

## Innovative technology, pioneering appraisal management practices and Client-centric professionals ensure the quality and integrity of our HVCC compliance process.

ServiceLink's wide-ranging Appraisal Management Program offers our clients a one-stop, HVCC-compliant source for their valuation needs. We have an extensive suite of valuation services that leverage our industry-leading Vision<sup>SM</sup> technology platform, a nationwide appraiser network of over 10,000 licensed and certified appraisers and client-dedicated service teams.

### Why ServiceLink?

#### Performance

- ✓ **Report Delivery** within 16 business hours from inspection date.
- ✓ **Pre-set Appraisal Process** electronically manages pre-scheduled orders with the appraiser instantly connecting to the borrower to re-confirm appointment within minutes of the order placement.

#### Vendor Management

- ✓ **Vision certified vendor network** developed over our 14-year history
- ✓ **Auto-vendor assignment process** systematically assigns vendor by market expertise.

#### Client Centric

- ✓ **Dedicated client teams** trained on client-specific requirements and empowered to provide immediate problem resolution.
- ✓ **Automated status updates** providing personalized communication throughout the order process.
- ✓ **Customized client reporting** provides status and validation of key performance metrics

#### Quality

- ✓ **Quality Assurance** with highly trained and educated professionals who demonstrate a proven skill set with regard to appraisal methodology, FNMA/FHLMC guidelines, USPAP, and client specific requirements. Ongoing training and quality monitoring is done by our in-house licensed and certified appraisers.
- ✓ **Automated Underwriting Process** ensures accuracy and quality of the appraisal report with respect to secondary market guidelines and client requirements.

#### HVCC Compliance

- ✓ ServiceLink has an experienced staff that has been thoroughly trained and tested on HVCC Code compliance.
- ✓ All appraisal vendors are required to meet strict licensing, certification, business knowledge and work history standards set by ServiceLink in accordance with HVCC standards.
- ✓ All appraisal reports are delivered with a Certification of Valuation Independence assuring that the report was ordered, assigned, processed, reported, reviewed and delivered in full compliance with the HVCC Code.
- ✓ The Vision Automated Underwriting System (VAUS) facilitates an automated, client-specific, rules-based review of the appraisal report identifying any areas of the report not in compliance with industry guidelines as well as client-specific guidelines.

### Products Offered

- ✓ Full appraisal (FNMA 1004/1073/1025)
- ✓ Limited one-family appraisal (FNMA 2055/2065/2070/2075)
- ✓ Review appraisal (FNMA 2000 — Quality Control & Pre-purchase)
- ✓ Foreclosure & REO appraisal
- ✓ Re-inspection / Re-certification
- ✓ Broker price opinion (BPO)
- ✓ Automated Valuation Models (AVMs)
- ✓ Property evaluations
- ✓ FHA Appraisals
- ✓ Co-op Appraisals (FNMA 2090/2095)

**Getting Started is Easy!** To establish an account please email directly to [elliemae@servicelinkfnf.net](mailto:elliemae@servicelinkfnf.net) or contact your dedicated Client-centric team at **877.472.5721**.