



# Correspondent Seller iQM Appraisal Requirements Instructions

February 8, 2017

**Appraisal requirements for the iQM loan programs are described below:**

**Agency Plus / Alternative Documentation / Foreign National / **Investor** programs:**

Loan Amount	Appraisal Requirement
≤ \$1,000,000	One Full Appraisal
> \$1,000,000	Two Full Appraisals
All properties For Sale by Owner (FSBO) <b>with LTV &gt; 75%</b> (FSBO not allowed for Foreign National borrowers)	Two Full Appraisals

- Obtain an appraisal review from either Pro Teck Valuation Services or Clear Capital. The review must support the value within 10% (higher or lower than appraised value) when only one full appraisal is obtained.
- If the variance exceeds 10%, then a field review is required. Refer to the program description for a list of providers.
- An ARR is not required when two appraisals are required.

## Underwriting iQM loans:

All iQM loans must be underwritten by Impac Mortgage Corp.

Correspondents must ensure the appropriate appraisal documentation, including any appraisal review, and any field review, are provided to Impac. Appraisal documentation need not be delivered with the initial loan submission; however, a final approval will not be issued until the necessary appraisal documentation is provided.

As a reminder, the ECOA Valuations Rule requires copies of all appraisals and other written valuations be delivered to the borrower promptly upon completion, or three (3) business days before consummation, whichever is earlier.

## How to order a Pro Teck Valuation Services Appraisal Risk Review (ARR):

Contact for first time inquiries and initial Client set up:

Direct point of contact once an account is established:

Customer Service Representatives available from 8:00 AM EST – 8:00 PM EST

Courtney Dowd, Client Relations Manager  
[CDowd@protk.com](mailto:CDowd@protk.com)

Direct: 781-314-1518 Cell: 207-318-7223  
Michael Sukefoth, Senior Account Manager  
[MSukefoth@protk.com](mailto:MSukefoth@protk.com)  
Direct: 781-314-1638

[CS2@protk.com](mailto:CS2@protk.com)  
800-886-4949, ext. 774

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Either a single order or a batch order may be used when ordering ARR's from Pro Teck. Instructions provided below address these topics:

- [Placing a Single Order](#)
- [Placing a Batch Order](#)
- [Viewing an Order Status](#)
- [Viewing Basic Reports](#)
- [Viewing and Retrieving Archived Orders](#)

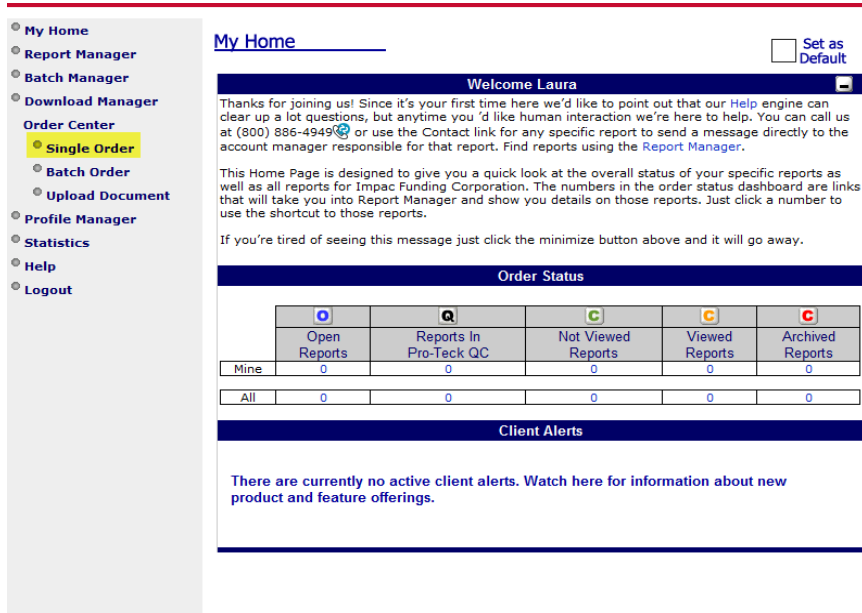
## Placing a Single Order:

1. Open a web browser and go to [www.protek.com](http://www.protek.com). Enter your Member ID and password provided to you when your account was setup in the upper right hand corner:



2. **My Home** Page will appear. From the left navigation on this page, complete command tasks within your account. Select **Single Order**.

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**My Home**  Set as Default

Thanks for joining us! Since it's your first time here we'd like to point out that our [Help](#) engine can clear up a lot of questions, but anytime you'd like human interaction we're here to help. You can call us at (800) 686-4949 or use the [Contact](#) link for any specific report to send a message directly to the account manager responsible for that report. Find reports using the [Report Manager](#).

This Home Page is designed to give you a quick look at the overall status of your specific reports as well as all reports for Impac Funding Corporation. The numbers in the order status dashboard are links that will take you into Report Manager and show you details on those reports. Just click a number to use the shortcut to those reports.

If you're tired of seeing this message just click the minimize button above and it will go away.

	O	Q	C	C	C
	Open Reports	Reports In Pro-Teck QC	Not Viewed Reports	Viewed Reports	Archived Reports
Mine	0	0	0	0	0
All	0	0	0	0	0

Client Alerts

There are currently no active client alerts. Watch here for information about new product and feature offerings.

3. In the left navigation panel, under Order Center, click on *Single Order*:



4. The *Single Order* page will appear. From the *Package Type* drop-down, select *Inhouse Review*:

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[Order a Report](#)

Set as Default



Enter Order

Order Form for Impac Funding Corporation (031IM)

**Services Requested**

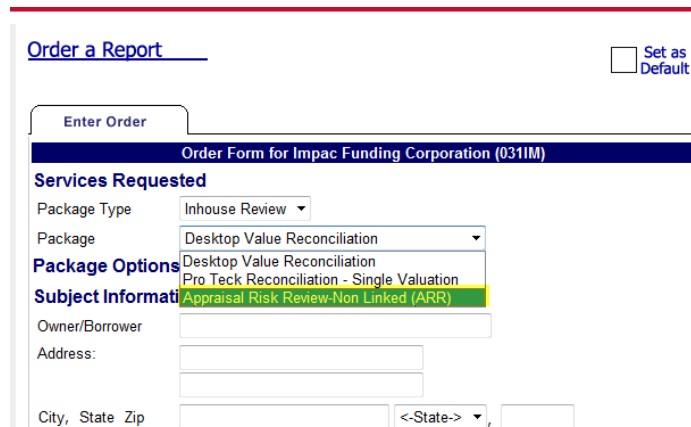
Package Type: Appraisal

Package: Appraisal

**Package Options**

- Value In Excess of \$1,000,000
- Value In Excess of \$2,000,000
- Rush Order
- 1 Family/Condo Comparable Rent Schedule
- Value In Excess of \$700,000

5. From the **Package** drop-down, select **Appraisal Risk Review-Non Linked (ARR)**:



Order a Report

Set as Default

Enter Order

Order Form for Impac Funding Corporation (031IM)

**Services Requested**

Package Type: Inhouse Review

Package: Desktop Value Reconciliation

**Package Options**

- Desktop Value Reconciliation
- Pro Teck Reconciliation - Single Valuation
- Appraisal Risk Review-Non Linked (ARR)

**Subject Information**

Owner/Borrower: \_\_\_\_\_

Address: \_\_\_\_\_

City, State Zip: \_\_\_\_\_ <-State--> \_\_\_\_\_

**Note:** From the Package Options, option displayed will vary depending on the Package Type and Package selected. Grayed out options are required with the Package Type and Package you select. As shown below, Rush orders may be selected on a per-order basis:

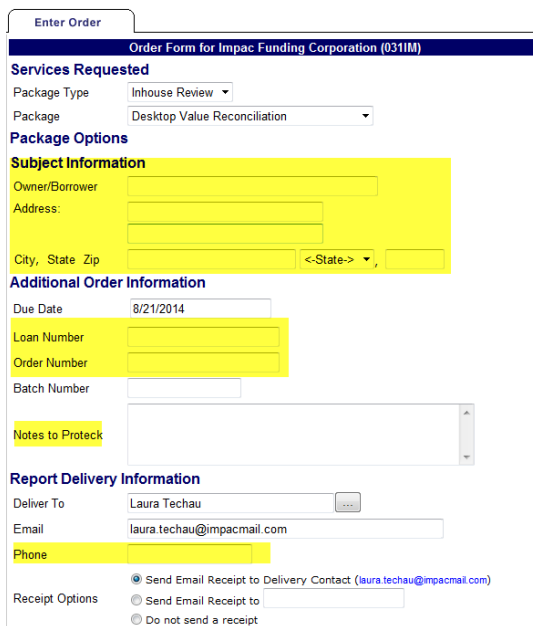


**Package Options**

- Subject Area Map
- Street Scene
- Comp Listing Photos (MLS)
- Subject Photo (front)
- Comp Sale Photos (MLS)
- Rush

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- Complete the **Additional Order** Information. Options displayed will vary depending on the *Package Type* and *Package* selected.



**Enter Order**

Order Form for Impac Funding Corporation (031IM)

**Services Requested**

Package Type: Inhouse Review  
Package: Desktop Value Reconciliation

**Package Options**

**Subject Information**

Owner/Borrower: [Redacted]  
Address: [Redacted]  
City, State, Zip: [Redacted] <<State-->

**Additional Order Information**

Due Date: 8/21/2014  
Loan Number: [Redacted]  
Order Number: [Redacted]  
Batch Number: [Redacted]  
Notes to Protect: [Redacted]

**Report Delivery Information**

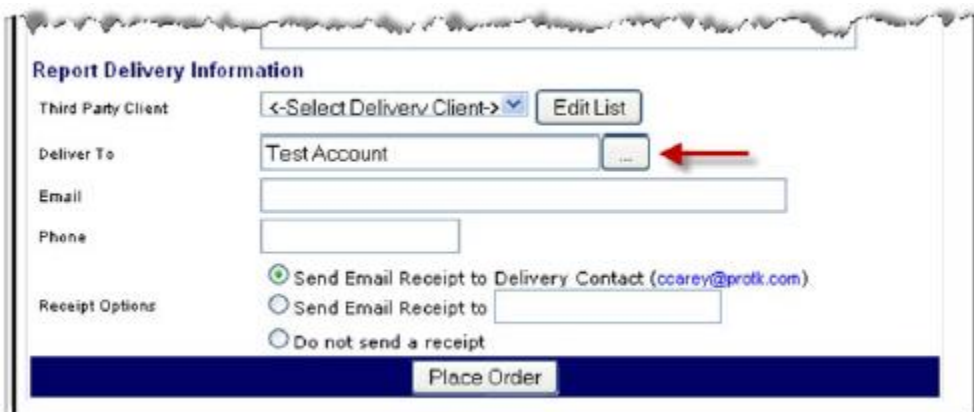
Deliver To: Laura Techau  
Email: laura.techau@impacmail.com  
Phone: [Redacted]

Receipt Options:

- Send Email Receipt to Delivery Contact (laura.techau@impacmail.com)
- Send Email Receipt to [Redacted]
- Do not send a receipt

- Complete the **Report Delivery Information**.

- For Email option: This will default to the ordering individual's email address. If the delivery contact needs to be changed, click on the ellipsis (see red arrow to change the delivery contact).



**Report Delivery Information**

Third Party Client: <<Select Delivery Client--> Edit List

Deliver To: Test Account [Red Arrow]

Email: [Redacted]

Phone: [Redacted]

Receipt Options:

- Send Email Receipt to Delivery Contact (ccarey@protk.com)
- Send Email Receipt to [Redacted]
- Do not send a receipt

Place Order

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8. Select *Place Order*.

Enter Order

Order Form for Impac Funding Corporation (031IM)

**Services Requested**

Package Type:

Package:

**Package Options**

**Subject Information**

Owner/Borrower:

Address:

City, State Zip:

**Additional Order Information**

Due Date:

Loan Number:

Order Number:

Batch Number:

Notes to Protect:

**Report Delivery Information**

Deliver To:

Email:

Phone:

Receipt Options:

- Send Email Receipt to Delivery Contact ([laura.techau@impacmail.com](mailto:laura.techau@impacmail.com))
- Send Email Receipt to
- Do not send a receipt

Place Order

Once the order is placed the user will see the following screen:

Thank you for your order. An email version of this receipt has been sent.

Order Receipt

**Services Requested For Order 4837347**

Report Package: Desktop Value Reconciliation

Report Options: No options were selected

**Subject Information**

Owner/Borrower: Russel McKelvey

Address: 21 Calle Frutas

City, State Zip: San Clemente, CA 92673

**Additional Order Information**

Order Duplicates: NO

Due Date: 8/21/2014

Deliver To: Laura Techau

Email: laura.techau@impacmail.com

Phone: 949-475-4299

Order Number: 5116001954

Loan Number: 5116001954

Notes to Protect:

Notes to Agent:

Order a new report
Order another like this
Done ordering

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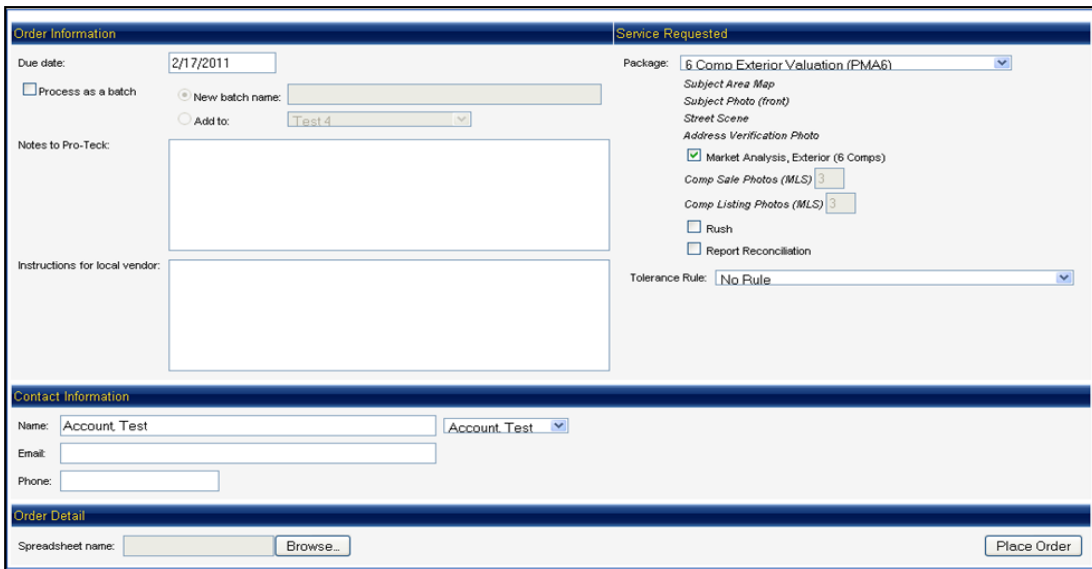
Once the ARR is completed, the ARR will be emailed to the contact listed in the email address when the order was placed.

## PLACING A BATCH ORDER

1. In the left navigation panel, under *Order Center*, click *Batch Order*.



The *Batch Order* page will appear.



The screenshot shows the 'Batch Order' form with the following sections:

- Order Information:** Due date: 2/17/2011;  Process as a batch; New batch name: [text input]; Add to: Test4; Notes to Pro-Teck: [text area]; Instructions for local vendor: [text area].
- Service Requested:** Package: 6 Como Exterior Valuation (PMA6); Subject Area Map; Subject Photo (front); Street Scene; Address Verification Photo;  Market Analysis, Exterior (6 Comps); Comp Sale Photos (MLS) 3; Comp Listing Photos (MLS) 3;  Rush;  Report Reconciliation; Tolerance Rule: No Rule.
- Contact Information:** Name: Account Test; Email: [text input]; Phone: [text input].
- Order Detail:** Spreadsheet name: [text input] Browse...; Place Order button.

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- (Optional) if orders are to be delivered as a batch, check **Process as a Batch** and assign the batch a name in **New batch name**.
- If there is a pre-existing batch, click the **Add to** radio option and select a previously placed batch from the pull-down menu.



Process as a batch     
  New batch name:

Add to:

2. In the **Services Required>Package** drop-down, select one of the service options:

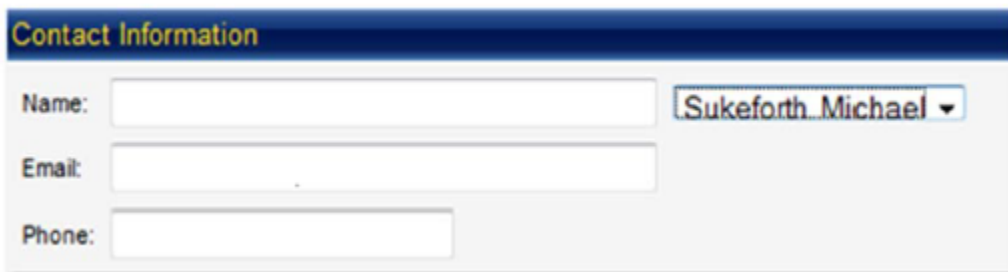
- Optional: Enter any specific notes with this batch in the text boxes shown below, depending on if the notes should be shared with the appraiser/agent/and or/Pro Teck.



Notes to Pro-Teck:

Instructions for local vendor:

3. Select the **Contact Information** for the batch from the drop-down:



**Contact Information**

Name:

Email:

Phone:

4. Upload an Excel spreadsheet by clicking **Browse** and selecting the file. Then select **Place Order**.



**Order Detail**

Spreadsheet name:



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## VIEWING AN ORDER STATUS

1. Report updates are provided on *My Home*. To view the details of open, in-review, not reviewed, viewed and archived reports, click on the number link in the report column.

Order Status					
					
	Open Reports	Reports In Pro-Teck QC	Not Viewed Reports	Viewed Reports	Archived Reports
Mine	0	0	0	0	0
All	0	0	1350	765	22610

Client Alerts

2. *Report Manager* will appear. Search for reports or view details on a per report basis:



Report Manager  Set as Default

Search Browse Mine Browse All

Browse Reports in Pro-Teck QC

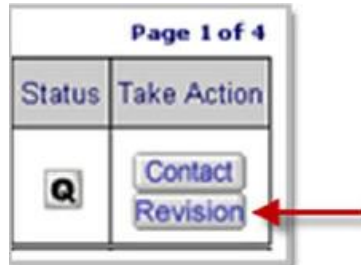
You have 31 Pro-teck QC Reports  
Reports currently sorted by order date, click on column heading to change sorting.

First Page Prev Page Next Page Last Page Page 1 of 4

Case Number	Loan Number Order Number	Date Ordered	Borrower	Report Type	Rev	Status	Take Action
508192	9834861 333806	12/6/2002	WANDA KULIG 6420 North Nashville Avenue Chicago, IL 60631	\$80.00 CTC6	tstcc		Contact Revision
527363	TEST CASE TEST CASE	3/5/2003	TEST CASE TEST CASE Test, XX 99999	\$45.00 PMA6	tstcc		Contact Revision
597387	RJ52845 52845	2/14/2004 12:35:06 AM	UNKNOWN 1 Main St Albany, NY 12203	\$35.00 PMA0F			Contact
1038956		11/14/2007 11:34:39 AM	TEST 37 Lincoln Ave Barrington, RI 02806	\$50.00 PMA6			Contact

3. To initiate a dispute or revision for any report, click *Revision* in the far right column. This activates a dispute and sends a notification to your client manager.

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## VIEWING BASIC REPORTS

1. In the left navigation panel, click *Report Manager*.



**Report Manager**  Set as Default

Search Browse Mine Browse All

Search Loan Number equals Search all reports

You have 31 Pro-tek OC Reports  
Reports currently sorted by order date, click on column heading to change sorting.

First Page Prev Page Next Page Last Page Page 1 of 4

Case Number	Loan Number Order Number	Date Ordered	Borrower	Report Type	Rev	Status	Take Action
508192	9834861 333806	12/6/2002	WANDA KULIG 6420 North Nashville Avenue Chicago, IL 60631	\$80.00 CTC6	tsfcc	Q	Contact Revision
527363	TEST CASE TEST CASE	3/5/2003	TEST CASE TEST CASE Test, XX 99999	\$45.00 PMA6	tsfcc	Q	Contact Revision
597387	RJ52845 52845	2/14/2004 12:35:06 AM	UNKNOWN 1 Main St Albany, NY 12203	\$35.00 PMA0F		Q	Contact
790043	111111	3/7/2006 5:10:39 PM	TEST 90 Oak St Randolph, MA 02368	\$25.00 FHVE		Q	Contact

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- Use the **Search** pull-down menu to select desired search criteria. Options include: Loan Number, Order Number, Either Loan Number or Order Number, Owner / Borrower, Address, Zip Code and Pro Teck Case Number.
- Click **Search All reports** (see red arrow above) to display the search results.

### VIEWING AND RETRIEVING ARCHIVED ORDERS

- Archived orders are located on **My Home**. To view the details of any archived reports, click on the number in the report column, as shown.

Order Status					
	<b>O</b>	<b>Q</b>	<b>C</b>	<b>C</b>	<b>C</b>
	Open Reports	Reports In Pro-Teck QC	Not Viewed Reports	Viewed Reports	Archived Reports
Mine	0	0	0	0	0
All	0	0	1350	765	22610

Client Alerts

- Once the report is located, options available include (i) view the report, (ii) forward the report, (iii) contact Pro Teck regarding the case, (iv) archive the report, and/or (v) request a report revision, as shown in the example below:

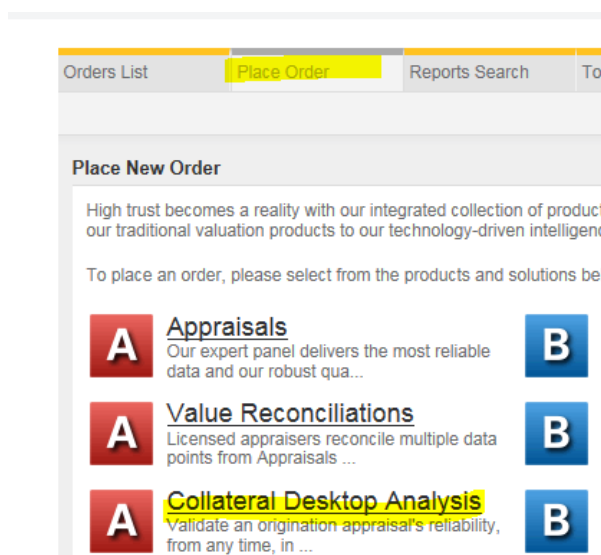
Case Number	Loan Number Order Number	Date Ordered	Borrower	Report Type	Rev	Status	Take Action
2020871	38005	8/6/2010 4:09:54 PM	UNKNOWN 3909 S 343rd Ave Tonopah, AZ 85354	\$0.00 PCDR6	777LH	<b>C</b>	<input type="button" value="Report"/> <input type="button" value="Forward"/> <input type="button" value="Contact"/> <input type="button" value="Archive"/> <input type="button" value="Revision"/>

© Pro-teck Services LTD. v2.3 2/9/2011 1:21:48 PM

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## How to Order a Collateral Desktop Analysis (CDA) from Clear Capital:

1. Direct an email to [sales@clearcapital.com](mailto:sales@clearcapital.com) for client setup.
2. Open a web browser and go to <https://www.clearcapital.com>. Log in with your assigned User Name and Password.
3. Click on *Place Order – Collateral Desktop Analysis*:



Orders List | **Place Order** | Reports Search | To

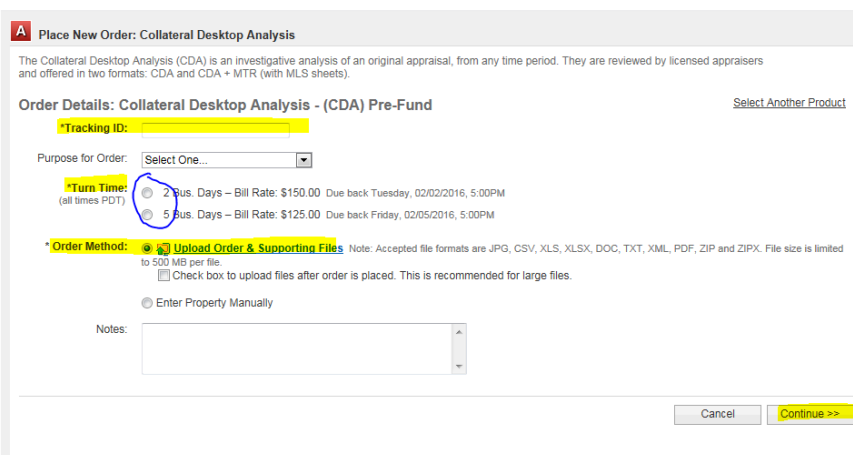
**Place New Order**

High trust becomes a reality with our integrated collection of product our traditional valuation products to our technology-driven intelligenc

To place an order, please select from the products and solutions bel

<b>A</b>	<b>Appraisals</b> Our expert panel delivers the most reliable data and our robust qua...	<b>B</b>
<b>A</b>	<b>Value Reconciliations</b> Licensed appraisers reconcile multiple data points from Appraisals ...	<b>B</b>
<b>A</b>	<b>Collateral Desktop Analysis</b> Validate an origination appraisal's reliability, from any time, in ...	<b>B</b>

4. Update *Place New Order* screen:
  - Enter Impac loan number for *Tracking ID*
  - Select *Turn Time* – 2 business days (\$150) or 5 business days (\$125)
  - Upload appraisal and any supporting documentation
  - Click on *Continue*



**A** Place New Order: Collateral Desktop Analysis

The Collateral Desktop Analysis (CDA) is an investigative analysis of an original appraisal, from any time period. They are reviewed by licensed appraisers and offered in two formats: CDA and CDA + MTR (with MLS sheets).

Order Details: Collateral Desktop Analysis - (CDA) Pre-Fund Select Another Product

\*Tracking ID:

Purpose for Order:

\*Turn Time: (all times PDT)

- 2 Bus. Days – Bill Rate: \$150.00 Due back Tuesday, 02/02/2016, 5:00PM
- 5 Bus. Days – Bill Rate: \$125.00 Due back Friday, 02/05/2016, 5:00PM

\*Order Method:  Upload Order & 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.

Check box to upload files after order is placed. This is recommended for large files.

Enter Property Manually

Notes:

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## When the Order is Ready:

- Access Clear Capital and click on *Orders List*
- The order will show as *Order Delivered*

Tracking ID	Created (PST)	Due (PST)	Ordered By	Comp/ Tot. <sup>1</sup>	Current Status <sup>2</sup>
3111009507	1/7/2016 2:51P	1/14/2016 2:30P	Anders Perry	1/1	Order Delivered
2444000026	1/14/2016 4:33P	1/13/2016 5:00P	Staff, Rebecca	1/1	Order Delivered




- Click on the loan number, *Property Address*, then click on *Vendor Appraisal – Vendor Appraisal* to access the CDA.

All Non-Downloaded Create ZI

Notes	Property Address
	5024 Williams La Mesa CA 91942

All Non-Downloaded

Upload

-  [Vendor Appraisal - Vendor Appraisal](#) Uploaded by on 1/14/2016 12:
-  [Appraisal Form-1004 20748913 3 - Vendor Appraisal XML \(MISMO\)](#)
-  [Purchase Agreement - Purchase Agreement](#) Uploaded by Tera Cot

Communication Center

view the Appraisals in PDF format.

- Save to Desktop
- Drag to the appraisal folder and label the folder CDA in the description