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Of Note:

- The Order Bid matrix can be accessed on your List order screen, click on the “Order Bid Program” link.
- Coming Soon: Common Data Entry—Stay tuned!
- Trouble resetting your password? (See details p. 2)

Contact Hours:

M-F 7:00 a.m.-6:00 p.m. MST
Sat 7:00 a.m.-2:00 p.m. MST
1-877-899-8799

Outstanding Performers

In every issue we recognize some of our best agents (based on their FA Score™). Meet the top four for the fourth quarter of 2011. These individuals were selected based on their outstanding performance and dedication to providing quality work in a timely manner.

We'd love to see you on the front page of the next issue.

Linda Hamilton, of

California, joined CoreLogic in 2002 and has been in real estate for 21 years. She has a score of 97.28 and an outstanding turnaround time of .47 days.



Linda feels that getting involved whenever she can to help change things for the better is what makes her stand out in her profession. She enjoys working with CoreLogic because of the professionalism and the effort put into working with agents and the situations they encounter from day to day.

In her free time, Linda enjoys traveling, most notably to the Caribbean, Hawaii, and Europe. She also enjoys reading and watching her favorite team, the Oakland Raiders.

Richard Albaugh, of California, started with



CoreLogic in 2004 and has 24 years of real estate experience. He has a score of 98.39 and an incredible .35 day turnaround time.

Richard's most memorable career highlight was when he represented a buyer interested in a \$750 million property. Unfortunately, his client was outbid and he didn't get to assist the sale through closing. He enjoys working with CoreLogic because it allows him to set his own schedule and allows him to work on other interests and pursuits.

His favorite thing to do in his free time is to run marathons with his wife. He also enjoys spending time with his daughter, who is getting married in May, and his son who is currently enrolled in film school. Richard's favorite place to travel is Maui.

Cynthia Irwin, of Indiana, has been with CoreLogic since 2004 and has been a real estate agent for 33 years. She has a score of 95.99 and an excellent turnaround time of 1.11 days.



Cynthia feels that her genuine interest and love of real estate makes her stand out in her profession. She also makes an effort to be accommodating to her buyers and mindful of deadlines.

She enjoys working with CoreLogic because of the volume of work provided and the helpfulness of the employees when she needs assistance on an order.

Cynthia enjoys spending her free time with her husband, three children, and her six grandchildren. She also enjoys

traveling, especially to Lexington, Kentucky to watch horse races.

Shawn Boomstra, of Michigan, joined CoreLogic in 2004 and has been in real estate for almost 20 years. He has a score of 92.18 and a CompScore of 85.43, well above the average for his area.



Shawn feels his experience in a variety of real estate related work helps him stand out in his profession. His most memorable career highlight was a few years ago when he earned a spot in the REMAX Hall of Fame.

In his free time, Shawn enjoys spending time with his four children and his wife. During the summer, they spend their time together at their cottage. Shawn's favorite place to travel is Playa Del Carmen, Mexico. He would also like to spend time in the Western United States.



Price Variance Inspection—Verifying the Correct Property

“Value View” Inspections provide our clients with a quick overview of the subject property and require only exterior photos and responses to a few questions.

When doing a drive-by it is important to ensure the correct subject is being evaluated, especially if the subject address is not visible. Here are some resources to assist in confirming you have the correct subject property:

- ◆ *Look for Prior MLS information for the subject property*
- ◆ *www.findlotsize.com offers aerial views of many properties nationwide*
- ◆ *Google® Maps; Street View*

Broadcast Orders In Boarder States

When SourceNet broadcasts an order, the system does not recognize state lines, thereby soliciting orders to agents out of state. Please do not accept BPO orders for states in which you are not licensed.

CoreLogic requires that each Field Associate be actively licensed by each state in which they work to complete Broker Price Opinions.

Please ignore or decline any out of state orders that are “broadcast” to you if you are not licensed in that state.

MBO—An Approach for Success

As we enter the fourth quarter of 2011, we begin the formal process of evaluating our performance for 2011 and identifying our strategic goals for 2012. We can certainly look back at our efforts in 2011 and feel good about them, but how do we really know if we achieved what we set out to accomplish?

CoreLogic BPO Services (“CLBPO”) has embraced a management approach known as “Management by Objectives” or MBOs. In the MBO process we define objectives within our organization so that management and employees agree to the objectives and understand what their respective responsibilities.

The essence of MBO is *participative* goal setting, choosing courses of action, and decision making. An important part of the MBO is the measurement and comparison of the employee’s actual performance with the standards previously set. Ideally, when employees themselves have been involved in this process, they are more likely to fulfill their responsibilities.

The Senior Management team of CLBPO establishes annual MBOs, and uses them to track

and guide performance throughout the year. Having recently completed our MBOs for 2012, we are now sharing them with each CLBPO department, team and employee. Every employee is encouraged to develop individual MBOs that support the department and company objectives, so that we can all work toward a common goal. Understanding our individual roles and responsibilities is key to our shared success.

So...why am I sharing our MBO approach with you, our superior panel of real estate agents and brokers? While you are not employees of CLBPO, you are our colleagues and partners in meeting the high expectations of our clients and in achieving common financial success. The primary focus of our 2011 MBOs centered on:

- ◆ Marketing differentiation (products, processes and services that set us apart from our competition)
- ◆ Accuracy enhancements (BPO and Broker scores and tools that objectively measure accuracy)
- ◆ Technology commitments (investments that operationalize our quality and accuracy vision)

- ◆ Product and Channel expansion (new growth into commercial and non-default valuation markets)
- ◆ Employee development (expanded opportunities for growth, training and recognition)

Our 2012 MBOs provide a vision and course of action that leverages our 2011 accomplishments, especially in the area of new products and an expanded valuation strategy across all CoreLogic companies. We look forward to sharing these with you in 2012.

Congratulations to each of you for your accomplishments in 2011! I hope that you will also establish, measure and use MBOs to manage and track your success. I welcome any strategic or tactical suggestions that you may have to make us all the best BPO practitioners in the industry. Thank you for all that you do!

David L. Williams
Division Vice President

“Orphaned” Login and Password Reset Requests

Orphaned Login

The SourceNet system is programmed to suspend any account following 4 consecutive, unsuccessful login attempts. If you receive the “Orphaned Account” message, you have a self-service option. You can reset your password through SourceNet.

First, click on the “Return to Login Prompt”. Then click on the “Rep Forgot Password” link

located at the bottom of the login window. You will receive an email with a link to reset your password. The reset link will not work with a Hotmail, MSN, or Comcast e-mail account. Please email the Panel team (Panel@corelogic.com) to request a password reset.

Resetting your Password

The system requires all users to reset their password every 30 days. When you receive notifica-

tion of an expired password, please make sure your password meets the following criteria:

- ◆ 8 character minimum
- ◆ 11 character maximum
- ◆ 1 upper case character
- ◆ 1 lowercase character
- ◆ 1 number
- ◆ 1 special character (e.g. @, #, \$, %, &, *, !)

FA Score™: Frequently Asked Questions *Comment Compliance*

Q: Why do my score and the status benchmarks fluctuate?

A: The FA Score™ is based on a six month order history. Each time the Scorecard is updated, orders older than 6 months are no longer considered and two weeks of new order history is added. New peer averages are calculated based the updated scoring information. Changes to the results of the recalculated peer level averages impacts the ranges for each rating.

Q: How can I improve my score when there are not any orders?

A: Please note Reassigns, Sanctions and Returns that are affecting your scorecard will fall off six months from the occurrence date. At that time you will have the opportunity to be eligible for more orders.

Q: Is hold time removed

from my Turn Around Time?

A: No. All Associates complete interior orders and experience order delays. This time is accounted for through peer level averages.

Q: I continue to receive orders out of state; are these orders counting as reassigns?

A: No, these orders do not count as reassigns; these orders are broadcast to all Associates within a 50 mile radius because SourceNet does not recognize state lines. You may either ignore or decline the orders.

Q: I do not agree with my scorecard. Who do I contact to have my scorecard reviewed?:

A: The Panel department can answer any Scorecard question you may have. Email panel@corelogic.com for assistance.

As real estate professionals, it is, compliance with the Fair Housing Act is required as you provide order commentary.

A new system enhancement will prompt you to change your verbiage if a word or phrase used during data entry is recognized as contrary to the Fair Housing Act.

The system will alert you to “Warning” words and phrases as well as words and phrases that cannot be used under any circumstance. You will be asked to either review or remove the word used before you can move to the next page of data entry.

For example, words used to describe race/color, religion, sex, disability, family status, or national origin are not acceptable and should not be used in any report under any circumstance.

Staying Safe During Interior and Exterior Inspections

Your safety is very important to us. Generally, agents can capture a clear shot of the subject property, inconspicuously and safely. However an unexpected situation can easily arise and it is important that you are prepared. Several Field Associates have provided safety tips to consider while inspecting properties:

- ◆ Call the POC to determine the status of the property.
- ◆ Ensure familiarity with your service area. Note: You may update your service area through SourceNet at any time.
- ◆ Research the subject prior to the inspection to see if it has been condemned.
- ◆ Request that the listing agent meet you at the property
- ◆ If you are not comfortable

going to the property alone, advise the POC that you will be bringing someone with you.

- ◆ Check for signs of occupancy before getting out of your car to take photos.
- ◆ If you have to go alone, make sure you let someone know where you are going and when you expect to return.
- ◆ If the house is unsecure, or shows signs of entry, do not go in.
- ◆ Check every room and closet to make sure the property is vacant prior to focusing your attention on taking photos.
- ◆ Know your way around the neighborhood.
- ◆ If a property is found to be contaminated/unsafe to enter (inhabitable/toxic/

collapsing) leave immediately.

- ◆ If you are approached or you feel threatened, leave immediately.
- ◆ If the subject property is located on a private drive, do not proceed (take a photo of the “No Trespassing” sign) and call CoreLogic for further instruction.
- ◆ Abide by all local laws!

If any of the above scenarios take place, provide applicable photos without putting yourself in danger. When you get back to the office, update your order status online to make us aware of any issues with the property. The order will be placed on hold and work with the client to determine how to proceed.

New Rounding

Functionality

New rounding functionality has been implemented on some forms as a client request. The forms with this added functionality will automatically round numerical data in the price grid to the nearest \$100. However, changes can still be made to the price as long as it ends in \$00.

Neighborhood Boundaries

Defined

Certain forms include a field labeled “Neighborhood Boundaries Defined,” which will soon be changing to “Geographic Definition of Neighborhood Boundaries.” Please note that this is not a “Yes” or “No” question.

The client has requested a detailed description of the subject area that should include street names, landmarks, geographical points of interest (i.e. freeways, golf courses, rivers, etc.). Please be sure to include this information in the BPO.

Important Reminder:

As an agent, you will have access to non-public information related to the BPOs that you complete.

Please remember that this information is confidential, and should not be disclosed to any person or company outside of our CoreLogic.

Doing so is a violation of the Field Associate Agreement (see section 5). Thank you for your understanding and cooperation on this matter.

Computer–Based Training

All online training should be completed as soon as possible. Please note: all trainings be completed to attain a Platinum or Gold rating.

The training is provided at no cost to you and will help you better understand our clients needs, the various market segments and how to make adjustments and repairs.

The training courses can be accessed at <https://elearning.firstam.net/Centra-CKS/login/index.aspx>. Your User Name is your rep code (for example-UT0000). Your password is also your rep code. The password is case sensitive so be sure to capitalize the state code as shown in the example above.

Please keep an eye out for the training messages which outline your remaining training requirements.

Upcoming Holidays

Thanksgiving Day–November 24, 2011

Day after Thanksgiving–November 25, 2011

Christmas Day–December 26, 2011(observed)

Coming Next Issue:

- New “Outstanding Performers”
- Industry news

Please submit any suggestions or questions about BPOs or CoreLogic to: Panel@CoreLogic.com

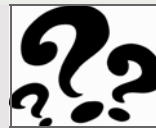
Prior Orders: Can I Complete it?

Often times, clients request more than one price opinion on the same property in an effort to obtain multiple perspectives. There are two scenarios in which you might see a duplicate order. The first scenario occurs when a client orders two orders on the same property with CoreLogic. The second takes place when one BPO is placed with CoreLogic and a duplicate order with another vendor. In either case, you should decline the order if you have already completed one on the subject property in the past six months. You can decline the order by contacting a CoreLogic representative. Simply advise us that you have recently completed an order for the same property (even for another vendor) and request that it be reassigned. You can also update the order

online, and we will remove it from your queue. This reassignment will not impact your FA Score™.

If you complete an order for CoreLogic that you have recently completed for us or for another vendor, it will be returned by the client and will negatively impact your Field Associate Score. It is important to carefully review the subject address at the time of order assignment to ensure the new assignment is not for an order you have recently completed.

This will help us ensure the client receives the product they need and help you avoid a client return on your Scorecard.



Weekend Reassigns

Clients place orders at all times of the day, every day. The result is orders being assigned with due dates falling on the weekend. If you need more time to complete an order during a weekend, you should utilize the auto extension feature to prevent orders from reassigning. The auto extension feature allows an extension of up to 24 hours. Your turn around time will only include the time prior to submitting the order to QC. If you request 24 hours and only use 5 hours, only 5 hours will be included in your turn around time for that order.

To use the auto extension feature, log into your “List Order” screen and click the “Request Extension” link for the order you wish to extend. You will then be able to adjust the commit date/time.

Repairs CBT– Test Your Knowledge

CoreLogic recently released its newest training on Repairs. When completing a BPO and entering repairs and repair amounts, it is important that you are aware what our clients need. By completing the Repairs training you will have gain a better understanding of client expectations. This will assist you in providing better, more accurate repair estimates thereby reducing the number of repair related quality issues and returns you receive.

Take this quiz to test your knowledge.

- 1. To Repair means:**
A. To Fix
B. To Improve
- 2. When completing an exterior/drive-by BPO, the interior condition of the home should be considered to be consistent with the visible exterior of the home.**
A. True

B. False

- 3. Should a subject in “Good” condition have any noted repairs and corresponding pair amounts?**
A. Yes
B. No
- 4. If a property inspected has needed repairs; photos of damages are required to support the repair amount recommendations.**
A. True
B. False

You can access the Repairs training as well as the other CoreLogic computer based training modules at: <https://elearning.firstam.net/centra-cks/login/>. Your User Name and Password are your CoreLogic Rep Code (case sensitive, capitalization required).

BPO Data Sources

When completing a Broker Price Opinion, it is critical that all of the subject and comparable information provided comes from the local Multiple Listing Service or tax record. There are many non-disclosure states in which data such as GLA is not provided in the MLS or by tax records. When you are doing your research please provide all property information exactly. In many cases property information may need to be cross referenced between the two sources. When there is conflicting information, it is best to use the tax information as a primary source.

You may note the discrepancy in the order notes. If you are unsure where or how to access tax information in your area, you should reach out to the local assessor’s office to see if any online data is available. This will help you minimize quality issues and returns, and ensure an accurate assessment for our client.

1.A.2.A 3.B.4.A
Answer Key: