



Appraiser Agreement

We appreciate your interest in becoming an approved Independent Fee appraisal provider within Bluebird Valuation network of appraisers. For your review, please find our standard appraiser welcome package which outlines Bluebird Valuation expectations for the preparation and delivery of all appraisal reports.

By becoming one of Bluebird Valuation approved Independent Fee Appraiser you will receive appraisal orders from clients all over the country without burdensome commitments, advertising and marketing costs, or membership fees. Assignments are offered based on their geographical proximity to your office, or pre-selected coverage areas as well as professional performance.

Bluebird Valuation sends you notification via email when an appraisal assignment is available in your area. You choose only those assignments that your current workload and schedule will allow you to complete. Bluebird Valuation does not pressure its appraisers to accept unwanted assignments.

With every assignment received in our system, we will automatically send you an email to accept the order. Within this email will be the zip-code of the property location as well as information about whether or not the order is for a FHA appraisal.

To become an approved appraiser with Bluebird you will need to follow these Required Steps:

Fill out all the required information and click on **Save**.

You will need to add your Enhanced Coverage Areas in your profile by clicking on Setup, My Profile, and then “**Click here for Enhanced Coverage Area**” so we can match you with orders. Orders cannot be sent without the zip codes in your coverage area being added.

Step6: Once your profile has been saved successfully, you must upload in separate attachments these **5 Required Documents:** W9, License, Resume, E&O and the Appraiser Agreement Package. The Appraiser Agreement Package which requires your Independent Fees to be filled out can be found at the bottom of this document on page 8 and 9.



All documents MUST be filled out in full, signed and send in one of the following ways:

1. Uploaded into your profile
2. E-Mailed to: Profile@YOURAMC.com

We will need to have individual profiles setup for each appraiser if you have more than one appraiser in your company.

As an approved appraiser we expect you to comply with any due dates listed on the individual order.

If you have any questions at any time or encounter any problems please free to contact our office at 954-491-9800 or send us an E-Mail at Profile@YOURAMC.COM



Bluebird Valuation Appraiser Procedure Agreement

Assignment of the Appraisal Order: Please carefully read each order your firm receives from Bluebird Valuation. Detailed on these documents is not only the information on the property you are being asked to appraise, but also important information to assist your office on the assignment.

In addition the accepted order will display the fee being paid by our office. If at any time your office cannot comply with the assignment requirements, or you have a question regarding your fee please contact our office immediately or send an email to CC@YourAMC.com

Scheduling Inspections: When calling to schedule inspections we ask that you or your representatives please inform borrowers or contacts for entry that you are calling on behalf of Bluebird Valuation instead of your company name. This is because all payments are being made out to Bluebird Valuation at time of order and it is to prevent any confusion on the part of the borrower or contact for entry.

Appointment Times: Bluebird Valuation requires all appraisers to communicate the inspection status within 24 hours of receipt of the appraisal order. This communication serves two purposes; first it confirms receipt of the order by your office, and secondly it allows Bluebird Valuation to update our clients on the status of their appraisal request. It is imperative for our retail clients that their borrowers are contacted immediately. Our online system monitors and tracks amount of time it takes for you to set an appointment. Failure to set an appointment within 24 hours of receipt of an order or to at least make contact with the appropriate contact for entry will result in a lowered ranking within our system and possible loss of this and future orders.

Timeframes: Our customers rely on us to provide them with good customer service and timely updates on the progress of their orders. In order for us to fulfill their expectations it is important for you, as the appraiser, to be responsible for completing and delivering the appraisal orders within 3 business days. If you are unable to meet this established timeline, please notify Bluebird Valuation immediately upon receipt of the order request and let us know why you will be unable to meet this timeframe. You must have time extensions approved. We reserve the right to cancel order if no communication is made in regard to due date extensions based on complexity and/or other complications within a file.

Quality vs. Timeframe: At no time do we want the timeline to overshadow the overall quality of your work and the report. We understand that there are situations where the complexity of the appraisal prevents you from being able to complete the report within the previously agreed upon timeframe. In these situations, we ask that you call or email our office and explain the reason for the delay and to set a tentative timeframe. This information will be passed on to our client as an exception to their normal expectations. If we are properly notified of any and all possible delays in advance no action will be taken to affect future assignments.

Payment: Subject to its prior acceptance of the Services, Company will pay Appraiser for the performance of Services in the amounts indicated on the Partnership Pricing Program submitted to the Appraiser in connection with the related appraisal order, and in accordance with this Agreement. All undisputed payments will be made by Company within thirty (30) days of its receipt of the complete appraisal, and mailed to the Appraiser at its address specified in the Agreement above. The amount payable to Appraiser as set forth in the Partnership Pricing Program on file with the Company will be the entire consideration for any and all services rendered pursuant to this Agreement. Appraiser must provide company with written a request for any change in Partnership Pricing The Company, at its sole discretion, may accept or reject any fee change requests and in addition, factors in the frequency of such requests into its ranking of the Appraiser up to and including termination of the Appraiser. Please refer to the fee schedule for exact dates.

Mars Review Fee: Each Vendor shall be obligated to pay a technology transmission fee (a "Delivery Fee") to Bluebird Valuation for each order for Services that such Vendor receives and accepts using Bluebird Valuation LLC. The Delivery Fees are ten dollars per order. The Delivery Fees are subject to change and the Delivery Fees in effect at any time without notice. Each Vendor shall be liable for payment of the applicable Delivery Fees to Bluebird Valuation at the time an order is received and accepted. A Vendor's method of payment will be charged upon its receipt and acceptance of an order for Services. All fees are nonrefundable.

Taxes: Appraiser acknowledges that neither it, nor its employees, are or shall be deemed a Company employee (nor an employee of any related or affiliated company), and that Appraiser is an independent contractor and, as such, it is Appraiser's sole obligation to report as employment income (or as corporate or partnership income, as the case may be) all compensation received by Appraiser from Company for Services. Appraiser understands and agrees that Company will not make any payments or withholdings on behalf of Appraiser or any of its personnel for social security, Medicare, unemployment contributions or other payments or withholdings which would apply to employees. Appraiser will be responsible for withholding and payment of all income taxes, social security taxes and other amounts required by local, State and/or Federal law to be paid or withheld from wages and Appraiser will otherwise adhere to Appraiser's status as an independent contractor for purposes of the foregoing laws. Appraiser will indemnify Company and hold it harmless to extent of any obligations imposed by law on Company to pay any withholding taxes, payroll taxes, social security, unemployment or disability insurance, or similar items in connection with any payments made to Appraiser for the rendering of Services hereunder, either for itself or any of its employees.

Fees: Bluebird Valuation pays the appraiser a flat fee for all appraisal orders. This fee is between Bluebird Valuation and the appraiser and is considered confidential. Discussing fees with unauthorized parties is not permitted. This could result in loss of payment for services rendered. This is a direct violation of contract. When required by state guidelines, fees should be disclosed within the report. Order will be cancelled and placed with another vendor if unprofessional actions have been taken.

Communication: Communication is the key to make any relationship successful and the relationship between Bluebird Valuation and the appraiser is no exception. We would like to keep phone contact between our staff and yours to a minimum; in order to accomplish this it is important for us to follow the basic rules of communication. We require all appraisers to contact the contact for entry within 24 hours of acceptance of an order and to notify our office via email if there are any issues in making this initial contact. Once the appointment is set we ask that you update us on the inspection date. If at any time you have questions regarding an order, feel free to give us a call at 954-491-9800.

Inspection Etiquette

Employee shall at all times faithfully, industriously, and to the best of his ability, experience, and talent, perform all duties that may be required of and from him pursuant to the express and implicit terms hereof, to the reasonable satisfaction of employer. Such duties shall be rendered at the abovementioned premises and at such other place or places as employer shall in good faith require or as the interests, needs, business, and opportunities of employer shall require or make advisable.

Appointment Time

You are required to be on time. Preferably 10 minutes early to all appointments. You must notify a Bluebird Valuation Representative and the borrower if you are going to be late! You must notify both parties within a reasonable time frame.

Dress

You are expected to dress in a professional manner on a daily basis.

Inspections

Never discuss value with any client!! You are not permitted to give any type of a value to the homeowner as well as anyone outside of Bluebird Valuation.

Please be courteous and inspect the property in a timely manner.

Do not skip rooms or "run through" the property. Your sketch is very important and needs to be accurate. Please draw your rooms properly.

Report: Bluebird Valuation strives to provide our clients with the most accurate and complete appraisals possible; therefore, we ask that you please keep the following in mind while completing your reports:

- a. Always indicate net and gross adjustments on each comp. Also include comments to explain any adjustments made above the norm.
- b. Always include a photo of each side of the home and one in each direction of the street. Include at least 3 interior room photos (1 kitchen, 1 living room and 1 full bath) and photos of any extra buildings on the subject's site (including sheds).

All crawls must be inspected and a photograph for the entrance to attics and slabs or crawls must be included. A photograph of the basement must be included.

- c. When a property is a sale, the listing price and days on market must be included in the report. When the sales contract is provided please also include comments regarding any sales concessions that may impact the value or the loan.

- d. Requirements may differ on a per deal status. You will be notified in advance of any changes to the requirements based on the assignment at hand but at a minimum must meet USPAP Standards.

Appraisal Report Delivery: Once your firm has completed the appraisal assignment, the report must be uploaded to the website using your provided sign in information. You are to deliver an appraisal for the property above within 48 hours from the property inspection. There will be no exceptions without authorization from Bluebird Valuation directly. We require the entire report (all pages) including digital photos (interior photos of all rooms and exterior photos showing all sides of the home), signature, sketches, maps, and a copy of license and E&O insurance to be sent at the time of completion. **Please DO NOT include an invoice within the actual reports. Invoices are to be sent separately or the report will be rejected.**

Licensing/Certification Requirements: Bluebird Valuation will only utilize properly certified appraisers for our appraisal assignments. We expect your office to be in full compliance with the regulations set forth in the state in which you are appraising. Your license number and expiration dates are kept in our system and your firm's approval status will be automatically be revoked upon expiration of your license/certification until we are in receipt of your renewed license information.

Underwriting Conditions: If and when a condition is requested by an underwriter, we will notify you through email. We ask that you give these conditions the highest priority and work to complete them as quickly as possible. We will ask to have the conditions completed and a revised report returned to our office within 48 hours of receipt. If this will not be possible, please inform our office immediately and provide us with an estimated time of arrival.

Quality Control:

Upon submission of all reports a QC report and AVM will be run. Once the automated review is completed, one of our experienced review appraisers will do a manual review and recommend any necessary changes to ensure compliance. Once QC has cleared the appraisal, it will be uploaded and emailed to our client.

All files must pass the review in order to be submitted. Select criteria are monitored and may review manual review.

In addition to our automated review, the appraiser will be audited on an annual basis. Desk reviews may be ordered on any file submitted to Bluebird. If any red flags are noted, a field review will be required.

The appraiser will be required to address any errors and omissions that are needed. If the problems cannot be rectified, a new report will be ordered. If the review and new appraisal reflect a variance of more than 5% and significant USPAP violations, the appraiser will be notified and placed on watch. Any order placed with the appraiser proceeding the negative review will review a manual underwrite and possibly a desk review on the next 3 appraisal reports submitted.

If possible USPAP violations are noted, the appraiser will be notified in writing within 30 days that they are permanently removed from our approved appraiser roster.

After a 12 month probationary period, the appraiser may reapply.

Dispute Resolution and Removing Panel Appraisers

Bluebird Valuation provides all appraisers a list of responsibilities and expectations at application and instructions are submitted at each assignment. It is the appraiser's responsibility to ensure they are able to meet all requirements prior to accepting an assignment. Bluebird Valuation review process involves these steps generally:

Complaint of appraiser is made by borrower, client, and or Bluebird's staff.

Complaint is escalated to Lead Reviewer for review of work.

If complaint is deemed valid, appraiser is suspended from being offered new assignments during the due diligence process.

Value is not a valid complaint for removal. Partial list of valid claims include the following:

- ✓ Not adhering to the published dress code
- ✓ Multiple instances of missing due dates and deadlines
- ✓ Lack of response
- ✓ Consistently substandard and poorly supported value analysis and reconciliation
- ✓ Unprofessional conduct
- ✓ Incomplete appraisal reports
- ✓ Violation of USPAP
- ✓ Non-Compliance with the Appraiser Independence Laws or Regulatory Requirements

During the due diligence process Bluebird Valuation will investigate and document the complaint in writing.

If investigation does not warrant removal, but a corrective action is needed, a warning letter will be mailed to the most current address on file.

If investigation warrants removal from Bluebird Valuation appraisal panel, a letter of notice will be mailed to the most current address on file.

The appraiser will have 10 days to respond in writing via fax, email or USPS to the complaint. If no request for reconsideration is filed the appraiser will be removed from Bluebird Valuation approved panel and placed on a "Do Not Use" list.

If the offense requires notification, Bluebird Valuation will complete and submit a "State Appraisal Board Complaint Form" and submit to the respective agency.

Privacy Policy: As a management firm it is the policy of Bluebird Valuation not to release your contact information (such as a phone number or an address) to the loan officer or ordering party without your verbal or written consent. Therefore, if you receive a call from a loan officer or anyone other than a Bluebird Valuation representative requesting information about a particular order we would appreciate it if you would please inform us so we

may take steps to prevent this from occurring. We also leave it up to you to decide whether or not you would like to include your contact information on the completed report.

Acceptance of Appraisal Request, Delivery of Reports.

Appraiser understands and agrees that all communications to and from the company concerning appraisal orders and appraisal reports, including without limitation delivery of hardcopies of appraisal reports, shall be transmitted through the Bluebird Valuation portal.

Appraiser agrees that at all times during the Term of this Agreement, Appraiser will:

- Notify the Company of Appraiser's declination of an appraisal order within twenty-four (24) hours of receipt of the appraisal order.
- Notify the Company if the Appraiser's main office is more than seventy-five (75) miles from the property to be appraised, within 24 hours of receipt of the appraisal order.
- Notify the Company of Appraiser's request for fee adjustments within twenty-four (24) hours of receipt of the appraisal order.
- Contact the property owner to schedule an appraisal within twenty four (24) hours of receipt of the appraisal order, and communicate all appointment dates and/or the status of any delay in scheduling the appraisal to Company within such 24 hour time period.
- Communicate any issues regarding completion of an appraisal within the time specified as the anticipated completion date to Company within 24 hours of the inspection.
- Deliver all hardcopy appraisal reports to Company within two (2) days of the inspection.
- Deliver all hardcopies on exterior drive-by products to Company within two (2) days of the date of the appraisal order.
- Include the subscriber loan number in the subject line of any correspondence forwarded to Company regarding the appraisal, including, without limitation, all email correspondence and email correspondence forwarding the appraisal report.
- Include a separate invoice with all appraisal reports transmitted to the Company. Appraiser understands that if an appraisal report is transmitted without a separate invoice, the Services will be billed a standard fee as determined by the Company, in its sole discretion. The Appraiser's fees for the Services are not to be included in, or affixed to, the appraisal report.
- Direct all communications concerning the Services to the Company. Appraiser understands and agrees that with the exception of contacting the property owners for the purposes of scheduling the appraisal, Appraiser will not contact the property owners or Company's clients. Appraiser understands and agrees that contact with Company's clients and the property owners, including without limitation, billing the Company's clients and the property owners or solicitations to or from the Company's clients and the property owners is prohibited. This could result in loss of payment for services rendered. This is a direct violation of contract. Order will be cancelled and placed with another vendor.

CONFIDENTIAL INFORMATION

Appraiser acknowledges that during the Term of this Agreement, Appraiser may come into contact with and gain knowledge relating to trade secrets and other confidential and proprietary information relating to the Company and/or Company's subsidiaries or affiliated entities (referred to collectively as the "Company"). Appraiser hereby acknowledges and agrees that during the Term of this Agreement and thereafter, Appraiser shall not use, directly or indirectly, on its own behalf or on behalf of any other person or entity in any capacity, any confidential, proprietary information or trade secret of Company of which Appraiser gained knowledge by reason of his association with Company, including but not limited to, the property, business, affairs, financial, operational or other information of Company, information relating to distribution, sales methods, customers, suppliers, plans for development of new projects, products and/or services, plans for expansion into new areas and/or markets, internal operations, procedures and policies, current, past or prospective customer contacts, customer lists and prospects, work

in progress, referral sources, vendor information or agreements, and other materials prepared by Company and/or Appraiser or its representatives containing or based in whole or in part on any such information of Company and all other confidential and/or proprietary information of any kind and character used by company or which is considered by Company to be confidential and/or proprietary nor shall Appraiser disclose or use any written, visual, graphic, electronic, magnetic or computer media relating to sale (collectively, the "Confidential Information").

Appraiser acknowledges and agrees that (a) the Confidential Information is and shall remain the property of Company; (b) Appraiser will hold such Confidential Information in strict confidence; (c) Appraiser will not directly or indirectly, (either during the term of this Agreement or after the termination of this Agreement) copy, disclose, communicate, distribute, reveal or use in any way such Confidential Information which Appraiser gained or became aware

of during the term of this Agreement to or for any third party; (d) Appraiser will use such Confidential Information only necessary to perform the Services under this Agreement; and (e) upon termination of this Agreement Appraiser will return all tangible Confidential Information (including tangible media containing intangible Confidential Information) to Company.

Notwithstanding anything herein to the contrary, Company may, at its option, use any means, other than through theappraisalfirm.org, to deliver communications concerning appraisal orders and appraisal reports to Appraiser if Company chooses to do so. The Company may also require that certain communications from Appraiser be delivered to Company on paper at a specified address. All cancellation of appraisal orders will be communicated to the Appraiser by the Company.



Appraiser Agreement

The below signed vendor certifies all appraisals completed for Bluebird Valuation will adhere to the requirements set forth above.

Vendor Company Name Date

Signature of Auth. Representative Printed Name of Auth. Representative

APPRAISER PROFILE FORM

Appraiser's Name: _____

Firm Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone Number: _____ Fax Number: _____

Phone Number #2: _____ Cell Number: _____

Tax ID Number or SSN: _____ Date of Birth: _____

Email Address: _____

Number of licensed/certified appraisers in your firm: _____

Preference of volume per day: _____

Type of Software used? _____

If no, please indicate the software you currently use: _____

Have you or the firm you are currently employed with ever been involved in a lawsuit, pending or resolved, where the complainant was a regulatory agency or another lending institution?

Are you blacklisted from any lenders? _____

Print Name: _____

Signature: _____

Date: _____

By returning this form to Bluebird Valuation, you are acknowledging the terms and agreement of the Independent Fee Panel Program.