

# PMI Release Appraisal Services Summary

## VALUATION SOLUTIONS FROM FIRST AMERICAN

### PMI Release Appraisal Services

#### Summary:

The Servicer takes calls from borrowers who inquire about PMI release options. Servicer then sends its release/guideline letters to borrowers. Servicer qualifies borrowers for an appraisal purchase, and then orders appraisals on First American Valuation Service's website. Borrower credit card payments for the appraisal can be entered with the order.

First American assigns an appraiser who makes immediate contact with the customer and arranges an on-site appraisal appointment, if necessary. After the appraisal is completed, the results would be distributed to the Servicer via an electronic delivery as a .pdf file and posted to [valuations.firstam.com](http://valuations.firstam.com). Servicer makes final determination to release PMI.

The Servicer will have real-time access to the appraisal process through [valuations.firstam.com](http://valuations.firstam.com).

#### • Appraisal Ordering Service

- Servicer orders appraisals from First American website with the customer credit card
- For customer payment by check, First American will bill servicer monthly
- First American assigns, completes and delivers appraisal product
- Status of appraisal process available real-time on [valuations.firstam.com](http://valuations.firstam.com)
- Real-time access to the delivery process from [valuations.firstam.com](http://valuations.firstam.com)

#### • Appraisal Solution Products

- Full Appraisals – Fully warranted against fraud and negligence
- Broker Price Opinion's (BPOs)
- Contact with customer by appraiser begins within 48 hours
- Seven business day average delivery time after ordered

#### • Appraisal Delivery

- Electronic email delivery of .pdf appraisal to Servicer
- Appraisal report is also posted to Servicer [valuations.firstam.com](http://valuations.firstam.com) account

#### • Additional Benefits

- Reduced PMI Release personnel resources for Servicer
- No cash, or reduced cash handling by Servicer
- No collusion exposure between appraiser and borrower

#### The Next Step:

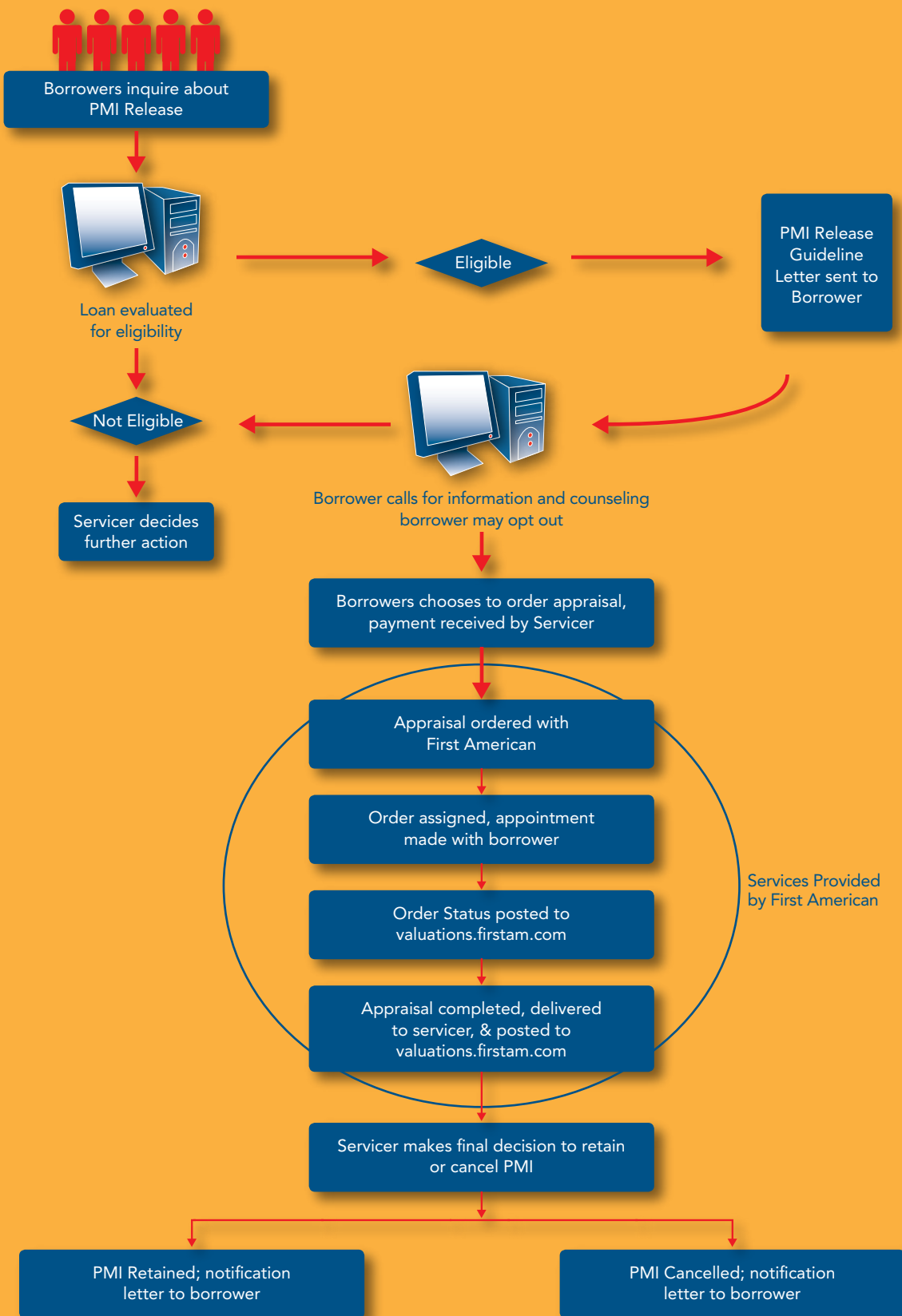
Call your First American representative to discuss this Service Solution, establish an First American PMI Department account, and start saving money today.



**First American**

800.508.8733 ▼ [valuations.firstam.com](http://valuations.firstam.com)

# First American PMI Release Services Appraisal Services



# PMI Release Appraisal Services Summary

## VALUATION SOLUTIONS FROM FIRST AMERICAN

### PMI Release Qualified Outsourcing

#### Summary:

The Servicer qualifies the customer for PMI release eligibility. Letters to customers are controlled and generated by the Servicer. Servicer PMI notices refer customer contact to First American's toll free call center number for follow-up.

The First American Call Center will courteously answer questions, counsel and explain the PMI release appraisal process to the customer and, if desired, takes their appraisal order. Credit card or check payment will be received and handled by First American.

An assigned appraiser will make contact with the customer and arrange an on-site appraisal appointment if necessary. After the appraisal is completed, the results would be distributed to the Servicer via an electronic delivery as a .PDF file and posted to the [valuations.firstam.com](http://valuations.firstam.com).

The Servicer will have real-time access to the appraisal process through the Internet.

- **Appraisal Call Center provided by First American (toll free)**
  - First American's Call Center number on Servicer's response to borrowers
  - Call Center counsels customers on PMI release appraisal process and may issue preliminary values via AVM's (Automated Valuation Models)
  - Receive orders for First American or appraisal products
  - Alleviate cash handling for appraisal/BPO purchase - check or credit card payments processed online
  - First American assigns, completes and delivers appraisal product
  - Status of appraisal process available real-time on [valuations.firstam.com](http://valuations.firstam.com)
  - Real-time access to the delivery process from [valuations.firstam.com](http://valuations.firstam.com)
- **Appraisal Solution Products**
  - Full Appraisals – Fully warranted against fraud and negligence
  - Broker Price Opinion's (BPOs)
  - Contact with customer by appraiser attempted within 48 hours
  - Electronic delivery of .PDF appraisal or hyperlink to Servicer
- **Additional Benefits**
  - Significantly reduced PMI release personnel resources for Servicer
  - Alleviates cash handling by Servicer
  - Limits collusion exposure between appraiser and borrower

#### The Next Step:

Call your First American representative to discuss this Outsourcing program, schedule a conference call or implementation planning session, and start saving money today.



**First American**

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# PMI Release Full Outsource Service Solution

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## VALUATION SOLUTIONS FROM FIRST AMERICAN

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### PMI Release Full Outsource Service Solution

#### Summary:

The Servicer outsources its PMI related call center activity, research tasks and IT resources, while still maintaining control over the compliance, business and communication rules to its customers. Complete and real time access to data systems is available through Internet connectivity. The Servicer is free to reallocate PMI personnel resources to other vital areas of its operations.

#### • PMI Release Administrative Services

- Implement Servicer's PMI Compliance and Business Rules into First American PMI Release system
- Receive Inbound phone inquiries from borrowers
- Send out PMI Guideline letters to qualifying borrowers
- Counsel customers on PMI release appraisal process
- Receive orders for First American or appraisal products
- Cash handling for appraisal/BPO purchase - check or credit card
- Assign, complete and deliver appraisal products to Servicer for release decision
- Real-time access to the delivery process from [valuations.firstam.com](http://valuations.firstam.com)
- Cancel PMI, or assist in the cancellation, per Servicer's specifications
- Produce regular and ad hoc activity and summary reports for Servicer

#### • Appraisal Solution Products

- Full Appraisals – Fully warranted against fraud and negligence
- Broker Price Opinion's (BPOs)
- Contact with customer by appraiser attempted within 48 hours
- Seven business day average delivery time after ordered

#### • Appraisal Delivery

- Electronic delivery of appraisal to Servicer
- .PDF copy delivered via email and available via [valuations.firstam.com](http://valuations.firstam.com)



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# PMI Release Full Outsource Service Solution

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## VALUATION SOLUTIONS FROM FIRST AMERICAN

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- **Additional Benefits**

- Virtually eliminate PMI Release and IT resources for Servicer
- No cash handling by Servicer
- Internet access to Call Center Service and Appraisal databases
- Compliance with HOPA and preemptive state regulations
- Avoidance of Class Action risk
- Provides a pro-active PMI Release service
  - Saves customers money
  - Increases customer loyalty

**The Next Step:**

Call your First American representative to discuss this Outsourcing program, schedule a conference call or meeting to review process, outline implementation timetable, and start saving money and resources.



**First American**

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