

### FULL APPRAISAL ORDER GUIDE

Please Note: Spring EQ Wholes ale will not reimburse partners for the cost of the appraisal. Appraisals should be ordered with the client's credit card.

https://www.clearcapital.com/spring-eq/

- Log in by creating your name and contact information, Clear Capital will activate your account within 24 hours or less.
  - Email: <u>customer@clearcapital.com</u>
  - Phone: (530) 550-2105

🗾 Clear Capital'	PRODUCTS	SOLUTIONS	BLOG	COMPANY	JOIN US	CONTACT US
Welcome to Clear Capital!	FIRST NAME *					
Complete the form to get started with your Clear Capital account.	LAST NAME *					
Fast account set up.	JOB TITLE *					
2 1, 2 and 5 business day turn times.	EMAIL *					
Customer Support – your phone call will never go to a queue or voicemail during business hours (6 am to 6pm PT M-F and 7 am to 4 pm PT on weekends).	PHONE *					
Full suite of valuation products to support any valuation needs.	GET STARTED					



On the entry screen after logging in, choose "Place Order".

💋 Clear Cap	ital			You ar	e logged in as:	Patricia OCon	nnor   Spring EQ -	Wholesale	MY ACCOUNT	LOG OUT
Orders List	Place Orde	r Rep	orts Search	Toolbox	Му Ассо	ount	NDL M	larket Report	May 2021	Order Suppo
Orders List								Sear	ch:	Go 📫
Orders										😮 Help
Filters										
							SI	now 50 Or	ders per page. 🤇	GO 1 to 0 of 0
Order ID	<u>Notes</u>	Form Type	<u>Tracking ID</u>	Created	( <u>PST)</u>	<u>Due (PST)</u>	<u>Ordered By</u>	Delivere Total	d/ <u>Curr</u>	ent Status

1



Click 1004 (Single Family Residence) or 1073 (Condominium) depending on property type.



- Select the appropriate Full Appraisal Product (1004/1073/1025) under the **Suggested Products** 
  - 1004 1 Unit Property
  - o 1073 Condominium
  - o 1025 2 Unit Property
- Select Borrower Credit Card

🖊 Clear	Capital		You	are logged in as: Patricia OCor	nnor   Spring EQ - Wholesale	MY ACCOUNT LOG OUT
orders List	Place Order	Reports Search	Toolbox	My Account	HDI Market Report	lay 2021 Order Suppor
					Search:	Go 🔶
A Plac	e New Order: Appraisals					
Dependa custome available	uble appraisals are critical to y rs and appraisers. We've refir Appraisal management has	your asset valuation pro ned a new model for app never been so helpful–	cess, and we reco praisal manageme -or so clear.	ognize that reliable data results ent, combining superior custom	from effective partnerships betwee er service with the most reliable dat	n a
To order,	please select from one of ou	r Appraisal products bel	low.			
Select	Form					Select Another Product
۲	1004 (Single Family Reside	nce)				
0	1004 (Single Family Reside	nce) + COVID-19 Deskt	op + OwnerInsigh	t		
0	1004 + 1007					
0	1004 + 1007 + COVID-19 D	esktop + OwnerInsight				
$\circ$	1004D (Appraisal Update)					
$\circ$	1004D - (Certification of Cor	mpletion)				
0	1025					
0	1073 (Condo)					
0	1073 (Condo) + COVID-19 I	Desktop + OwnerInsight	t			
$\circ$	1075 + COVID-19 Exterior +	OwnerInsight				
0	2055					
0	2055 + COVID-19 Exterior +	- OwnerInsight				
Payme	ent Options					
0	Lender - Credit Card* (Pay	with a credit card during	the ordering proc	ess)		
0	Borrower - Credit Card* (An	email will be sent to the	e borrower to pay f	for the report after you've creat	ed the order)	
*3%	credit card transaction fee w	ill be charged in addition	n to the contractua	al rate of the product.		



Complete the order screen:

- Enter the Spring EQ loan number as the "Tracking ID"
- Select "Pre-funding Decision" as the "Purpose for Order"
- Click Continue

Order Details: 10	04 (Single Family Residence)
*Tracking ID:	
*Purpose for Order:	Pre-funding Decision
* <b>Turn Time:</b> (all times PDT)	7 Bus. Days – Base Bill Rate: \$450.00 Due back Wednesday, 02/02/2022, 5:30AM
	Important: Based on the property address supplied, a price adjustment may apply.
Supporting Files:	<ul> <li>Upload Supporting Files Note: Accepted file formats are: JPG, CSV, XLS, XLSX, DOC, TXT, XML, PDF, ZIP and ZIPX. File size is limited to 500 MB per file.</li> <li>Check box to upload files after order is placed. This is recommended for large files.</li> </ul>
Notes:	
	Cancel Continue >>

#### Complete the Place Order Screen

• Click "Submit Order"

A Place New Order:	Appraisals							
Each property requires a Street Address, ZIP, Loan Number and Borrower (* indicates required fields). You may enter the Access Contact, Access Phone Number and unique Tracking ID for each property in your order. The Tracking ID defaults to the order Tracking ID, listed below, unless a new one is provided.								
Order Method: 10	Order Method: 1004 (Single Family Residence) — Enter Property Manually							
Payment Option:	Borrower - Credit Card							
Tracking ID:	1D: XXXXXXXXXXXXX							
Purpose for Order:	Purpose for Order: Pre-funding Decision							
Order Due Date:	Wednesday, 02/02/2022, 05:30AM							
*Street Address								
*ZIP Code								
*Loan Number								
*Borrower Name								
*Borrower Email								
Borrower Phone								
Access Contact								
Access Info (Phone)								
Notes:								
110100.								
Supporting Files: Supporting Files Note: Accepted file formats are: JPG, CSV, XLSX, DOC, TXT, XML, PDF, ZIP and ZIPX. File size is limited to 500 MB per file.								
By selecting "Submit Order", pursuant to the Clear Capital customer terms of use you agree that:								
<ul> <li>The borrower has provided you their authorization for Clear Capital to communicate with the borrower via the e- mail address provided above, including sending them an invoice(s) regarding the order placed and understands they will receive a request for payment for the order.</li> </ul>								
<ul> <li>In the event that a card payment submitted at the time of the request is subsequently charged back, invalidated, or otherwise not able to be processed for final payment to Clear Capital, you agree to reimburse Clear Capital for the rejected or charged back payment, which may include banking and merchant processing fees associated with the rejection or charge back. For any services that are not paid by borrower's payment card, you agree to make payment within 30 days following the date of an invoice from Clear Capital.</li> </ul>								
		<< Back	Submit Order					



A Pricing Summary screen will pop up.

Click "OK"



A Place New Order Confirmation Appraisal screen will appear.

Order Placed Succe	ssfully!					
hank you for placing an order with Clear Capital. our billing statement will reflect the name ClearCapital com, Inc. our order was submitted to Clear Capital at 6:07AM on 1/24/2022. You may view order details below.						
Credit Card - Borrower	" process.					
1. The borrower has b 2. The order will remai	<ol> <li>The borrower has been sent an invoice via Stripe.</li> <li>The order will remain on hold until the payment has been received.</li> </ol>					
To check current status also sign up to <u>receive</u>	or download reports, please visit your <u>Orders list</u> page and select the applicable Order ID. You can automatic email notifications as the order is processed and completed.					
f you have any questio gemini@clearcapital.co	ns regarding this order, please contact your Clear Capital customer team via email at m, or give us a call at <b>530.550.2105</b>					
f you have any questio gemini@clearcapital.co Order Summary: Payment Option:	ns regarding this order, please contact your Clear Capital customer team via email at m_ or give us a call at <b>530.550.2105</b> .					
f you have any questio gemini@clearcapital.co Order Summary: Payment Option: Order Number:	ns regarding this order, please contact your Clear Capital customer team via email at m_ or give us a call at 530.550.2105. 1004 (Single Family Residence) Borrower - Credit Card 7914391					
f you have any questio gemini@clearcapital.co Order Summary: Payment Option: Order Number: Order Aumber:	ns regarding this order, please contact your Clear Capital customer team via email at m_ or give us a call at 530.550.2105. 1004 (Single Family Residence) Borrower - Credit Card 7914391					
f you have any questio gemini@clearcapital.co Order Summary: Payment Option: Order Number: Ordered By: Tracking ID:	ns regarding this order, please contact your Clear Capital customer team via email at m_ or give us a call at 530.550.2105.  1004 (Single Family Residence) Borrower - Credit Card 7914391  xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx					
f you have any questio permini@clearcapital.co Order Summary: Payment Option: Order Number: Ordere By: Tracking ID: Purpose for Order:	ns regarding this order, please contact your Clear Capital customer team via email at m_ or give us a call at <b>50.550.2105</b> .					
f you have any questio periini@clearcapital.co Order Summary: Payment Option: Order Number: Ordered By: Tracking ID: Purpose for Order: Order Due Date:	ns regarding this order, please contact your Clear Capital customer team via email at m, or give us a call at <b>50.550.2105</b> .					
f you have any questio permini@clearcapital.co Order Summary: Payment Option: Order Number: Ordered By: Tracking ID: Purpose for Order: Order Due Date:	ns regarding this order, please contact your Clear Capital customer team via email at your give us a call at <b>500.5502.2105</b> .					

An email via will be sent to your Borrower from Clear Capital via Stripe with an invoice. The order will remain on hold until the payment has been made by your Borrower using their credit card.

Action Required Re:	
Clear Capital Customer Support <gemini@clearcapital.com> To • Retention Policy Spring EQ Mailboxes (7 years)</gemini@clearcapital.com>	Expires 1/22/2029
Hello Patricia ,	
Locate order information and recent notes from your support team below. If you need to	reply, or if additional information is required, please <u>click this link</u> .
Address: Product: Appraisal Form-1004	
Deal Name: xxxxxxxxx Property ID: 32016510	
Order ID: 7914391	
(Clear Capital) wrote on 1/24/2022 6:07 AM:	
An invoice has been sent to The report will remain on hold unt	il the borrower has paid the invoice.
Sincerely,	
Clear Capital Customer Support	
Customer@ClearCapital.com	
Need your password? Click this link to have it emailed to you: Forgot Password	



An Invoice from Clear Capital is sent to your Borrower via email.



The Borrower clicks "Pay this invoice" and the screen below will appear. The Borrower will enter their credit card on the secure screen.

