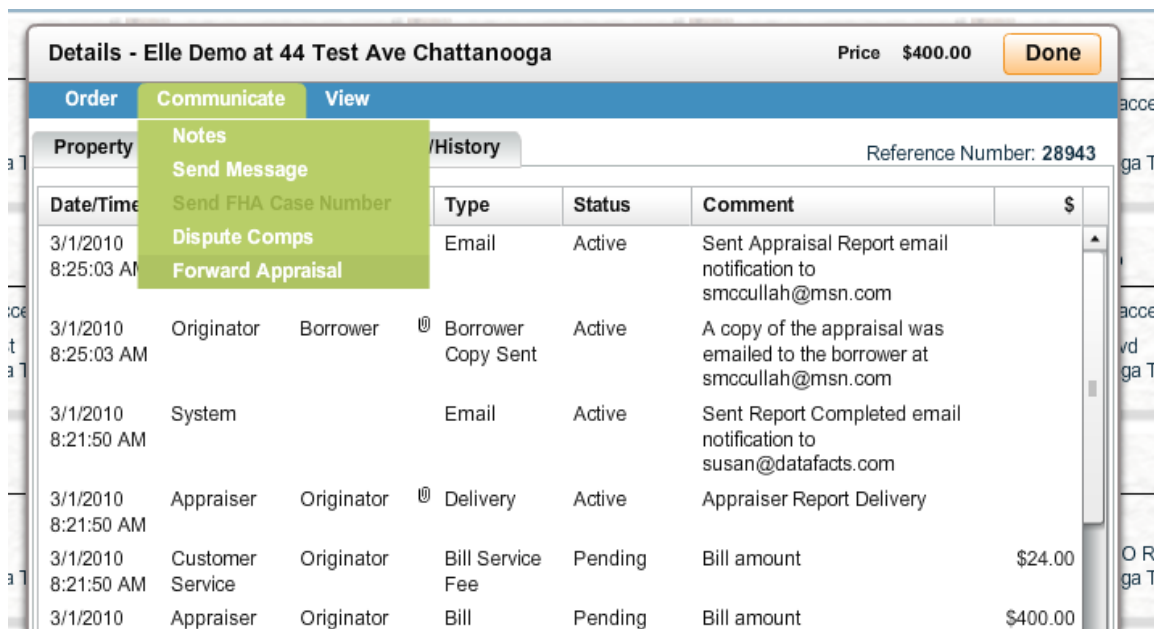
4. Enter the borrower's email into the box. You can also add a custom message if you choose at the bottom. When finished, click send.

   Please Note: Appraisal Firewall logs this with a time and date stamp in the communication section so that there is a record it was sent 3 days before closing.

How to Pick Up Done Orders

5. Login to the Lender screen.

6. Place your curser over any file that says done on it.

7. Click on it and the order will appear.

How to Click on Attachments for Appraisals and Invoices

1. Once in the order, click on the communications tab at the top, and double click on the paper clip next to delivery.
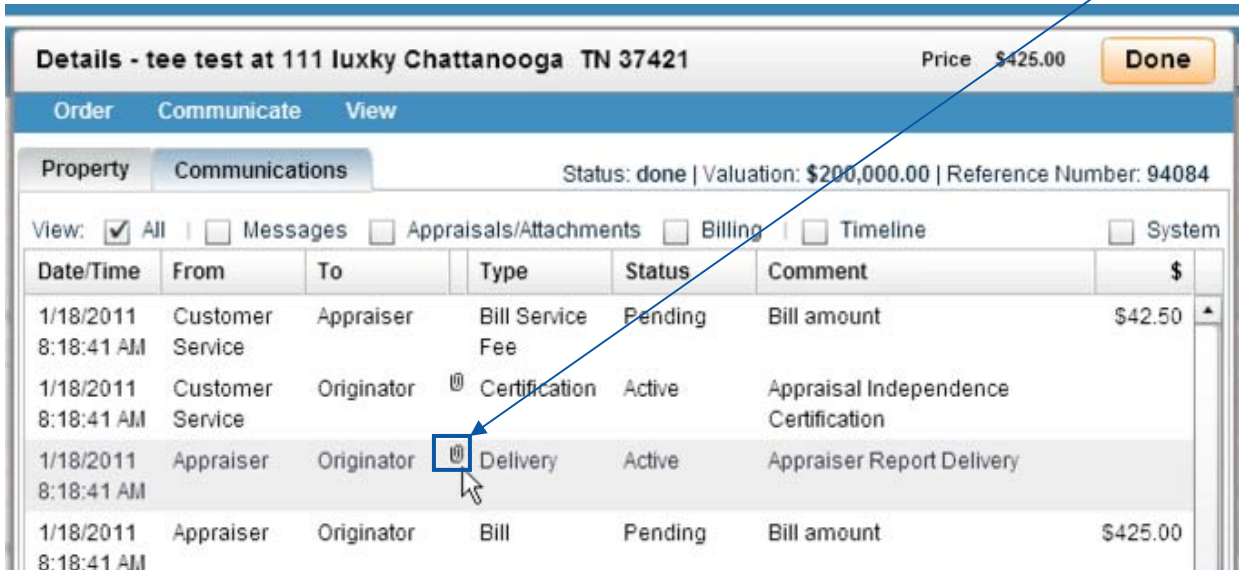
2. And the attachment will open.
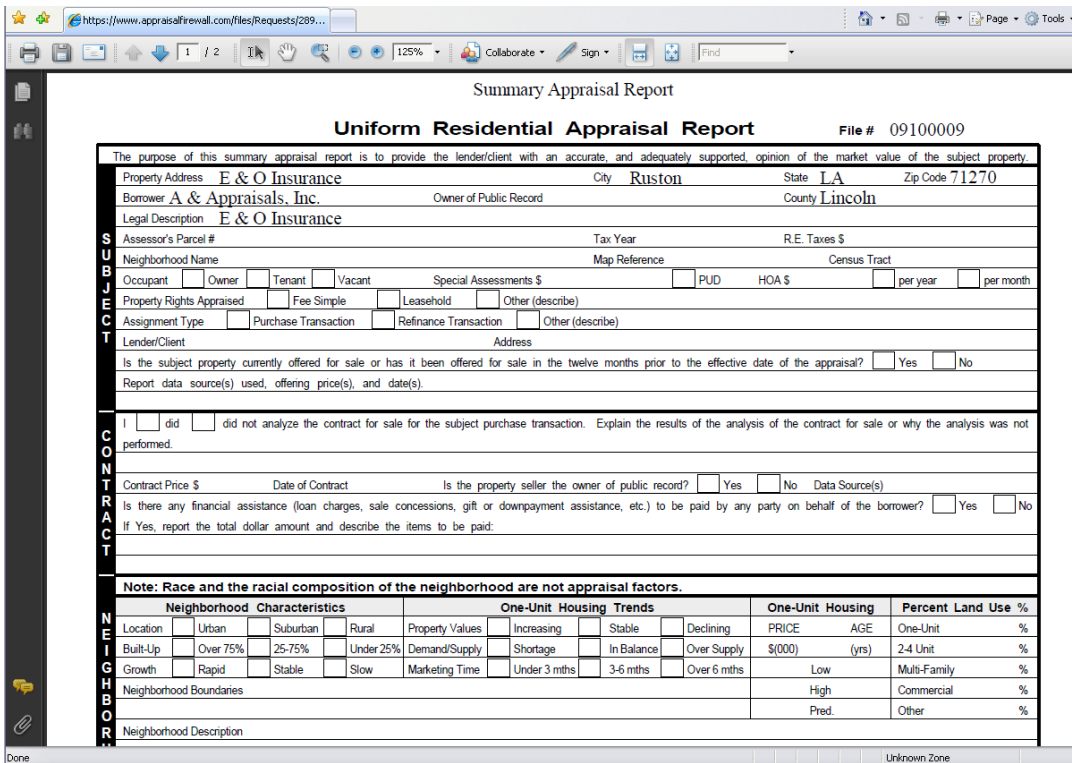
How to Access the Certificate of Compliance

1. Open on a done order from your order list by clicking on it.

When the order opens you will notice a paperclip icon next to the type field designated Certification.

Double click on the paperclip and the Certificate of Compliance will open.

Certificate of Compliance
Data Facts

Subject Property: 555 Demo Ave, Chattanooga TN 37421   Appraisal Date: 3/22/2011

Appraisal Reference Number: 101416 - Order Date: 3/22/2011

Data Facts certifies that the above referenced appraisal report was completed in compliance with Appraisal Independence Rules as set forth by the Federal Reserve System, Fannie Mae, Freddie Mac, FHA and the Dodd Frank Act, in strict adherence to our non-influence policy and process:

- The Lender/Client named on the appraisal report submitted the appraisal order to Data Facts through the secured Appraisal Firewall transaction management platform (website or direct integration), or through an approved and compliant 3rd party integration.

- The appraiser is chosen utilizing Appraisal Firewall's proprietary selection methodology from a list comprised 'in part or in whole', of qualified appraisers provided by the Lender/Client.

- The Data Facts appraisal process maintains a double-blind environment whereby the loan officer, processor or any other originating personnel are not made aware of the appraiser's identity until the time of the final appraisal report delivery.

- The terms and conditions of the engagement contract between Data Facts and the appraiser prohibit the appraiser from unmonitored communication between Lender/Client or attempting to obtain value/loan information from the borrower/property owner.

- No estimate regarding the subject property's value, proposed loan amount, or proposed loan-to-value ratio is provided or communicated by Data Facts to the appraiser [For purchase transactions, the purchase agreement is provided to the appraiser as required by USPAP Standards Rule 1-5(a)].

- All communications for this appraisal transmitted through Appraisal Firewall have been logged and are available for review by Lender/Client or other designated entity.

Thank you,

Data Facts
8520 Macon Rd
Cordova TN 38018
(800)264-4110

Appraisal Firewall
Frequently Asked Questions

Do I have to use an AMC in order to comply with HVCC?
No. Lenders do not have to use an AMC in order to comply with HVCC requirements. There are many requirements under HVCC, but the heart of HVCC requires that lenders have a process in place to remove any undue influence on the value of a property. This process can utilize an AMC, or it can utilize a system like Appraisal Firewall. Appraisal Firewall is geared toward those **lenders who want more control over their appraisal process, to stay compliant with HVCC, and to support their local businesses.**

Is Appraisal Firewall a typical AMC?
No. Appraisal Firewall is not an AMC. Typical AMCs have their own panel of appraisers that lenders must use at the expense of the appraiser. Appraisal Firewall lets lenders **setup and manage their own appraiser panel** and **choose how fees will be paid**. Appraisal Firewall is **less expensive for both lenders and appraisers** because of this.

Who is best suited to use Appraisal Firewall?
Loan officers, loan processors, and Lender appraisal managers/"Appraisal Rotation Managers." Many lenders have used the idea of an Appraisal Rotation Manager for years to help with their appraisal ordering process. Their loan officers and/or processors pass the rotation manager the loan information, and the rotation manager places the order. With HVCC comes an additional lender compliance piece: that distance between members of the loan production staff and appraisers should be maintained when setting up a lender's appraiser panel, placing an order, and communicating with appraisers. Many banks have gone to an Appraisal Rotation Manager to make sure they are compliant. **Appraisal Firewall is ideal for these lender rotation managers whose life revolves around the appraisal: they can automate much of this process to save time, and gain efficiency and compliance.**

What is an Appraisal Rotation Manager in Appraisal Firewall?
The Appraisal Rotation Manager is **an employee at a lender's office who manages all appraiser-related information, and is not paid out of the commissions of closed loan.** The manager takes the appraisers that you do business with today and puts them in an appraisal ordering rotation, places orders, and communicates statuses. Appraisal Firewall then automates this rotation for the manager – based on a number of criteria, including vicinity to subject property, products offered by appraiser, historical appraiser quality, lender preference, etc.

How does Appraisal Firewall keep me compliant with HVCC?
There are two key elements to a lender's HVCC compliance. The first is the lender's responsibility for assigning appraiser panel creation, ordering, and communication to someone in their office who is not compensated based on the closing of loans. The second is the technology that the lender chooses and the compliance features the technology offers. Appraisal Firewall offers a number of compliance features, including:

- **The tracking of all panel creation, ordering, and messaging between lender and appraiser in a printable Communications Log.** You always know who in your office had a hand in every appraisal that is ordered every step of the way – either electronically or on paper.

- With the use of **anonymous routing technology**, the lender does not know to whom the appraisal order was placed. The lender's appraiser panel is filled with those appraisers that they have established relationships with, but the actual appraiser that is assigned to the order is unknown to the lender until the appraisal is delivered.

Does Appraisal Firewall charge a service fee?

Appraisal Firewall charges a **small percentage of the cost of the appraisal product**. This fee can be paid by either the lender or the appraiser.

How does billing work?

You have two choices on remitting payment for appraisal orders based on how you want your appraisers to bill you.

- You can **pay your appraiser their fee and pay the Appraisal Firewall service fee**. Your appraiser would invoice you for the cost of the appraisal, and Appraisal Firewall would invoice you for the service fee.
- You can **pay your appraiser their fee and have the appraiser pay the Appraisal Firewall service fee**. Your appraiser would invoice you for the cost of the appraisal, and Appraisal Firewall would invoice your appraiser for the service fee.

Does this mean that Appraisers can get their full fee?

Yes. Based on how the appraiser has setup their fees, they can take into account the service fee in their appraisal product fee. This lets them accommodate the service fee, and get their full fee for their services.

Is there a cost to sign up?

No. Signup is free to lenders and to appraisers. Just go to http://www.datafacts.com/content/lender_services/lender_appraisals.shtml and follow the links.

What if I have an appraisal order that is out of my area?

Appraisal Firewall **offers connections to a number of backup Appraisal Management Companies (AMC)**, including Dart Appraisal. In the instance where your panel does not offer coverage in a subject property area, Appraisal Firewall automatically identifies this and routes the order to the backup AMC.

How do I get started?

Click the *I'm New – Sign Me Up* link just beneath the Login fields at left. Then follow the on-screen prompts to enter your information. Once this is done, start sending email invitations to your appraisers from the **My Appraisers** screen to create your appraiser panel. Once you have a couple appraisers in your panel, you can start placing orders. See the **Lender Quick Start Guide** for information on logging in, creating your appraiser panels, and placing orders.

Do you need a back up National Appraiser to handle coverage that is not handled by your current panel? If so, please fill out the attached invoice application and fax back to Michael Nichols at **888-664-9180.**

Serving customers nationwide, **dart appraisal.com** succeeds through its core ability to take the current fragmented real estate appraisal marketplace and make it simple for its customers. **dart appraisal.com** takes the process and lays the foundation for a consistent and reliable experience. If you are in need a back up appraiser, dart appraisal.com is your answer.

With over 15 years of experience dart appraisal.com will provide you with:

- An appraisal management company that has the expertise to manage your entire appraisal pipeline and handle your complete workflow from order placement to digital report delivery.

- The ability to free up valuable resources to allow for more time with your clientele

- Nationwide coverage in every county form California to Maine

- Short Turn-Around Times: most assignments completed 48 hours from inspection

- Highest Quality Appraisal Reports: including all updated forms

- On-line Status through real-time tracking: secured server login and passwords

- Electronic Ordering and Delivery: save time and order online 24/7

- Competitive Pricing: provided with superior service

- Proof of Errors and Omissions Insurance - $1 million policy umbrella policy

Invoice Application

Client #: _____
Tel: (___) _____
Fax: (___) _____
Web Address:
_____

ID and Location

Business Name: _____

Business Address: _____
(Street)   (City)   (ST)   (Zip)

No. of years in business: _____   Net Worth:$_____   # of loan officers: _____

Do you operate under any assumed names (D/B/A)?   **NO /YES**   If **Yes**, please list all: _____

Are you a branch of another location or company? _____

Name of Parent company _____   Business Address: _____

Banking References

_____
(Bank Name)   (Address)

○ Checking

_____
(Contact Name)   (Contact Phone)

○ Savings

Accounting Info

Has the firm or any of the principals ever declared Bankruptcy?   **NO   YES**

Payment Procedures

If **YES**, please explain: _____

○ PrePay (Collect from Homeowner)

Accounts Payable Contact: _____
(Name)   (Title)

○ Invoice

_____
(Phone)   (Fax)   (E-Mail Address)

○ Credit Card

If more than one payment option is chosen, who is authorized to approve orders to be invoiced?
_____

Ownership Info

Principal: _____
(Name)   (Title)   (% Ownership)

_____
(Home Address)

Principal: _____
(Name)   (Title)   (% Ownership)

_____
(Home Address)

- Please include a copy of the company mortgage license with this application.
- Please fill out the attached "Authorization to Release Information" form and forward to your bank for completion.
- By signing below you confirm that all the information provided is accurate. Any information obtained for credit purposes will be confidential and will not be given out under any circumstances.
- By signing below you agree that you shall not condition the payment of the appraisal invoice upon a predetermined value or the closing of the mortgage loan.
- Our payment terms are Net 30. All invoices are required to be paid within 30 days of the invoice date, regardless of the status of the loan. Payments received after 30 days are subject to a 1 ½ % late fee.
- This must be signed by a principal who is responsible for payment.

_____   _____
(Signature)   (Date)

_____   _____
(Print Name)   (Title)

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