



Field Associate FAQ's

Q: How do I obtain listings from CoreLogic?

A: CoreLogic does not manage assets or assign listings.

Q: When can I expect payment for my services?

A: Payment is mailed by the 10th of each month. (Example: All work completed in May will be mailed on or before June 10th)

Q: How do I place myself on hold?

A: All associates may place themselves on hold at anytime for any reason. Simply login to your SourceNet account, click "Update Contact Info," scroll down to the section titled, "Schedule Information" and input the begin date and end date. This will notify us that you are unable to accept any new orders during that time.

Q: How do I update the status of an order and what types of things would require an update?

A: When you are logged on to www.farvv.com, there is an Update Status link that if you click on this link, you can add any note pertaining to that particular order.

- Appointment has been set with Point of Contact (please include date/time of appointment)
- Can not reach Point of Contact or there is no Interior access information available
- Problems locating subject property or Tax Information is not available
- Any updates the FA would like to provide on the order

Q: How do I request an extension?

A: Agents may request extensions online. For instructions, agents may be referred to the FA Auto-Extension document that can be found at www.farvv.com.

Q: I thought that my results were received. What steps should I take to verify that the order was delivered?

A: Please make sure that as you are finishing your valuation that you follow the links to the last page where three gray bars will appear. You must select the 3rd bar that states "Data Entry and Photo Upload are complete". If you do not click on this link, the order will not be delivered.

Q: If I receive a reassign notice and I thought my work had been complete, what should I do?

A: Follow the steps below:

- Sign back on to the data entry form for the order in question.
- Make sure that all of your data has been entered on the form.
- Click on "Save and continue" at the bottom of each page.
- When you come to the last page, there will be three gray bars.
- You must click on the 3rd bar that states "Data Entry and Photo Upload are complete".
- If you do not click on this link, the order will not be delivered.

Q: What is the most effective way to communicate with the CoreLogic Valuation Services office?

A: Follow the steps below:

- Please log on to www.farvv.com
- Log in using your rep code and password
- Click on the "Update Status" link next to the order you are updating.
- Update or add all pertinent notes for that particular order.
- Once a note is submitted it will be processed and any necessary information will be communicated via phone within 4 hours.

- If your order needs immediate attention or if your commit time is less than four hours away please call customer service at 877-899-8799 for assistance with your order.

NOTE: If you have not received a response to your updated order status within 4 hours, please call CoreLogic toll free at 1-877-899-8799, or send an email to farvvhel@corelogic.com.

Q: Haven't I already completed the online training?

A: There are four computer based trainings, (CBTs) available online. The first is the Servicing Market Segment CBT, the second is the REO Market Segment, the third is Origination Market Segment and the final segment focuses on Capital Markets (Acquisitions). Please have agents log on to <https://elearning.firstam.net/centra-cks/Login/index.aspx>. Both their username and password is their rep code. Direct agents to click on the "My Learning" tab, and then the click on the "Completed" tab. This will show the agent all the trainings that they currently have completed.

Q: Is the BPO certification course a requirement?

A: Yes, all our associates are required to complete the online training courses.

Q: How do I access the training course?

A: Visit <https://elearning.firstam.net/centra-cks/Login/index.aspx>. Your login and password are your rep code, (the state abbreviation in your rep code must be capitalized for both login and password).

Q: What should I do if I can't login to SourceNet?

A: If you've forgotten your login or password, contact 877-899-8799. You will be asked to validate profile information and then you will receive your login and password. If you have the correct login information, your profile may be in a pending/probation status. Please contact 877-899-8799 or email panel@corelogic.com to verify the status of your profile.

Q: How do you rate my performance?

A: CoreLogic takes a statistical approach to measure your performance. This is done by reviewing your most recent 6 month order history. The criteria measured include:

- Returns
- Sanctions
- Turnaround Time (TAT)
- Reassign %
- Completion %
- Photos Emailed %

Each of the criteria are weighted and put into an algorithm to compute a FA Score. Scoring method is subject to change without notice.

Q: What is the Platinum Eagle Program?

A: The Platinum Eagle program has been designed to recognize associates for performing at an exceptional level. Platinum status is achieved by obtaining a score at least 1 standard deviation above the average score of the panel.

This program takes into account the method outlined above and the completion of the CBT's noted above.

Q: How can I improve my standing with CoreLogic?

A: The best way is to complete all orders assigned to you in as quickly as possible with a focus on the quality of your work. You may also contact the Panel team for a review of your current score.

Q: How do I qualify for Auto Accept (AA)?

A: To qualify for AA option, you must:

- Complete at least 15 orders
- Submit standard orders within 48 hours
- Accept orders at base fees within 15 miles of working ZIP(if in your service area)
- Have a FA score above 1 standard deviation below the average score

If you would like to be considered, please email us at panel@corelogic.com.

Q: Why was I taken off auto delivery?

A: Some of the reasons may include: poor completion percentage, poor quality work or unconfirmed orders.

These issues make it difficult to attain our goal to deliver a high quality product in a short amount of time.

NOTE: See Auto Delivery requirements above.

Q: Can I have multiple rep codes for each of my offices to increase my volume?

A: No. We do not offer multiple rep codes under the same name even with a different address.

Q: I'm sure I've complete all of the orders assigned to me, could your information be wrong?

A: Our system is very accurate in its findings. Remember that the system will reassign any order that has not been confirmed within 12 hours of assignment, (4 hours for rush orders).

Note: As many of our orders are broadcast to many Field Associates there may be times when you receive an error message when trying to accept an order, this is because the order was already accepted by another Field Associate.

Q: Who can answer my questions regarding the new FA Agreement?

A: Anyone familiar with legal documents or contracts. CoreLogic employees are unable to interpret the contract or provide you with additional insight for your questions.

Q: What will happen if I choose to decline the new FA Agreement?

A: The FA agreement is a binding, executed agreement between you (the broker/agent) and CoreLogic. Choosing to decline the Agreement effectively terminates the working relationship with CoreLogic.

Q: How long to I have to sign the new FA Agreement?

A: The updated Agreement has several additions that should be reviewed in detail. You have 14 days after notification to accept the terms of the Agreement. After 14 days, if you have chosen to decline the Agreement your account will be placed "inactive".

Q: Does the FA Agreement need to be signed online or can I email it?

A: Yes, the Field Associate Agreement has to be signed online.

Q: The Field Associate Agreement will is giving me an error that my name does not match the records.

A: The name has to be entered verbatim to how it is in SourceNet. Email panel@corelogic.com to verify how your name appears in our records.

Q: There is not anywhere to enter their name and agree.

A: If you are viewing the PDF that pops up when they click "click here if having issues", the fields to sign the agreement will not appear. The fields to sign the agreement are on the main page, you will have to scroll all the way to the bottom of the page to enter your name. (Please note, there are two scroll bars that have to be manipulated to view these fields).

Q: I have signed the FA Agreement but it is not going through

A: Make sure the FA has temporarily disabled their pop-up blocker, if you are not getting an option to either close or print the FA Agreement has not been processed.

Q: When I log in the FA Agreement is not popping up

A: You have 14 days to agree to the terms of the FA Agreement, if the FA Agreement is not populating when you log make sure you are not overriding resetting your password by clicking on the "Rep Menu" link. You will have to change your password for the FA Agreement to populate.